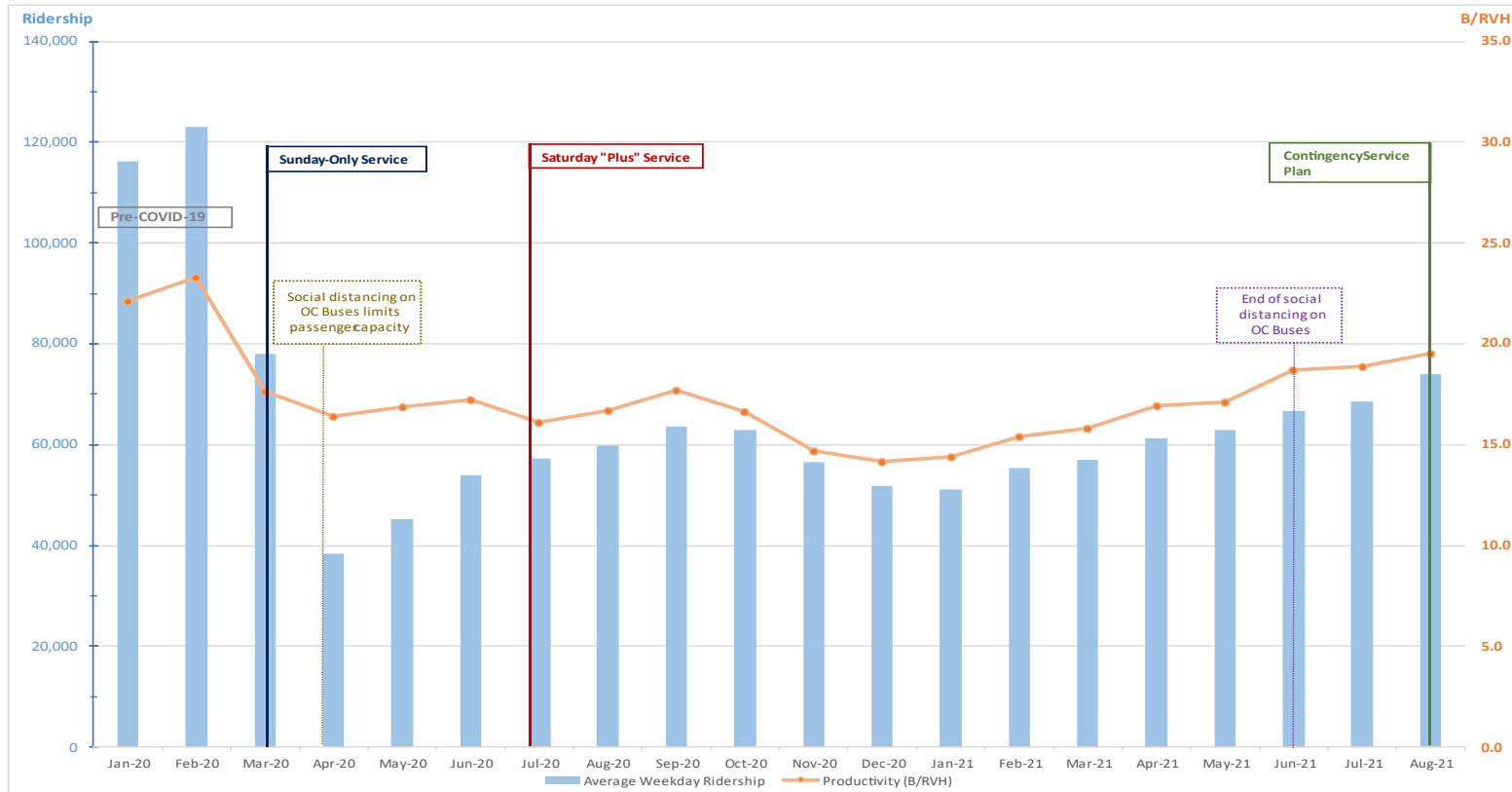


OC Bus and OC ACCESS Services Update

- **Ridership**
 - Average weekday boardings and productivity as measured by boardings per revenue vehicle hour
- **On-Time Performance**
 - Measuring service quality as impacted by the coronavirus (COVID-19) pandemic
- **Customer Comments**
 - Trends, feedback, and issues reported

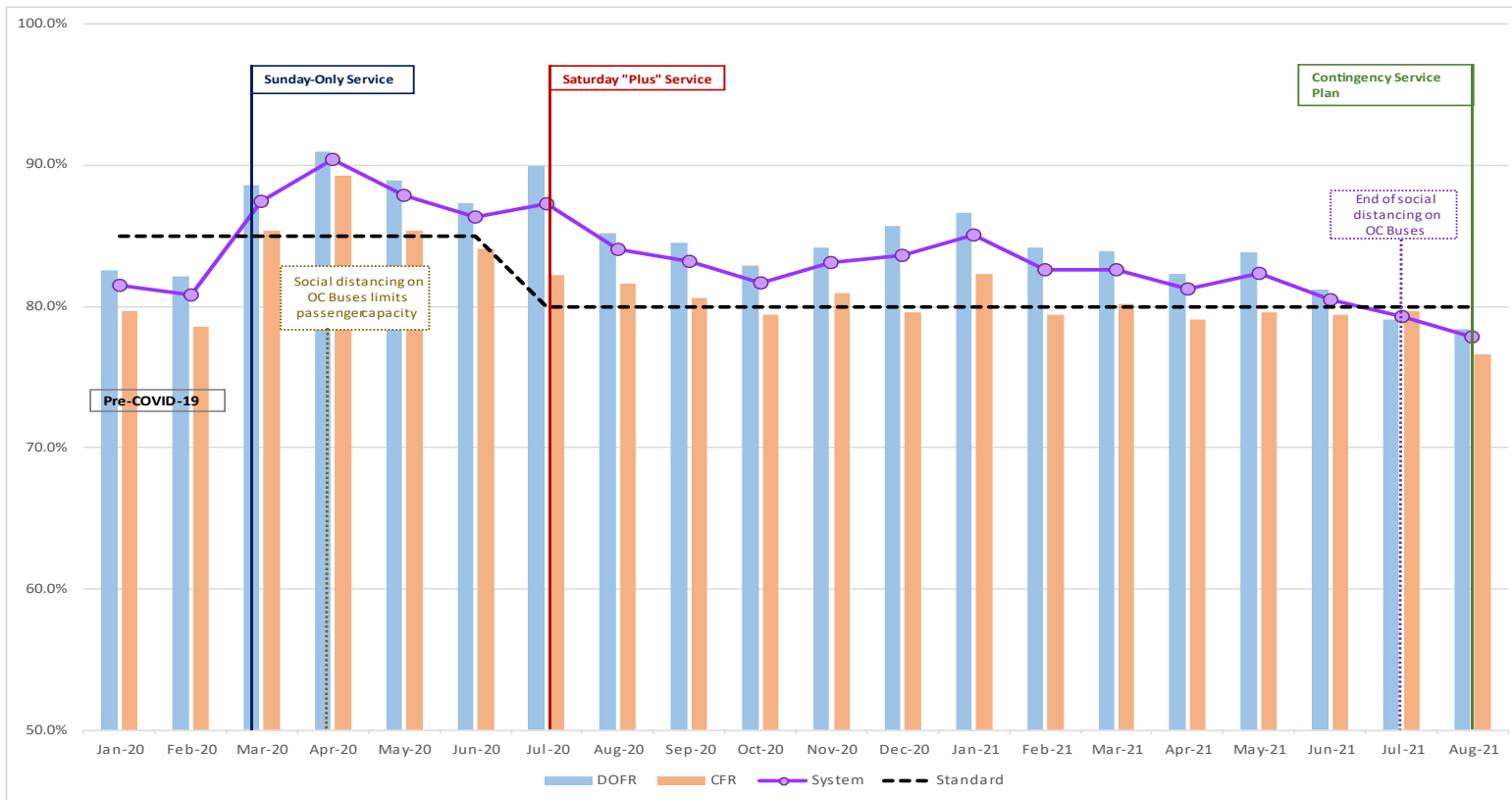
OC BUS RIDERSHIP AND PRODUCTIVITY

(AVERAGE WEEKDAY)



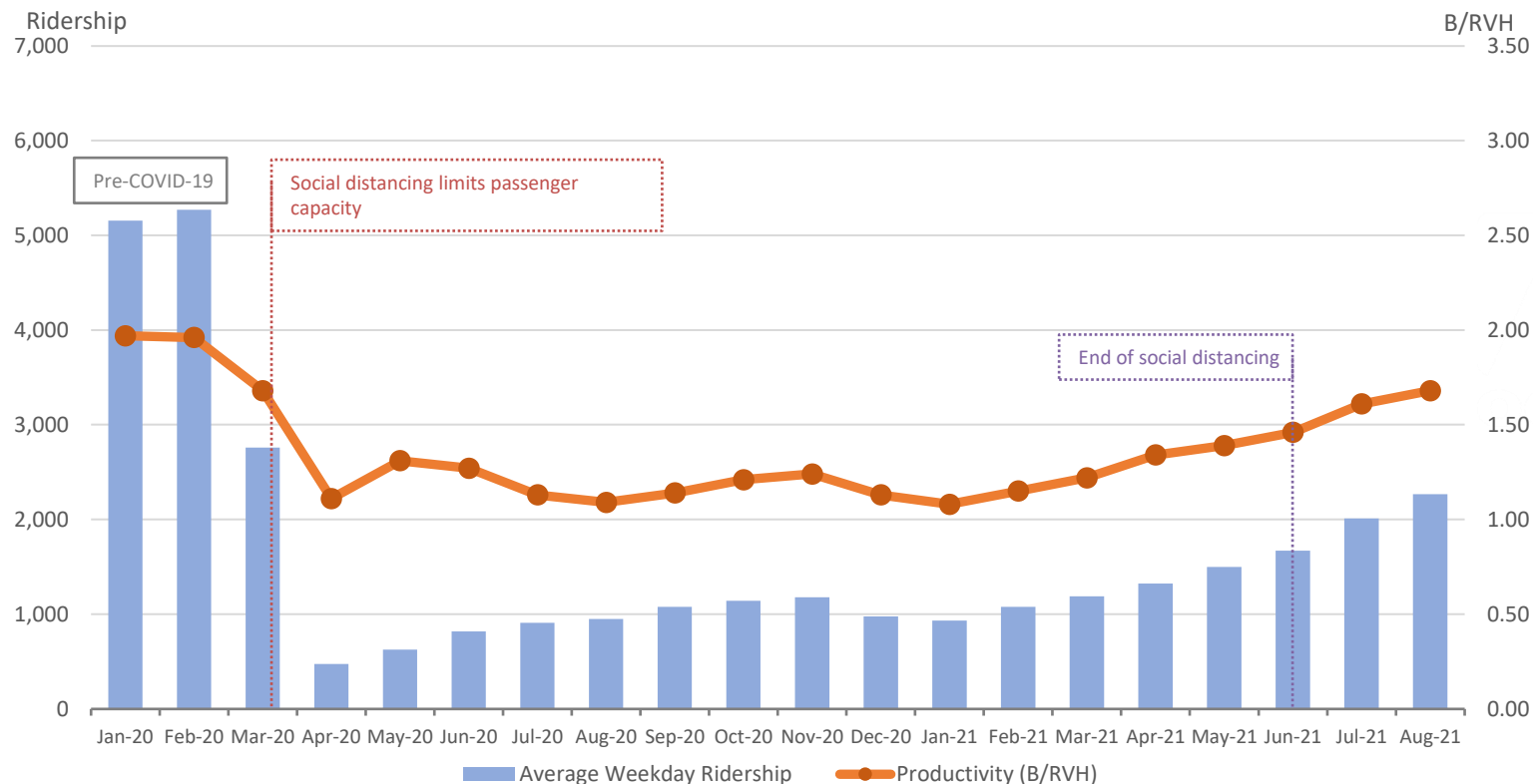
OC BUS ON-TIME PERFORMANCE

(AVERAGE WEEKDAY)



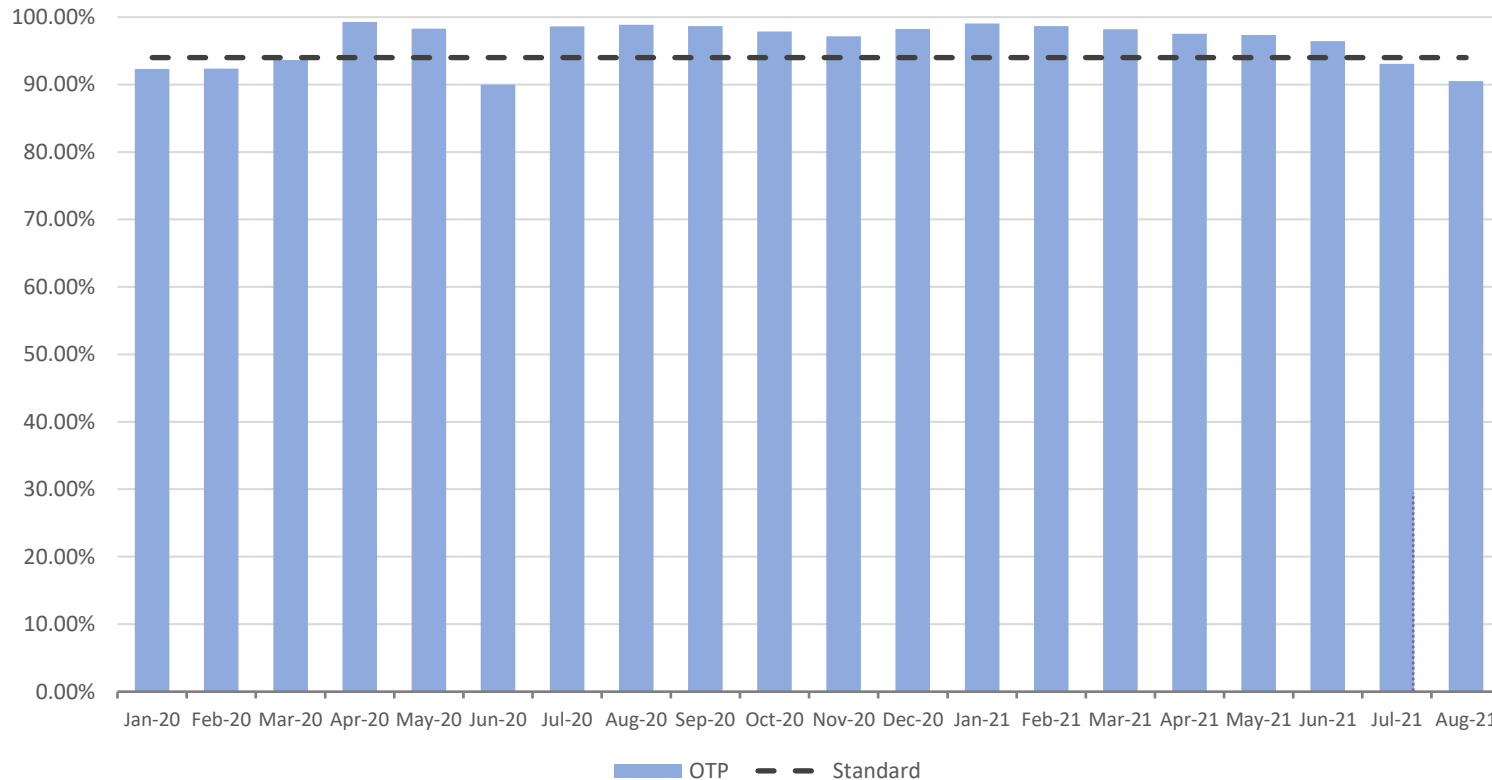
OC ACCESS RIDERSHIP AND PRODUCTIVITY

(AVERAGE WEEKDAY)



OC ACCESS ON-TIME PERFORMANCE

(AVERAGE WEEKDAY)

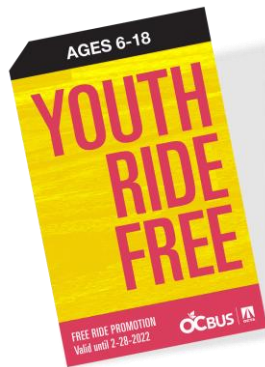


CUSTOMER COMMUNICATION AND FEEDBACK

COVID-19 Safety Measures

Safety/Customer Communications

The OC Bus Comeback Campaign continues to reinforce ongoing safety messages. As part of the campaign, the Welcome Pass, College Pass, and Youth Ride Free programs were initiated last month. August Service Change customer communications also supported rider safety messages.



Customer Comments

Bus Pass-bys

- Complaints on pass-bys decreased to an average of three complaints per week in August compared to four complaints per week in July.

Overcrowding

- Passenger overcrowding complaints decreased slightly to an average of 0.75 complaints per week in August compared to 1.25 complaints per week in July.



NEXT STEPS

- Continue to track service performance and COVID-19 impacts
 - Ridership impacts of schools and marketing campaigns
 - On-time performance impacts due to increased ridership, traffic, and construction detours
- Upcoming service changes
 - October 10, 2021 – Regular service change (address any on-time performance, ridership trends as necessary)