

Bus Operations Performance Measurements Report



Third 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.

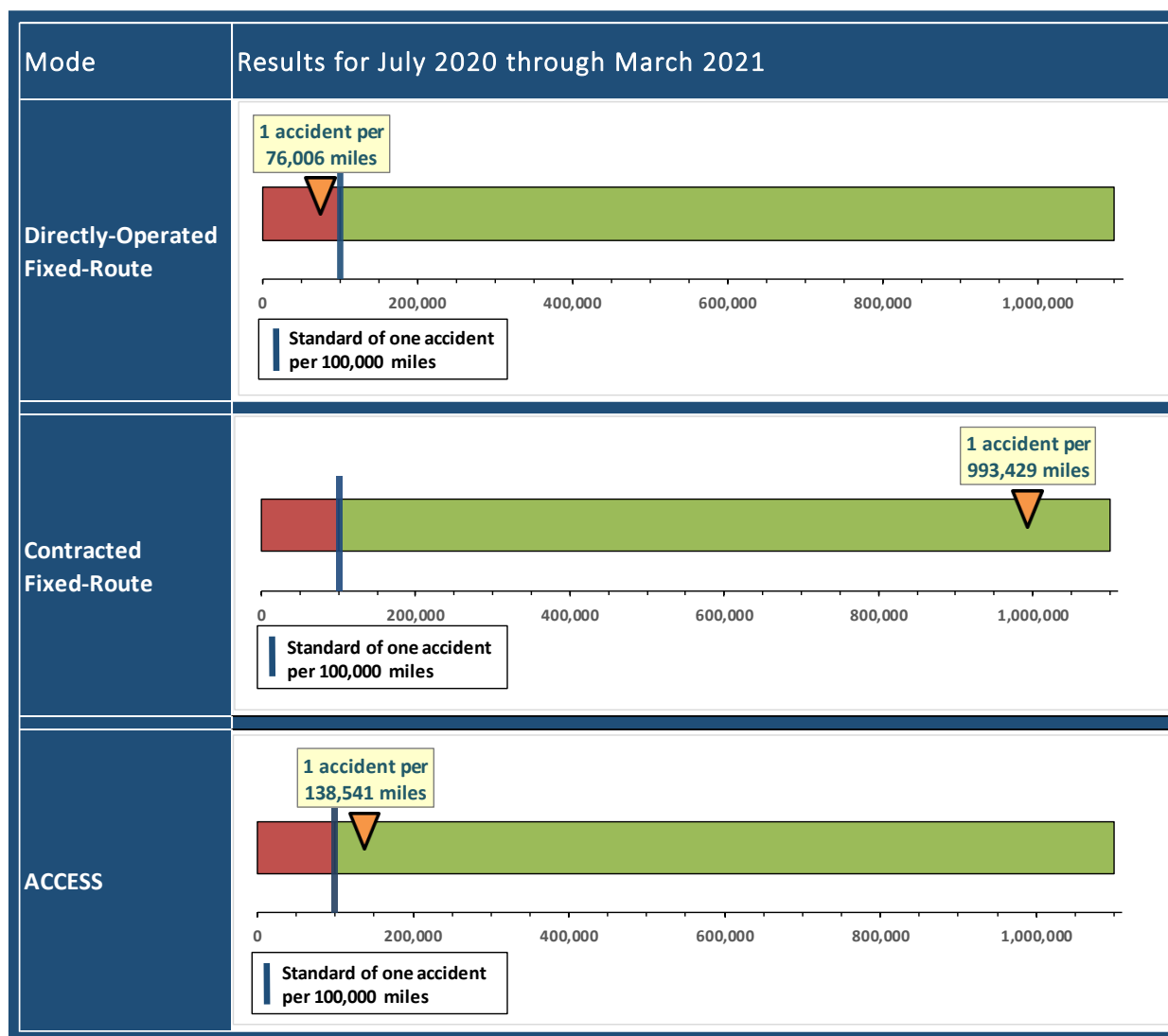
It is important to note that OCTA implemented a reduced service schedule for OC Bus on March 23, 2020 in direct response to the coronavirus (COVID-19) pandemic. The impact that the COVID-19 pandemic has had on both OC Bus and OC ACCESS continues to be significant, as reflected in the performance to be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

FY2020-21 Q3 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

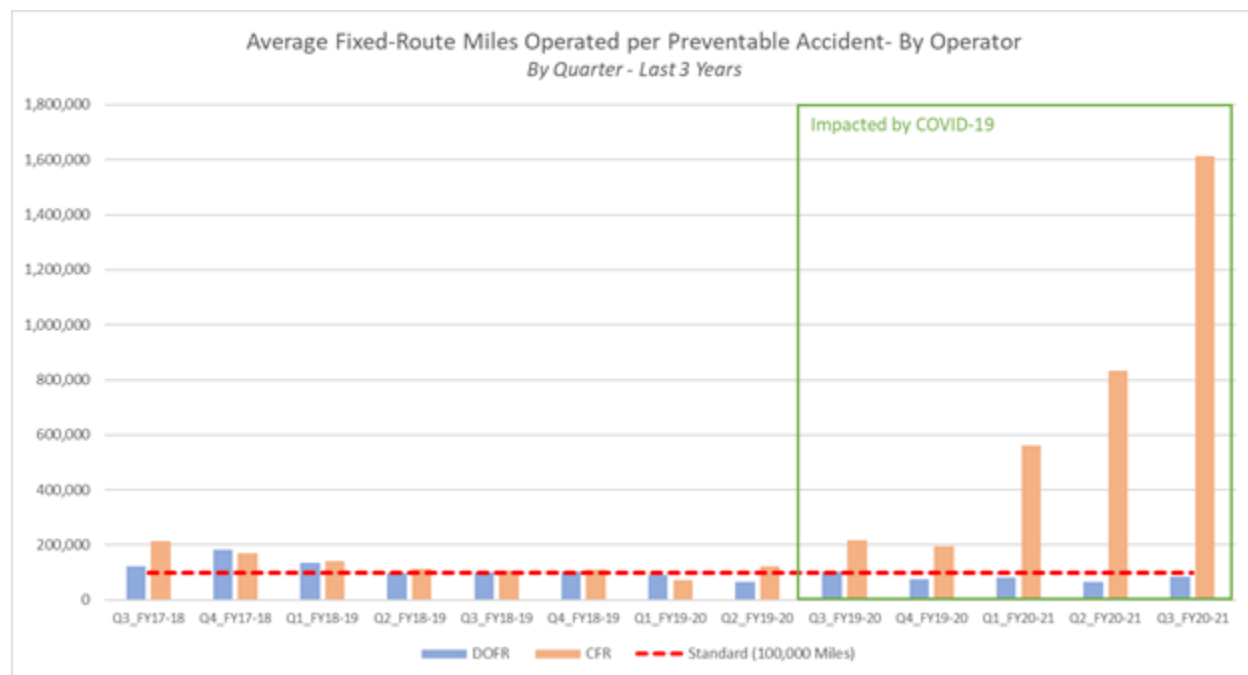
OCTA is committed to the safe delivery of the OC Bus service. The safety standard for DOFR, CFR, and OC ACCESS services is no more than one vehicle accident per 100,000 miles. Preventable vehicle accidents are defined as incidents when physical contact occurs between vehicles used for public transit and other vehicles, objects, or pedestrians, and where a coach operator failed to do everything reasonable to prevent the accident. On-board passenger falls determined to be preventable are also included among these accidents. Through the third 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 more than 100,000 miles between preventable accidents.



DOFR OC Bus continued to perform below the accident frequency standard and OCTA Operations staff 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 as most of the accidents during January and February were a result of the operator driving and making contact with

another vehicle, a pole, or a sign. To help mitigate preventable accidents, Bus Operations posted a campaign to remind operators of safe driving techniques and safety in the bus zones.

The following chart shows the average number of miles operated between preventable accidents for both DOFR and CFR. Over the eight quarters prior to the COVID-19 pandemic, performance for both DOFR and CFR was either slightly above or below the standard.

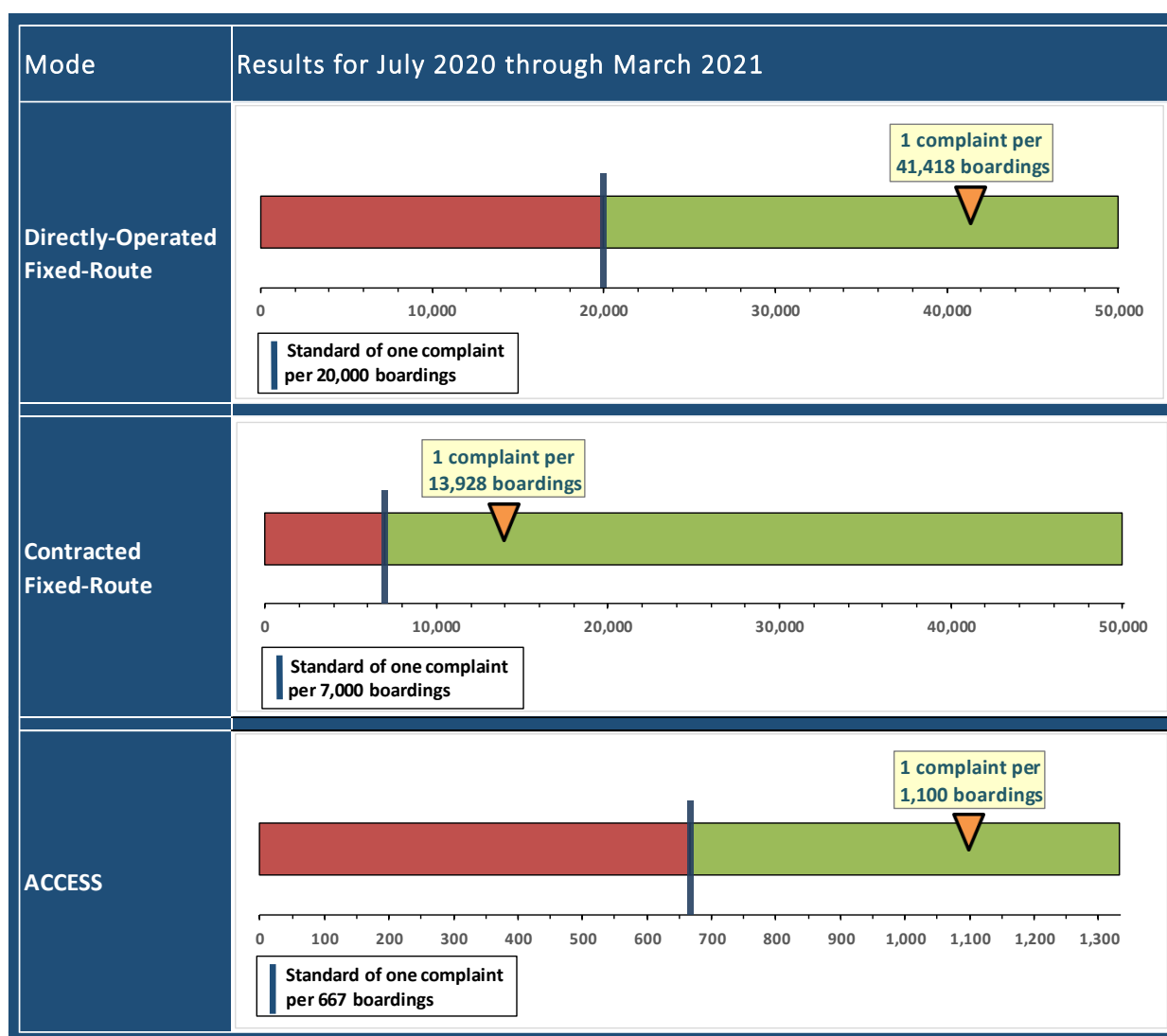


In the third quarter of FY 2019-20, the beginning of the COVID-19 pandemic, the miles operated between preventable accidents for CFR began to increase to unprecedented levels, with approximately 1.6 million miles operated without a preventable accident in the third quarter of the current FY. As reported last quarter, attributable factors include the reduced service levels, particularly miles operated, and ridership. Staff presumes that lower ridership reduces the opportunities for passenger-related accidents, some of which could be counted as preventable accidents. Between January and March of 2021, the miles operated by CFR and the associated ridership were 35 percent and 59 percent lower than pre-COVID-19 pandemic levels (second quarter, FY 2019-20), respectively. The miles operated and the ridership for DOFR service were 20 percent and 49 percent lower than pre-COVID-19 pandemic levels, respectively. OCTA Operations staff continue to focus on and stress safety in the bus loading/unloading zones and passenger safety inside the vehicle (passenger falls).

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.

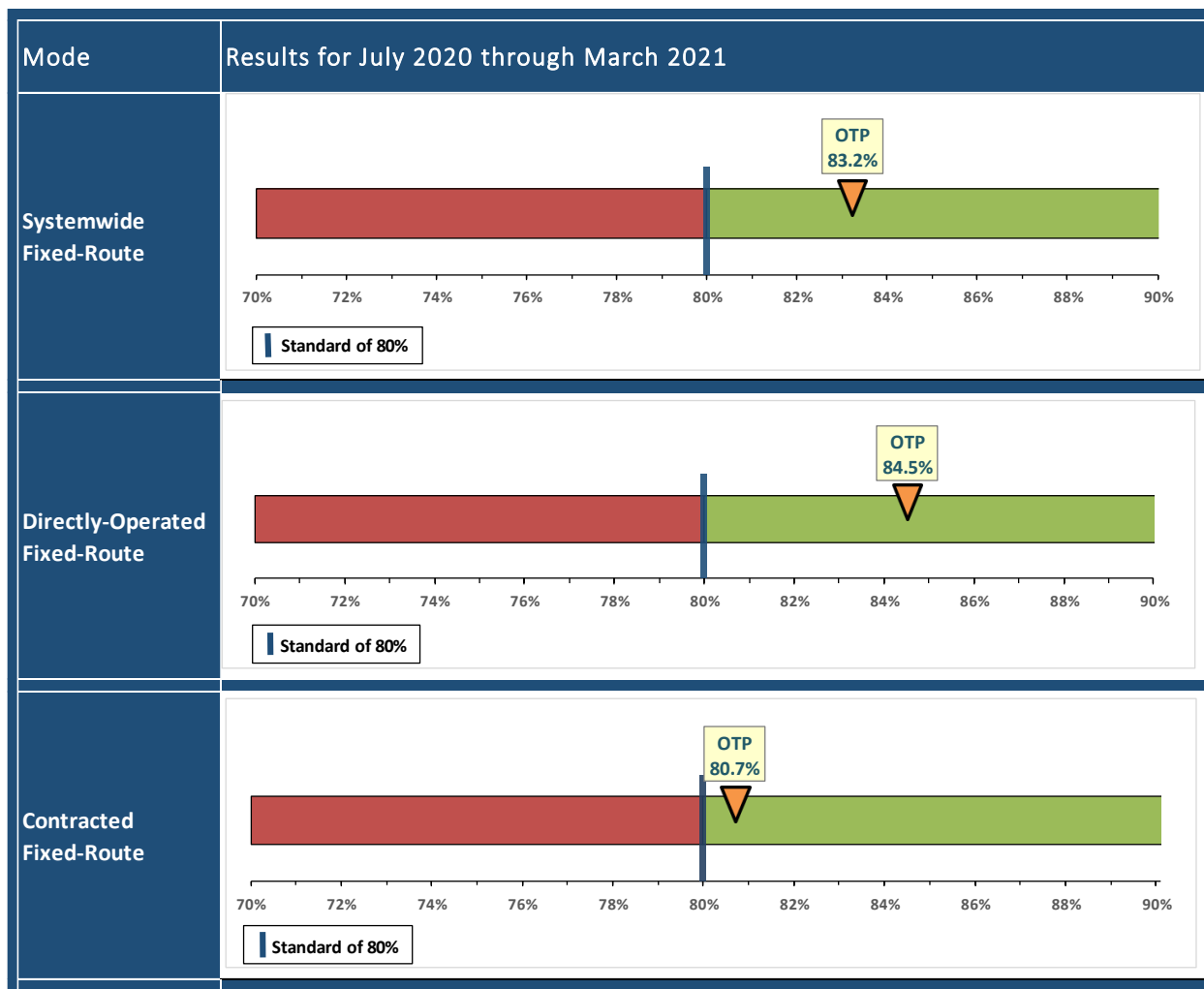
Through the third quarter of FY 2020-21, all modes of service continue to perform well, exceeding the courtesy standard with less than one valid complaint per 20,000, 7,000, and 667 boardings, respectively.



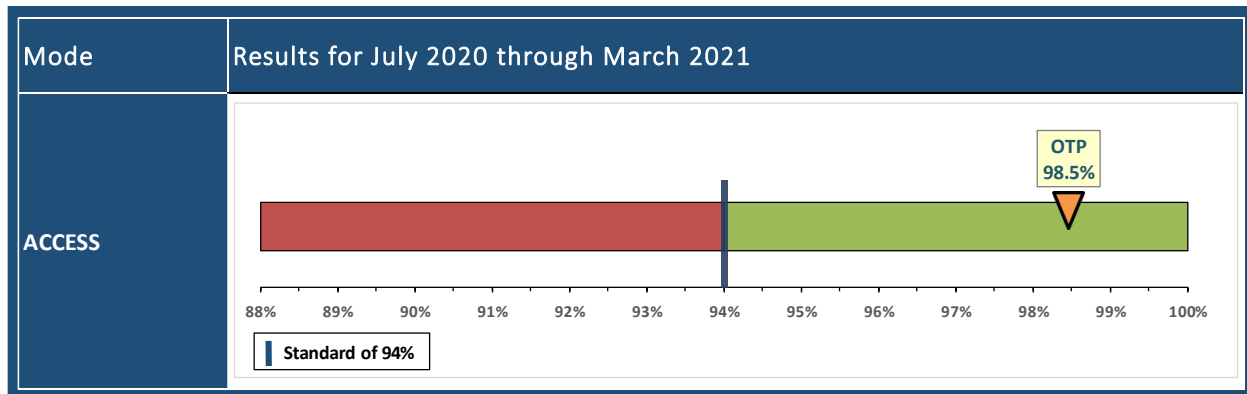
Reliability: On-Time Performance

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 pickup 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 third quarter of FY 2020-21. Systemwide OTP was 83.2 percent, 0.1 percent higher compared to last quarter. DOFR and CFR both performed above standard as the OTP for DOFR increased by 0.2 percent while there was no change in the CFR's OTP.

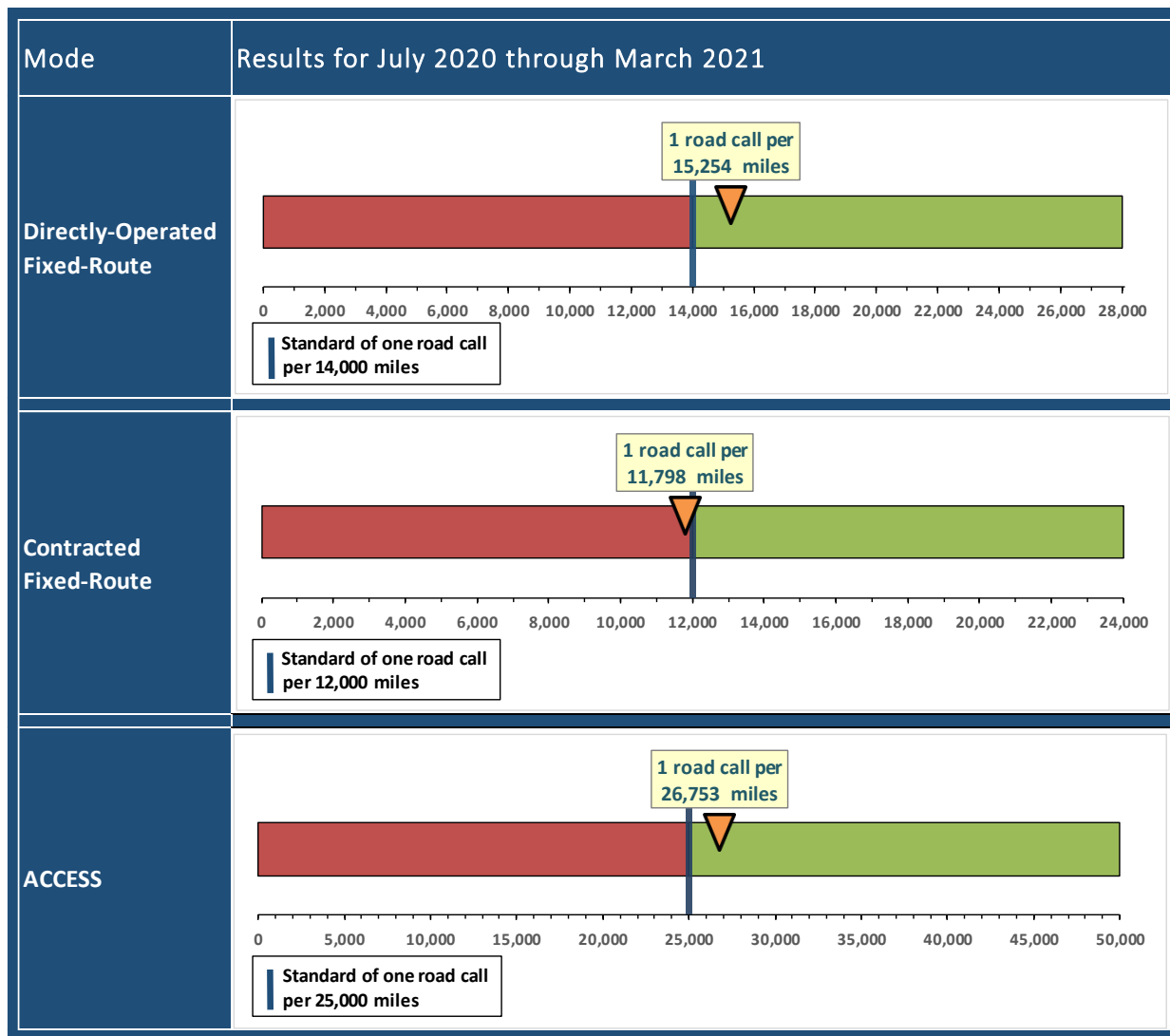


The OTP for OC ACCESS also came in above standard with a rate of 98.5 percent, 0.2 percent higher than the rate reported last quarter and 4.5 percent above the standard.



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 to 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.

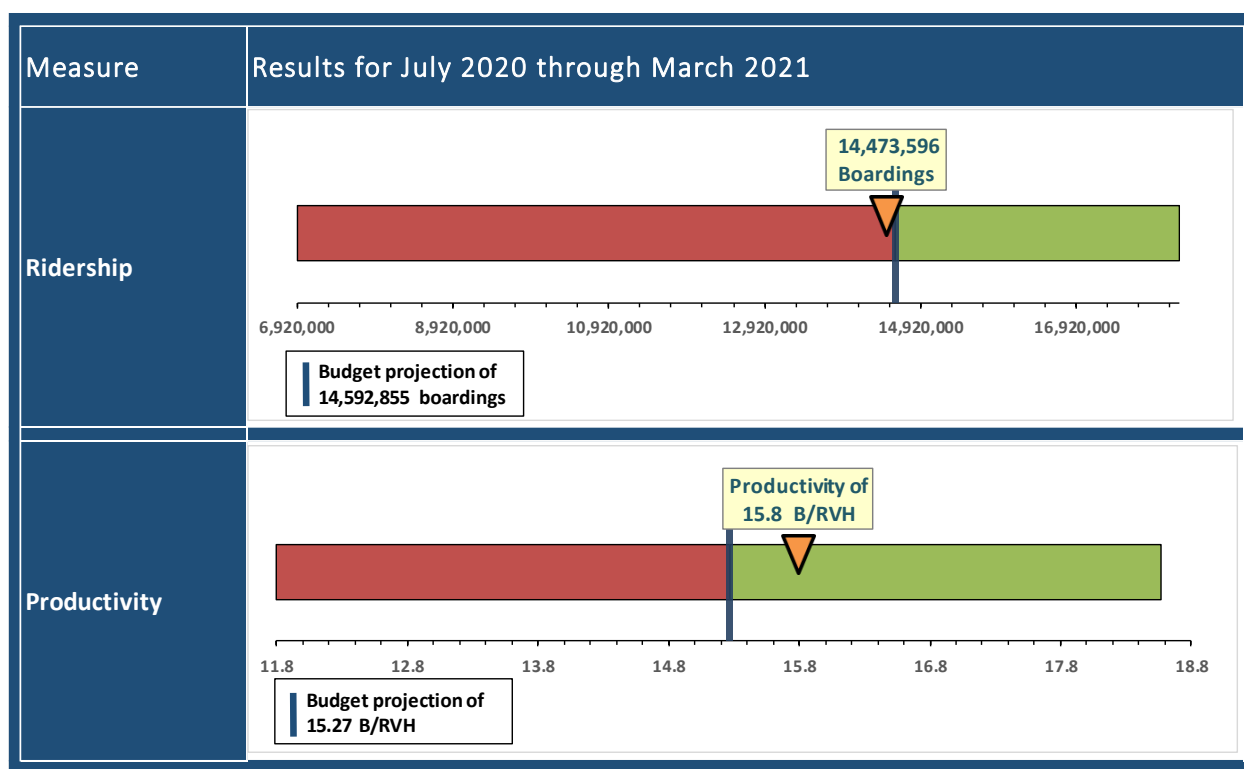


Through the third quarter of FY 2020-21, DOFR OC Bus service and OC ACCESS both continue to exceed the MBRC standard while CFR OC Bus remains below the standard. MBRC for CFR were slightly below the standard primarily due to a known engine control module prone to failure and short on supply, as well as major component 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 with an emphasis on a comprehensive road call reduction plan.

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.

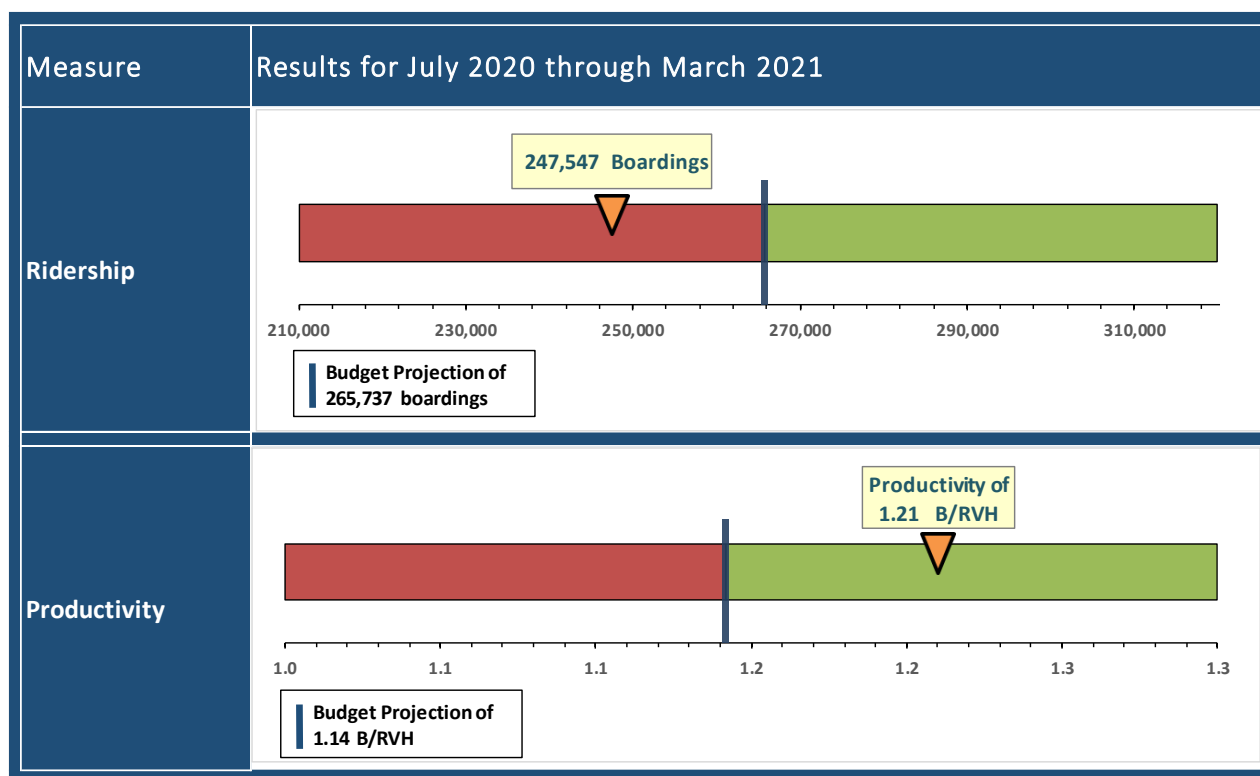
Although lower when compared to ridership in FY 2019-20, through the third quarter of FY 2020 -21, OC Bus ridership is just under the budgeted projection of 14.5 million. Productivity for OC Bus service remains higher than budgeted projections, trending at nearly 16 boardings per revenue vehicle hour.



Ridership and Productivity – OC ACCESS

(Primary Service Provider and Supplemental Taxi Service)

Through the third quarter of FY 2020-21, total ridership of 247,547 for OC ACCESS is trending below budgeted projections by 6.8 percent while productivity of 1.21 B/RVH is above the 1.14 B/RVH projection by 6.1 percent. As with the fixed-route service, ridership and productivity for OC ACCESS continue to be impacted by the COVID-19 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. Due to lower need for OC ACCESS service, less RVH were provided compared to the budgeted amount, resulting in a B/RVH higher than the budgeted figure.



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 third 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 third quarter relate to on-time performance, courtesy and accident frequency ratio, which totaled \$22,000. The total penalties assessed to the contractor during the third quarter total \$67,237 with an adjustment of \$24,097 for key positions, resulting in a net payment to OCTA of \$21,139. This brings the year-to-date total payment to OCTA to \$29,439.

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)	\$ (20,000)	\$ -	\$ (30,000)
	Accident Frequency Ratio	\$ -	\$ -	\$ -	\$ -	\$ -
	Key Positions	\$ -	\$ -	\$ (24,097)	\$ -	\$ (24,097)
	CHP Terminal Inspections	\$ -	\$ -	\$ -	\$ -	\$ -
	Reports	\$ -	\$ -	\$ -	\$ -	\$ -
	Preventive Maintenance	\$ -	\$ -	\$ (8,339)	\$ -	\$ (8,339)
	Road Calls	\$ (2,900)	\$ (400)	\$ (1,800)	\$ -	\$ (5,100)
	Vehicle Damage: Per vehicle per day	\$ -	\$ -	\$ -	\$ -	\$ -
	Missed Trips	\$ (16,000)	\$ (17,000)	\$ (13,000)	\$ -	\$ (46,000)
	Total	\$ (24,900)	\$ (25,400)	\$ (67,237)	\$ -	\$ (117,537)
Incentives	On-Time Performance	\$ -	\$ -	\$ 1,000	\$ -	\$ 1,000
	Valid Complaints: Per 7,000 boardings	\$ 10,400	\$ 6,600	\$ 6,000	\$ -	\$ 23,000
	Accident Frequency Ratio	\$ 10,000	\$ 15,000	\$ 15,000	\$ -	\$ 40,000
	Total	\$ 20,400	\$ 21,600	\$ 22,000	\$ -	\$ 64,000
Adjustment	Unreported Accident (Prior Period)	\$ -	\$ -	\$ -	\$ -	\$ -
	Waived Penalties (Key Positions)	\$ -	\$ -	\$ 24,097	\$ -	\$ 24,097
	Waived Incentives	\$ -	\$ -	\$ -	\$ -	\$ -
	Total	\$ -	\$ -	\$ 24,097	\$ -	\$ 24,097
All	Total	\$ (4,500)	\$ (3,800)	\$ (21,139)	\$ -	\$ (29,439)

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.

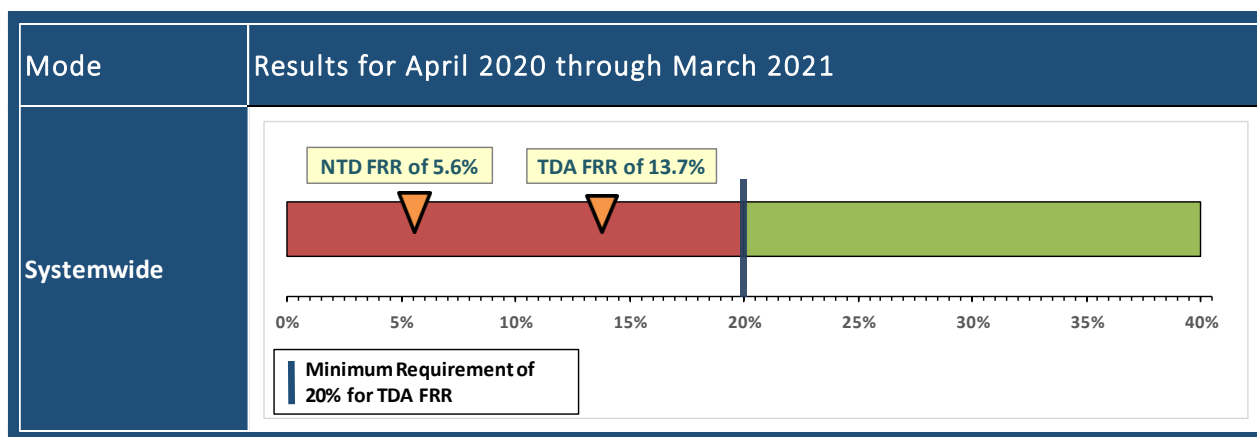
As presented in this report, the overall performance of the contractor providing OC ACCESS service through the third quarter of FY 2020-21 is above standard with respect to courtesy, safety, and on-time performance. Table 2 below lists, by quarter, the penalties and incentives assessed to the OC ACCESS contractor as established in the agreement. Through the third quarter, incentives related to excessively late trips totaled \$45,000. The penalties totaled \$178,600 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 were waived resulting in a net payment to OCTA of \$37,100 in the third quarter.

Table 2:	Performance Categories	FY21 Q1	FY21 Q2	FY21 Q3	FY21 Q4	FYTD 21
Penalties	Passenger Productivity	\$ (30,000)	\$ (30,000)	\$ (30,000)	\$ -	\$ (90,000)
	On-Time Performance	\$ -	\$ -	\$ -	\$ -	\$ -
	Customer Comments	\$ -	\$ -	\$ -	\$ -	\$ -
	Call Center Hold Times	\$ (10,000)	\$ (31,000)	\$ (32,000)	\$ -	\$ (73,000)
	Excessively Late Trips	\$ -	\$ -	\$ -	\$ -	\$ -
	Missed Trips	\$ -	\$ -	\$ -	\$ -	\$ -
	Unreported Accident	\$ (5,000)	\$ (5,000)	\$ (5,000)	\$ -	\$ (15,000)
	Preventive Maintenance	\$ -	\$ -	\$ -	\$ -	\$ -
	Road calls	\$ (500)	\$ -	\$ (100)	\$ -	\$ (600)
	Reports	\$ -	\$ -	\$ -	\$ -	\$ -
	Key Positions	\$ -	\$ -	\$ -	\$ -	\$ -
	CHP Terminal Inspections	\$ -	\$ -	\$ -	\$ -	\$ -
	Vehicle Damage	\$ -	\$ -	\$ -	\$ -	\$ -
	Fare Variance	\$ -	\$ -	\$ -	\$ -	\$ -
	Total	\$ (45,500)	\$ (66,000)	\$ (67,100)	\$ -	\$ (178,600)
Incentives	Passenger Productivity	\$ -	\$ -	\$ -	\$ -	\$ -
	On-Time Performance	\$ -	\$ -	\$ -	\$ -	\$ -
	Excessively Late Trips	\$ 15,000	\$ 15,000	\$ 15,000	\$ -	\$ 45,000
	Missed Trips	\$ -	\$ -	\$ -	\$ -	\$ -
	Total	\$ 15,000	\$ 15,000	\$ 15,000	\$ -	\$ 45,000
Adjustment	Unreported Accident (Prior Period)	\$ -	\$ -	\$ -	\$ -	\$ -
	Waived Penalties	\$ 40,000	\$ 35,000	\$ 30,000	\$ -	\$ 105,000
	Waived Incentives	\$ (15,000)	\$ (15,000)	\$ (15,000)	\$ -	\$ (45,000)
	Total	\$ 25,000	\$ 20,000	\$ 15,000	\$ -	\$ 60,000
All	Total	\$ (5,500)	\$ (31,000)	\$ (37,100)	\$ -	\$ (73,600)

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 April 2020 through March 2021.

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 13.7 percent, a decrease of 2.7 percentage points from the previous quarter and a 7.9 percent point 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.

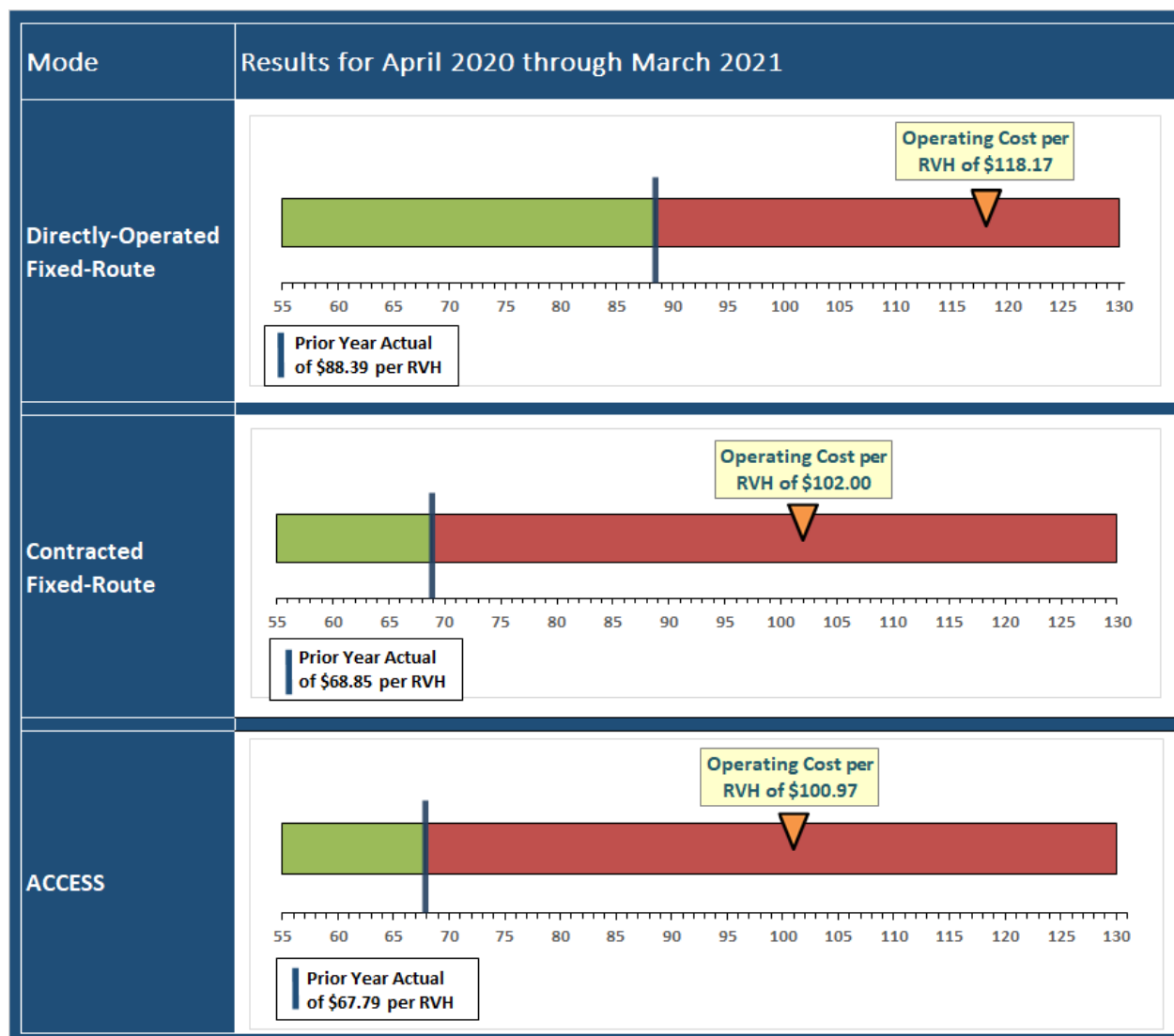


Note:

- 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 33.7 percent increase in DOFR, a 48.1 percent increase in CFR, and a 48.9 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 12 months which were impacted by COVID-19. This translates to lower RVH provided without a proportional reduction in staffing levels.

DOFR and CFR cost per RVH also increased as a result of alternative fuel tax credits (AFTCs) received in the prior period, offsetting fuel costs. In the prior period, AFTCs received represented approximately 12 months of credit. The current period AFTCs received, which are contingent upon legislation for approval, represent three months of credit.

OC ACCESS cost per RVH increased because of an amendment for variable costs coupled with the impact of the COVID-19 pandemic. The contract amendment was approved in February 2021 but was implemented to cover increased costs for service readiness for COVID-19 demand levels dating back to April 2020.

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 third 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 frequently 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 Q3 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 Q3 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 Q3 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 Q3 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	1.9%	\$ 34.81	\$ 19.73	\$ 13.68	\$ 1.40	\$ 0.64	26,617	\$ 150.91	\$ 93.24	\$ 12.03	4.43	6,006	2	-	-
167	C	1.3%	33.08	18.85	12.78	1.45	0.42	51,397	150.19	92.96	12.50	4.69	10,967	4	-	-
862	C	1.6%	32.76	20.79	10.53	1.44	0.50	25,768	173.05	106.42	17.85	5.44	4,738	2	-	-
178	C	1.6%	30.01	17.21	11.66	1.14	0.48	32,700	149.67	92.93	12.05	5.10	6,413	2	-	-
123	N	1.5%	26.76	15.31	10.38	1.07	0.40	69,652	149.42	93.03	10.84	5.73	12,159	4	-	-
086	C	2.3%	24.01	13.55	9.40	1.06	0.55	52,477	149.70	93.02	11.57	6.37	8,236	3	-	-
087	S	2.6%	23.19	13.07	9.07	1.05	0.60	35,388	152.36	93.87	10.31	6.70	5,281	2	-	-
076	C	2.2%	20.47	11.66	7.83	0.98	0.43	38,139	152.37	93.83	13.04	7.65	4,986	2	-	-
177	S	3.7%	20.26	11.53	7.81	0.92	0.74	40,563	149.05	92.82	11.60	7.42	5,464	2	-	-
082	S	3.4%	19.86	11.24	7.80	0.82	0.67	22,628	152.63	93.67	11.05	7.75	2,921	1	-	-
153	N	2.8%	19.66	11.33	7.68	0.65	0.56	57,097	149.01	92.39	11.68	7.61	7,498	2	-	-
079	C	1.6%	18.33	10.48	7.27	0.58	0.29	96,173	150.46	92.61	13.34	8.34	11,529	3	-	-
091	S	4.6%	17.41	9.86	6.84	0.71	0.80	157,409	153.08	93.70	10.64	8.75	17,997	6	-	-
083	C	2.9%	15.85	9.22	6.19	0.44	0.45	230,784	168.67	105.43	8.85	10.63	21,707	6	-	-
001	S	3.2%	15.82	9.19	6.17	0.46	0.51	261,557	169.05	105.31	10.66	10.65	24,562	6	-	-
143	N	3.2%	15.62	9.02	6.11	0.49	0.49	75,525	150.05	92.62	12.29	9.60	7,867	2	-	-
129	N	4.3%	15.33	8.75	5.93	0.65	0.66	86,268	154.84	93.76	11.87	10.10	8,544	3	-	-
059	C	3.4%	15.21	8.65	6.00	0.56	0.52	132,200	165.04	96.01	15.55	10.88	12,147	4	-	-
090	S	4.9%	13.82	7.92	5.50	0.40	0.68	93,584	154.62	93.94	9.65	10.96	8,535	2	-	-
026	N	3.5%	13.13	7.39	5.12	0.62	0.46	105,650	151.88	92.83	13.00	11.71	9,020	4	-	-
025	N	4.3%	12.43	7.07	4.90	0.46	0.54	121,296	152.76	93.30	12.14	12.21	9,936	3	-	-
037	N	3.5%	11.94	6.89	4.63	0.42	0.42	352,131	192.65	118.37	16.36	16.13	21,831	7	-	-
050	N	3.5%	11.68	6.71	4.51	0.46	0.41	561,920	176.28	108.65	15.05	15.16	37,078	14	-	-
066	N	3.5%	11.67	6.67	4.48	0.52	0.40	160,482	156.54	96.32	14.18	13.55	11,847	5	-	-
070	C	3.6%	11.56	6.55	4.54	0.47	0.41	316,433	158.45	95.10	12.58	13.78	22,968	8	-	-
071	N	4.4%	11.47	6.56	4.55	0.36	0.51	259,775	154.83	93.64	11.92	13.33	19,483	5	-	-
053	C	3.8%	11.07	6.50	4.37	0.20	0.43	913,331	236.64	144.66	25.03	20.95	43,588	10	-	-
089	S	5.6%	10.96	6.25	4.34	0.37	0.63	124,666	158.10	93.89	12.20	14.09	8,845	2	-	-
038	N	5.0%	10.49	5.94	4.12	0.43	0.53	343,292	169.25	97.00	12.51	15.98	21,480	7	-	-
033	N	3.7%	10.49	5.94	4.12	0.43	0.38	86,234	149.08	92.46	11.75	14.27	6,043	2	-	-
055	C	5.5%	10.47	6.10	4.10	0.27	0.60	548,584	166.04	102.03	15.19	15.38	35,672	8	-	-
046	N	4.5%	10.24	5.88	4.08	0.28	0.47	197,828	155.79	93.65	13.61	14.93	13,246	3	-	-
060	C	3.8%	9.95	5.80	3.89	0.26	0.38	1,043,107	192.72	118.71	16.13	19.13	54,515	12	-	-
057	C	4.5%	9.67	5.59	3.75	0.33	0.44	1,198,182	182.03	111.81	17.13	18.61	64,401	-	-	15
030	N	5.5%	9.56	5.38	3.73	0.45	0.53	208,814	160.91	95.05	12.15	16.69	12,512	4	-	-
543	N	3.8%	9.46	5.42	3.64	0.40	0.36	279,101	156.67	96.40	14.23	16.62	16,797	6	-	-
054	N	4.5%	9.38	5.40	3.63	0.35	0.43	395,564	158.12	97.37	13.67	16.73	23,649	9	-	-
066	C	5.0%	9.38	5.45	3.66	0.27	0.48	856,303	207.27	126.93	20.22	21.60	39,640	12	-	-
047	C	5.3%	9.34	5.40	3.63	0.31	0.51	840,979	178.03	109.59	14.82	18.68	45,028	14	-	-
029	N	5.5%	9.26	5.31	3.57	0.38	0.51	1,009,122	180.54	111.15	15.45	19.23	52,482	-	-	15
035	N	4.4%	9.16	5.22	3.62	0.32	0.41	292,610	154.91	93.56	13.19	16.75	17,470	5	-	-
072	C	5.1%	8.91	5.15	3.46	0.30	0.46	184,354	155.52	96.11	11.69	17.15	10,751	3	-	-
043	N	5.0%	8.84	5.13	3.45	0.26	0.45	919,485	169.69	104.04	16.85	18.81	48,886	12	-	-
042	N	5.1%	8.38	4.76	3.30	0.32	0.43	580,892	159.36	94.50	13.98	18.77	30,945	11	-	-
064	C	5.1%	7.92	4.56	3.06	0.30	0.41	949,723	173.52	106.10	18.91	21.60	43,964	18	-	-

(1) Total bus count (287) 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	1.3%	\$ 75.95	\$ 38.61	\$ 26.03	\$ 11.31	\$ 0.82	6,582	\$ 193.88	\$ 98.46	\$ 18.05	2.96	2,222	4	-	-
473	C	1.8%	49.99	25.39	17.12	7.48	0.76	6,223	200.06	98.70	17.56	4.62	1,346	3	-	-
480	C	2.3%	38.72	19.72	13.30	5.70	0.79	6,525	195.56	98.83	15.78	5.78	1,128	2	-	-
453	N	2.3%	34.25	17.75	11.97	4.53	0.69	8,217	205.86	100.31	31.68	6.77	1,214	2	-	-
472	C	3.5%	28.85	13.44	9.06	6.35	0.82	10,265	174.43	94.11	15.16	7.48	1,372	4	-	-

(1) Total bus count (287) 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	4.5%	\$ 9.67	\$ 5.59	\$ 3.75	\$ 0.33	\$ 0.44	1,198,182	\$ 182.03	\$ 111.81	\$ 17.13	18.61	64,401	-	-	15
060	C	3.8%	9.95	5.80	3.89	0.26	0.38	1,043,107	192.72	118.71	16.13	19.13	54,515	12	-	-
029	N	5.5%	9.26	5.31	3.57	0.38	0.51	1,009,122	180.54	111.15	15.45	19.23	52,482	-	-	15
064	C	5.1%	7.92	4.56	3.06	0.30	0.41	949,723	173.52	106.10	18.91	21.60	43,964	18	-	-
043	N	5.0%	8.84	5.13	3.45	0.26	0.45	919,485	169.69	104.04	16.85	18.81	48,886	12	-	-
053	C	3.8%	11.07	6.50	4.37	0.20	0.43	913,331	236.64	144.66	25.03	20.95	43,588	10	-	-
066	C	5.0%	9.38	5.45	3.66	0.27	0.48	856,303	207.27	126.93	20.22	21.60	39,640	12	-	-
047	C	5.3%	9.34	5.40	3.63	0.31	0.51	840,979	178.03	109.59	14.82	18.68	45,028	14	-	-
042	N	5.1%	8.38	4.76	3.30	0.32	0.43	580,892	159.36	94.50	13.98	18.77	30,945	11	-	-
050	N	3.5%	11.68	6.71	4.51	0.46	0.41	561,920	176.28	108.65	15.05	15.16	37,078	14	-	-
055	C	5.5%	10.47	6.10	4.10	0.27	0.60	548,584	166.04	102.03	15.19	15.38	35,672	8	-	-
054	N	4.5%	9.38	5.40	3.63	0.35	0.43	395,564	158.12	97.37	13.67	16.73	23,649	9	-	-
037	N	3.5%	11.94	6.89	4.63	0.42	0.42	352,131	192.65	118.37	16.36	16.13	21,831	7	-	-
038	N	5.0%	10.49	5.94	4.12	0.43	0.53	343,292	169.25	97.00	12.51	15.98	21,480	7	-	-
070	C	3.6%	11.56	6.55	4.54	0.47	0.41	316,433	158.45	95.10	12.58	13.78	22,968	8	-	-
035	N	4.4%	9.16	5.22	3.62	0.32	0.41	292,610	154.91	93.56	13.19	16.75	17,470	5	-	-
543	N	3.8%	9.46	5.42	3.64	0.40	0.36	279,101	156.67	96.40	14.23	16.62	16,797	6	-	-
001	S	3.2%	15.82	9.19	6.17	0.46	0.51	261,557	189.05	105.31	10.66	10.65	24,562	6	-	-
071	N	4.4%	11.47	6.56	4.55	0.36	0.51	259,775	154.83	93.64	11.92	13.33	19,483	5	-	-
083	C	2.9%	15.85	9.22	6.19	0.44	0.45	230,784	188.67	105.43	8.15	10.63	21,707	6	-	-
030	N	5.5%	9.56	5.28	3.73	0.45	0.53	208,814	160.91	95.05	12.85	16.69	12,512	4	-	-
046	N	4.5%	10.24	5.88	4.08	0.28	0.47	197,828	155.79	93.65	13.61	14.93	13,246	3	-	-
072	C	5.1%	8.91	5.15	3.46	0.30	0.46	184,354	155.52	96.11	11.69	17.15	10,751	3	-	-
056	N	3.5%	11.67	6.67	4.48	0.52	0.40	160,482	156.54	96.32	14.18	13.55	11,847	5	-	-
091	S	4.6%	17.41	9.86	6.84	0.71	0.80	157,409	153.08	93.70	10.64	8.75	17,997	6	-	-
059	C	3.4%	15.21	8.65	6.00	0.56	0.52	132,200	165.04	96.01	15.55	10.88	12,147	4	-	-
089	S	5.6%	10.96	6.25	4.34	0.37	0.63	124,666	158.10	93.89	12.20	14.09	8,845	2	-	-
025	N	4.3%	12.43	7.07	4.90	0.46	0.54	121,296	152.76	93.30	12.14	12.21	9,936	3	-	-
026	N	3.5%	13.13	7.39	5.12	0.62	0.46	105,650	151.88	92.83	13.00	11.71	9,020	4	-	-
079	C	1.6%	18.33	10.48	7.27	0.58	0.29	96,173	150.46	92.61	13.34	8.34	11,529	3	-	-
090	S	4.9%	13.82	7.92	5.50	0.40	0.68	93,584	154.62	93.94	9.65	10.96	8,535	2	-	-
129	N	4.3%	15.33	8.75	5.93	0.65	0.66	86,268	154.84	93.76	11.87	10.10	8,544	3	-	-
033	N	3.7%	10.49	5.94	4.12	0.43	0.38	86,234	149.08	92.46	11.75	14.27	6,043	2	-	-
143	N	3.2%	15.62	9.02	6.11	0.49	0.49	75,525	150.05	92.62	12.29	9.60	7,867	2	-	-
123	N	1.5%	26.76	15.31	10.38	1.07	0.40	69,652	149.42	93.03	10.84	5.73	12,159	4	-	-
153	N	2.8%	19.66	11.33	7.68	0.65	0.56	57,097	149.01	92.39	11.68	7.61	7,498	2	-	-
086	C	2.3%	24.01	13.55	9.40	1.06	0.55	52,477	149.70	93.02	11.57	6.37	8,236	3	-	-
167	C	1.3%	33.08	18.85	12.78	1.45	0.42	51,397	150.19	92.96	12.50	4.69	10,967	4	-	-
177	S	3.7%	20.26	11.53	7.81	0.92	0.74	40,563	149.05	92.82	11.60	7.42	5,464	2	-	-
076	C	2.2%	20.47	11.66	7.83	0.98	0.43	38,139	152.37	93.83	13.04	7.65	4,986	2	-	-
087	S	2.6%	23.19	13.07	9.07	1.05	0.60	35,388	152.36	93.87	10.31	6.70	5,281	2	-	-
178	C	1.6%	30.01	17.21	11.66	1.14	0.48	32,700	149.67	92.93	12.05	5.10	6,413	2	-	-
085	S	1.9%	34.81	19.73	13.68	1.40	0.64	26,617	150.91	93.24	12.03	4.43	6,006	2	-	-
862	C	1.6%	32.76	20.79	10.53	1.44	0.50	25,768	173.05	106.42	17.89	5.44	4,738	2	-	-
082	S	3.4%	19.86	11.24	7.80	0.82	0.67	22,628	152.63	93.67	11.05	7.75	2,921	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	3.5%	\$ 28.85	\$ 13.44	\$ 9.06	\$ 6.35	\$ 0.82	10,265	\$ 174.43	\$ 94.11	\$ 15.16	7.48	1,372	4	-	-
453	N	2.3%	34.25	17.75	11.97	4.53	0.69	8,217	205.86	100.31	31.68	6.77	1,214	2	-	-
463	C	1.3%	75.95	38.61	26.03	11.31	0.82	6,582	193.88	98.46	18.05	2.96	2,222	4	-	-
480	C	2.3%	38.72	19.72	13.30	5.70	0.79	6,525	195.56	98.83	15.78	5.78	1,128	2	-	-
473	C	1.8%	49.99	25.39	17.12	7.48	0.76	6,223	200.06	98.70	17.56	4.62	1,346	3	-	-

(1) Total bus count (287) is based on PM weekday equipment requirements.

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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

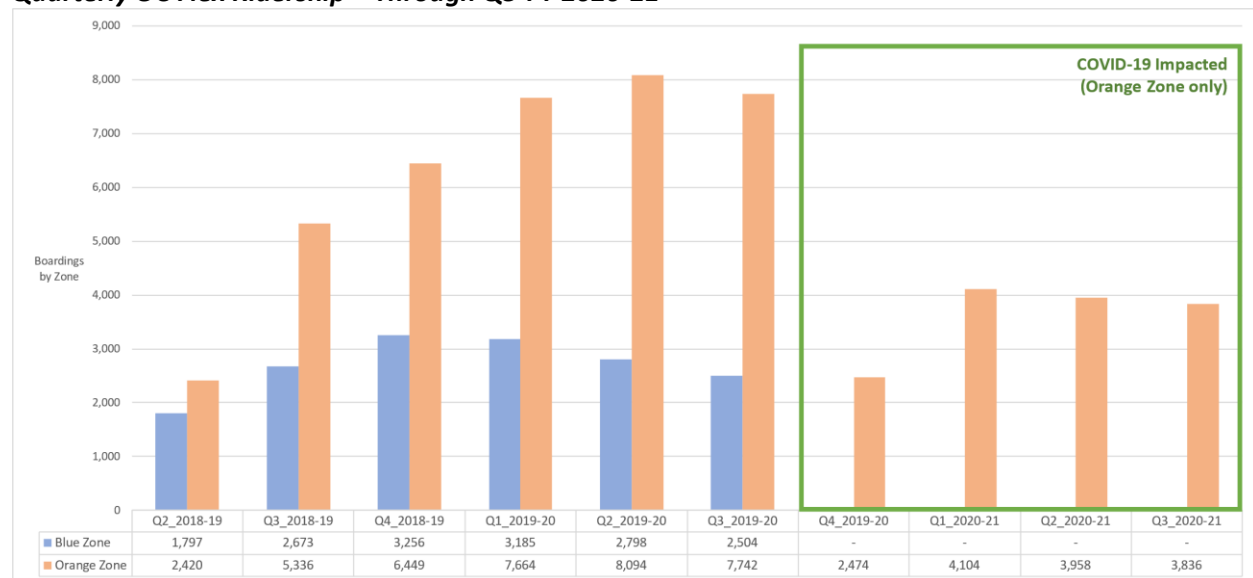
OC Bus 360° Initiatives

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.

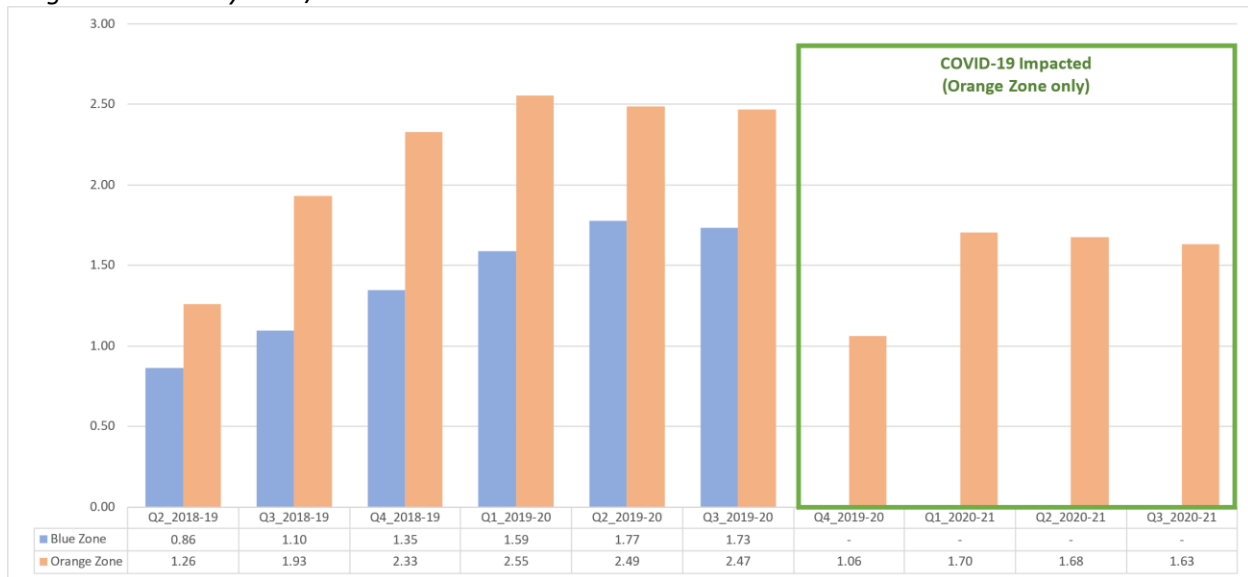
For the third quarter of FY 2020-21, the trends for ridership in the Orange Zone, as well as other metrics, have been stable during the pandemic. Service in the Blue Zone remained suspended. As travel restrictions are lifted and the Orange Zone recovers from the impacts of the pandemic, staff will continue to evaluate these trends under the Board-approved extension of the pilot program through December 2021.

Quarterly OC Flex Ridership – Through Q3-FY 2020-21



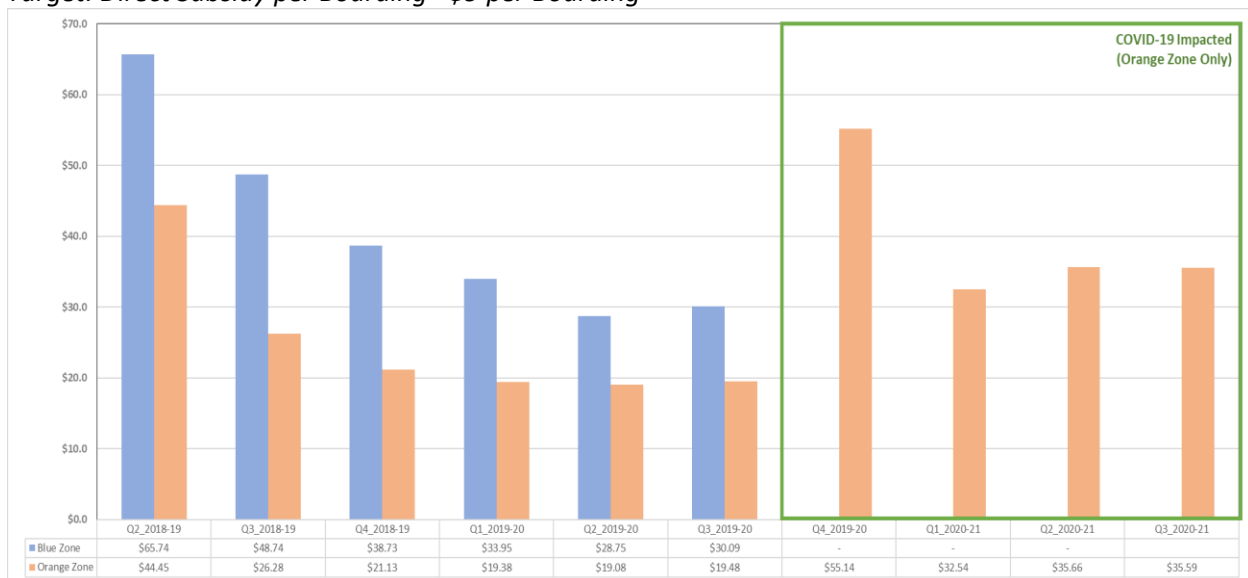
OC Flex Productivity (Boarding/Revenue Vehicle Hour) – Through Q3-FY 2020-21

Target: Productivity – 6 B/RVH



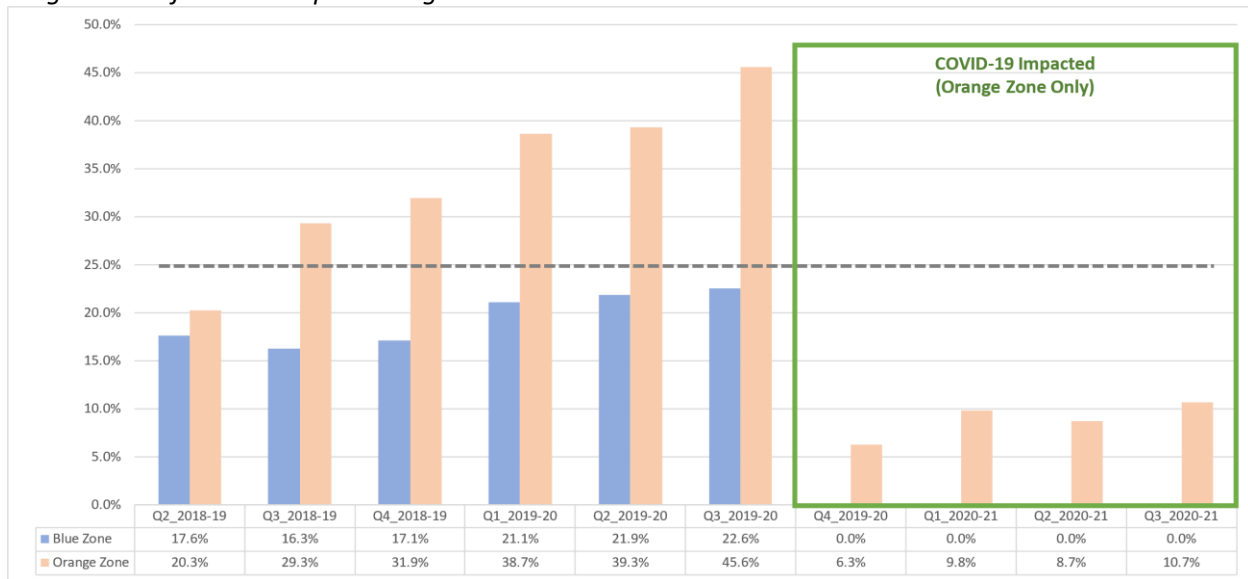
Quarterly OC Flex Direct Subsidy per Boarding – Through Q3-FY 2020-21

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



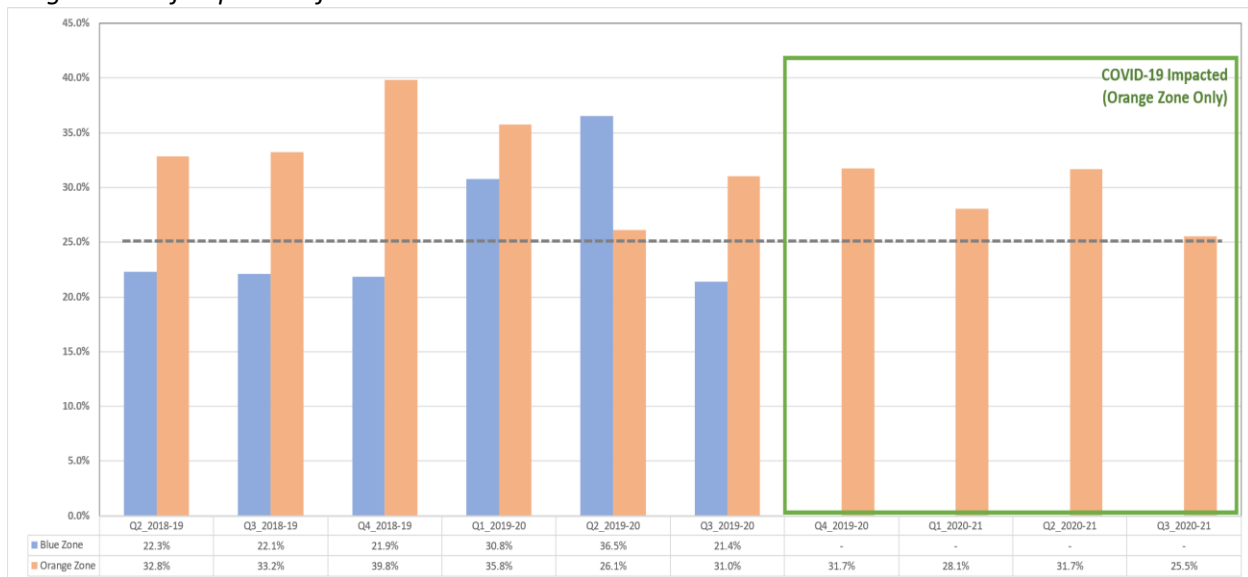
OC Flex Shared Trips – Through Q3-FY 2020-21

Target: 25% of Booked Trips Sharing a Vehicle



OC Flex Connecting Trips (Transfers) – Through Q3-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 add schools interested in joining the program, including Santiago Canyon College (August 2018), Golden West and Fullerton colleges (fall 2019), and Saddleback College (fall 2020).

Despite challenges from the COVID-19 pandemic, OCTA added Cypress College to the College Pass Program starting in spring 2021. Looking towards fall 2021 and the potential of many schools returning to in-person instruction, 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.