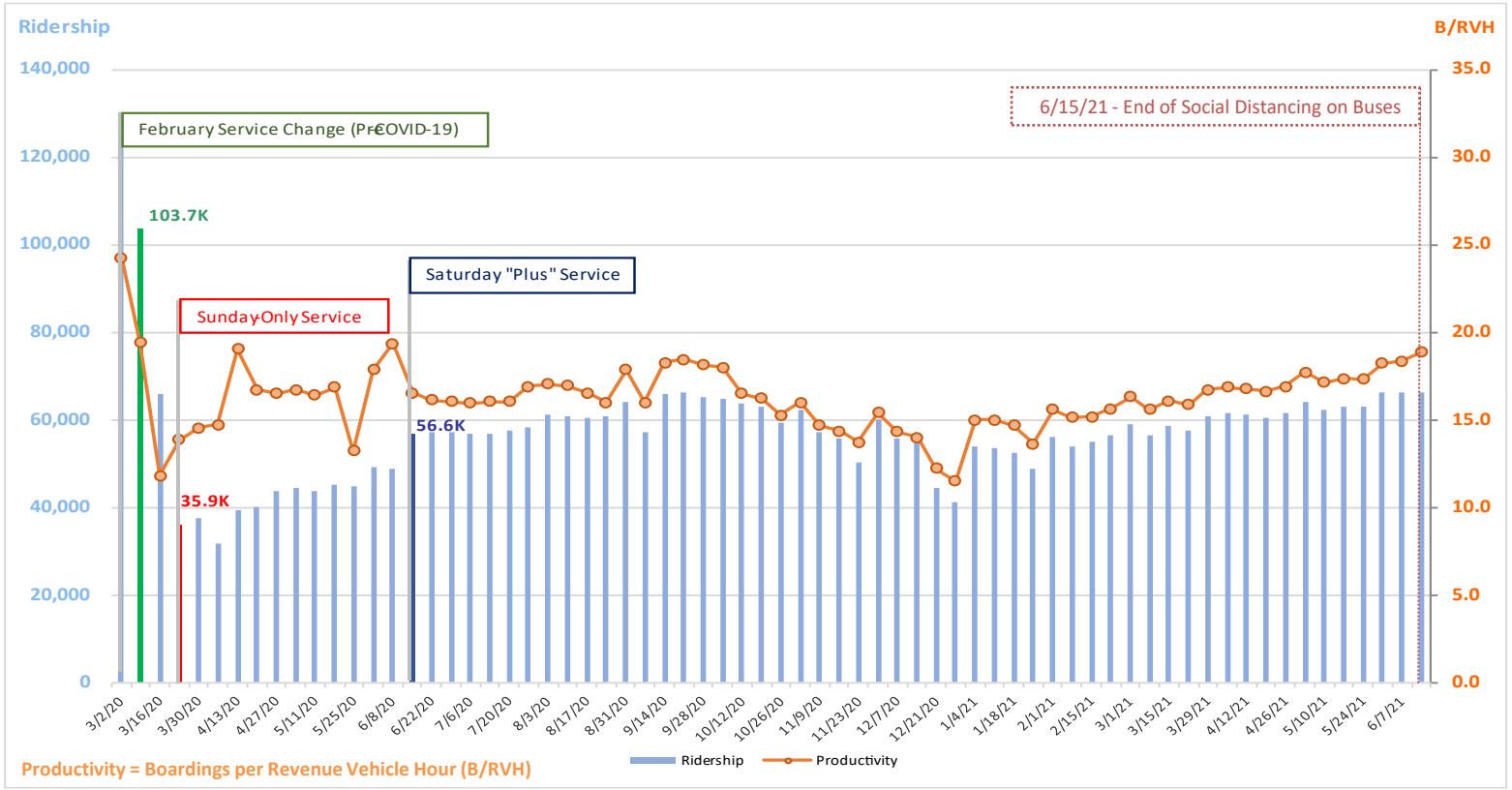
OC Bus Service Update

Key Metrics:

- Ridership
  - Trending at 66,000 average weekday riders (over half the pre-pandemic average of 120,000); productivity is above 18.0 boardings per revenue vehicle hour (b/rvh) or 72 percent of the pre-pandemic level of 25 b/rvh
- Pass-Bys
  - This occurred when passenger loads on a 40-foot bus reached 20 or more; the 20-passenger limit was eliminated on June 15th
- Trippers
  - Unscheduled trips dispatched to provide service to pass-bys created by overloads (20+ passengers)
  - Were 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

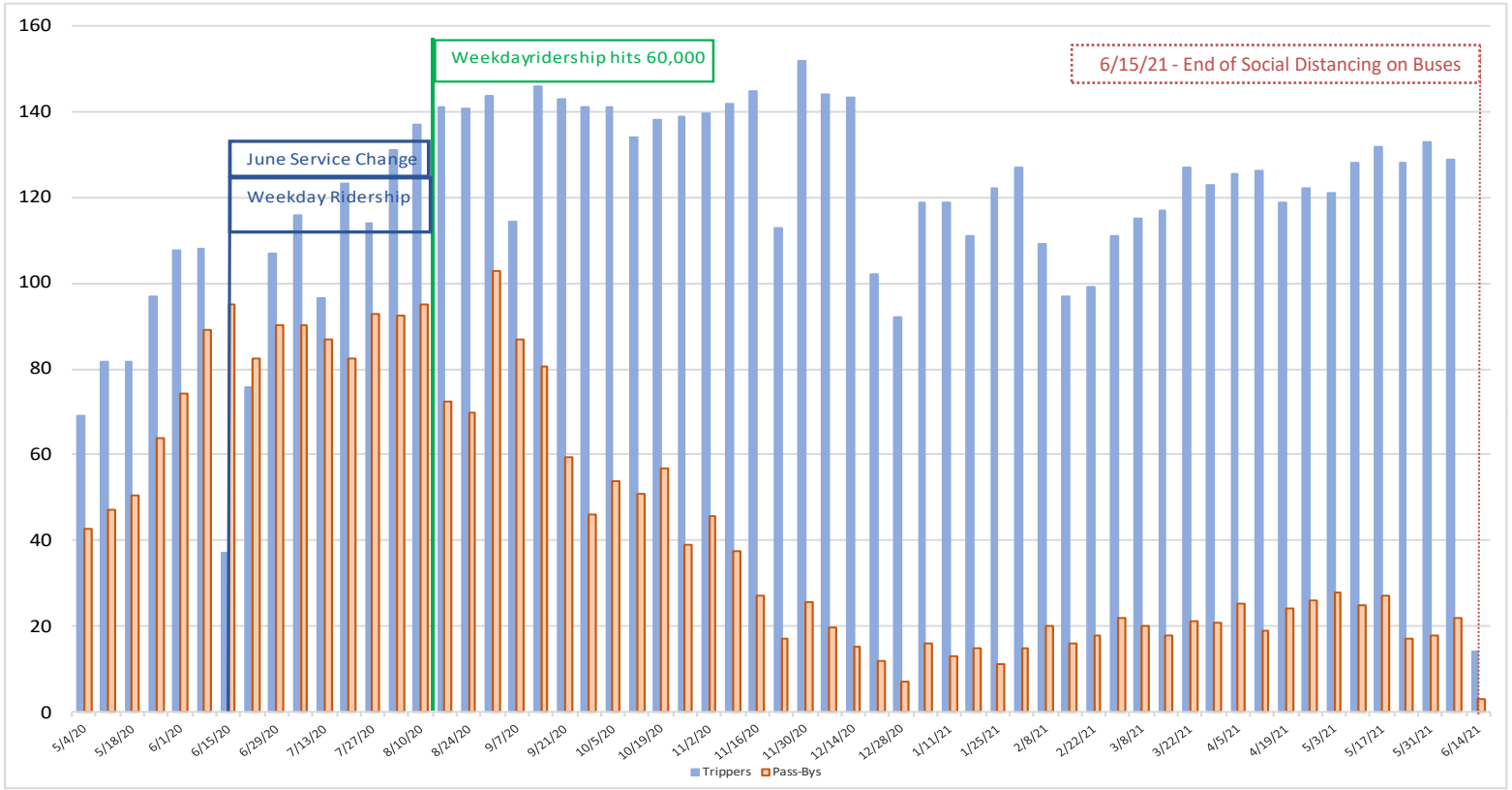
OC BUS RIDERSHIP AND PRODUCTIVITY

(AVERAGE WEEKDAY)



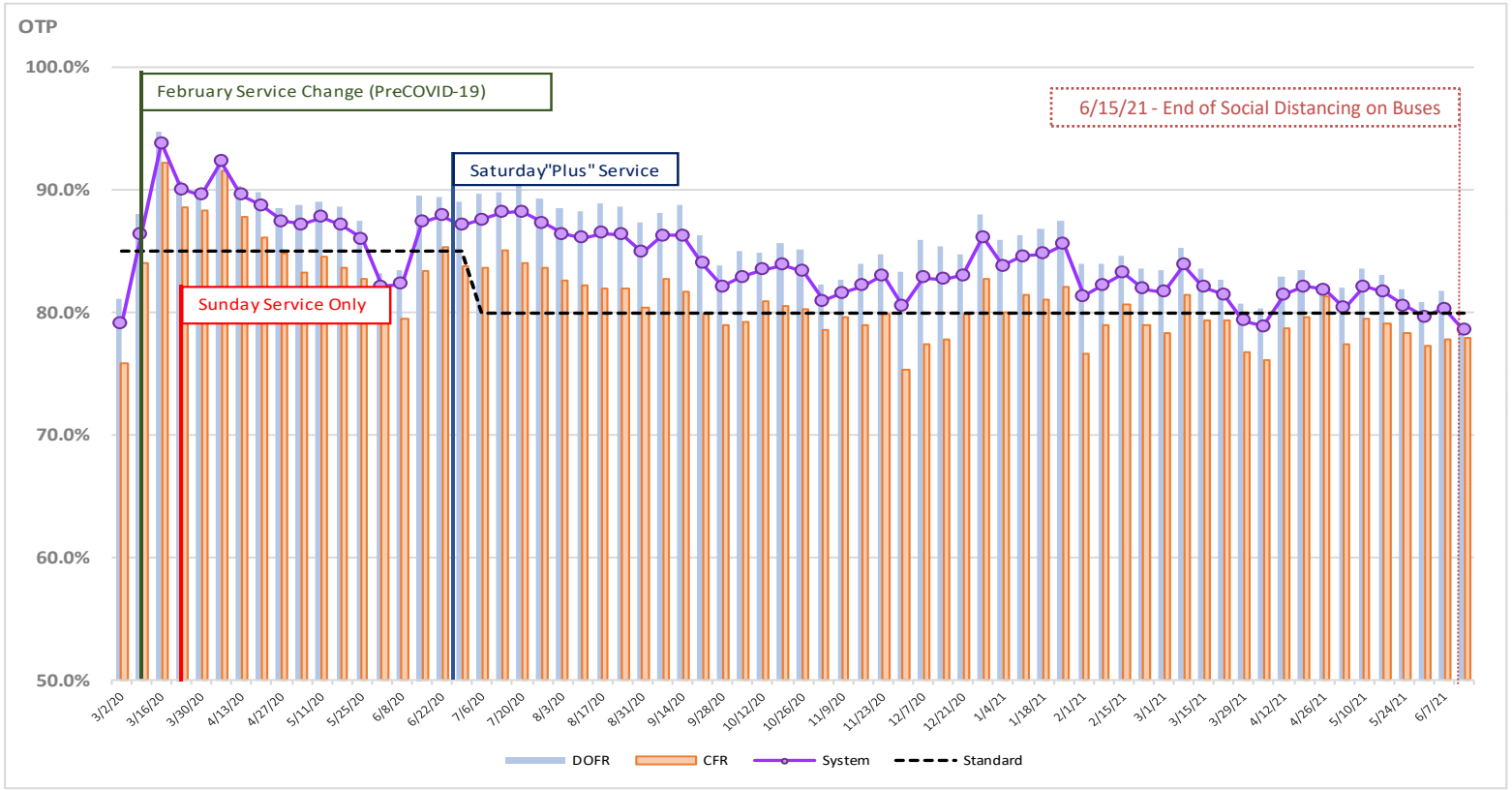
OC BUS TRENDS: TRIPPERS AND PASS-BYS

(AVERAGE WEEKDAY)



OC BUS TRENDS: ON-TIME PERFORMANCE

(AVERAGE WEEKDAY)



CUSTOMER COMMUNICATION AND FEEDBACK

COVID-19 Safety Measures

Safety/Customer Communications

Multilingual customer communications about the June service change and safety enhancements. Tactics included online bus book, on-street signage, web page, email blast, social media, on-board flyer, and bus advertisements. Materials were distributed in English, Spanish, and Vietnamese.

Customer Comments

Bus Pass-bys

- Complaints on pass-bys decreased to an average of seven complaints per week in the first three weeks of June compared to 9.8 complaints per week in May.

Overcrowding

- Passenger overcrowding complaints decreased to an average of 0.67 per week in the first three weeks of June from one complaint per week in May.

NEXT STEPS

- Continue to track service performance and COVID-19 pandemic impacts
- Upcoming Service Changes
  - August 2021 – Schools return for on-site learning
  - October 2021 – Regular service change (address any on-time performance, ridership trends as necessary)