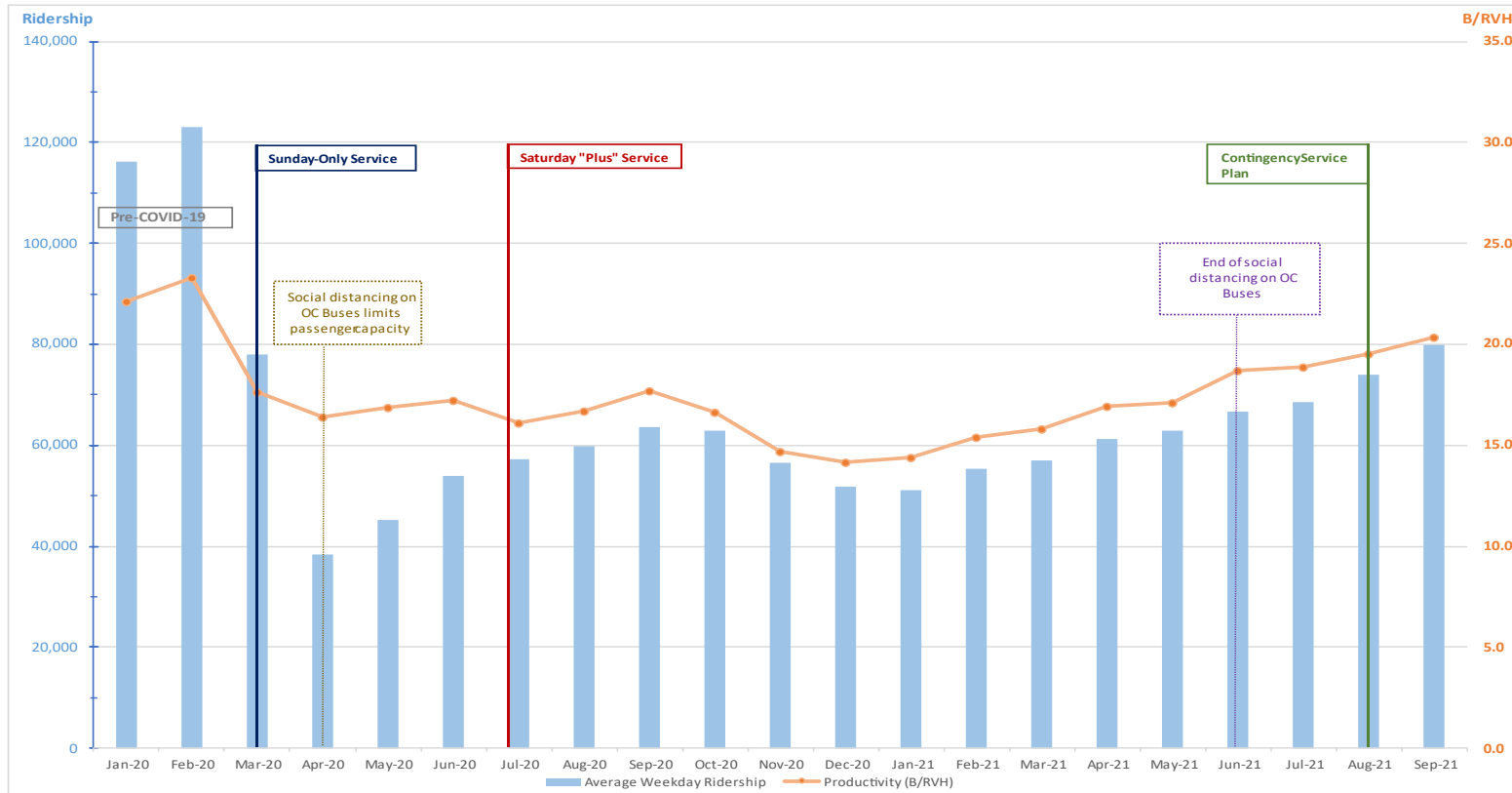


OC Bus and OC ACCESS Services Update

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

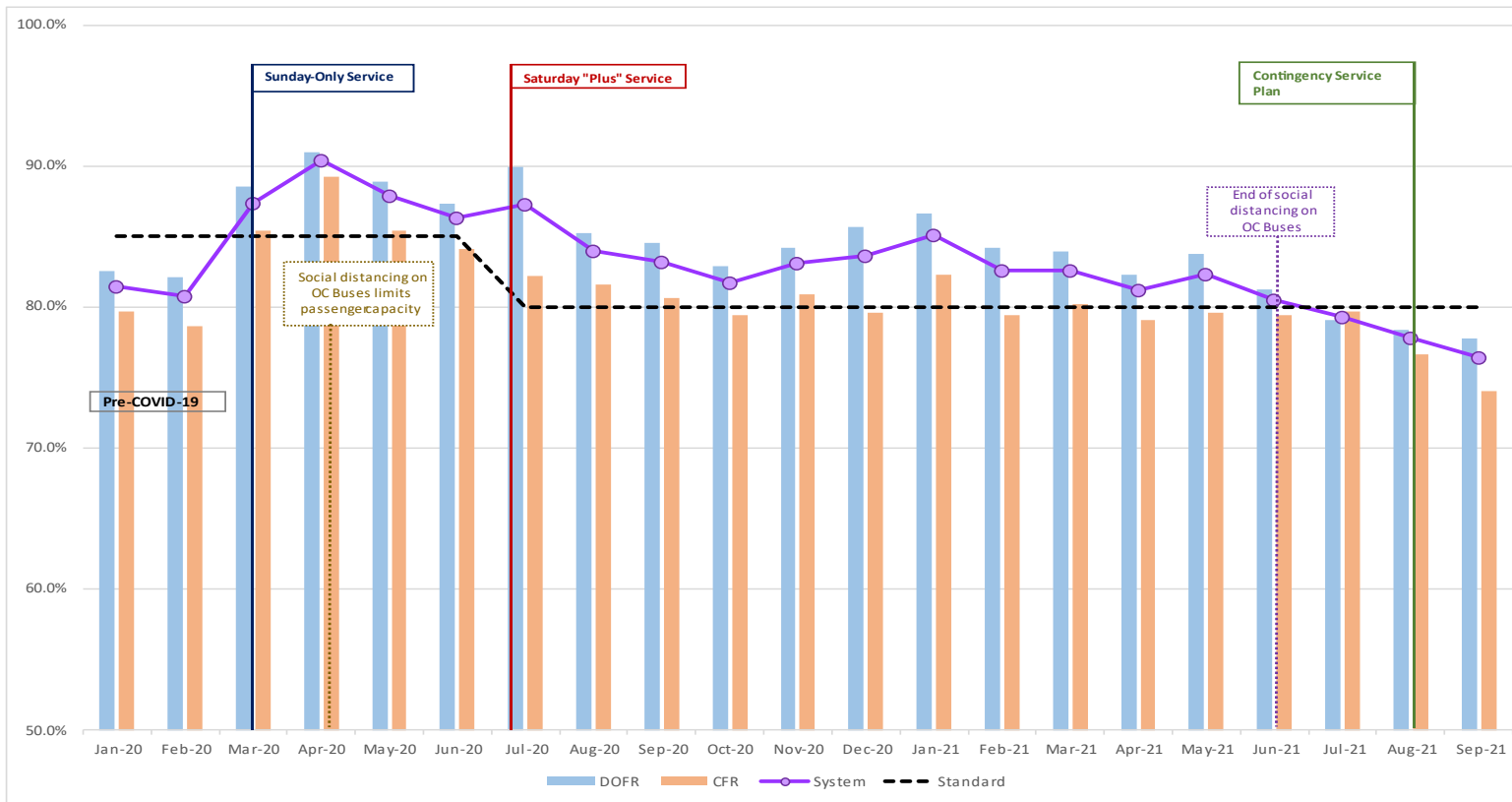
OC BUS RIDERSHIP AND PRODUCTIVITY

(AVERAGE WEEKDAY)



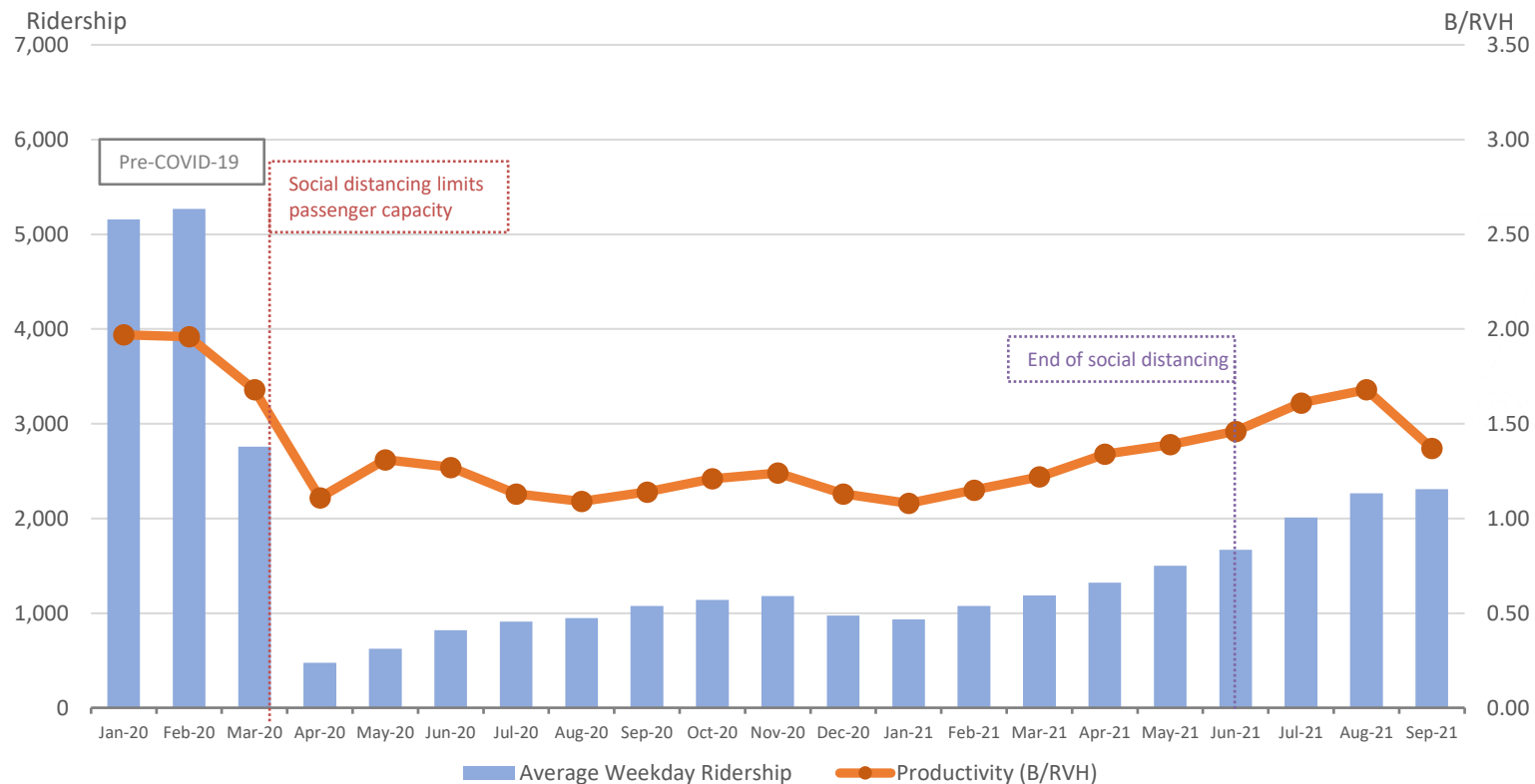
OC BUS ON-TIME PERFORMANCE

(AVERAGE WEEKDAY)



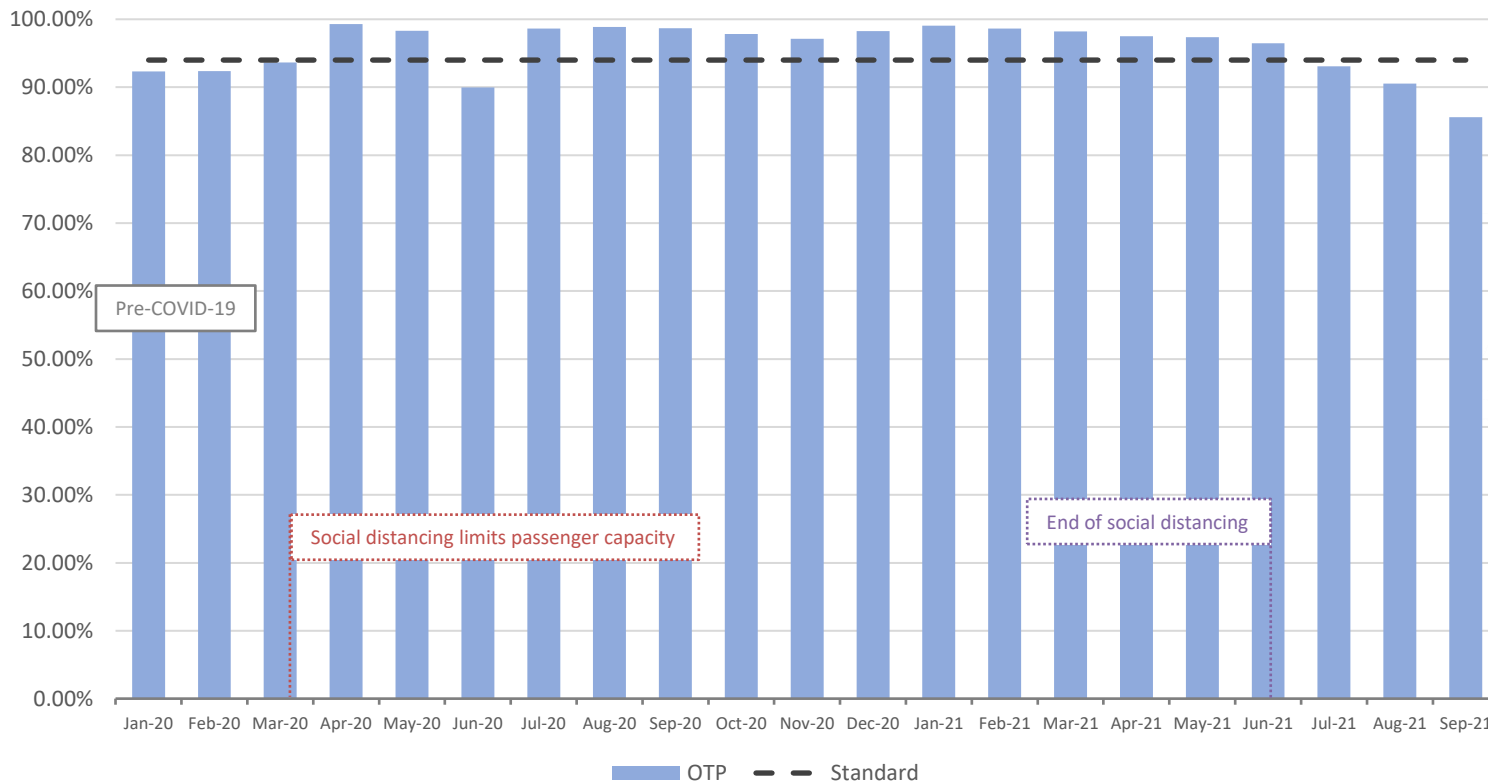
OC ACCESS RIDERSHIP AND PRODUCTIVITY

(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 encourage riders to safely return to using public transportation with the Welcome Pass, College Pass, and Youth Ride Free programs, which launched in August.

Customer Comments

Bus Pass-bys

- Complaints on pass-bys increased to an average of 10.6 complaints per week in September compared to three complaints per week in August.

Overcrowding

- Passenger overcrowding complaints increased to an average of three complaints per week in September compared to 0.75 complaints per week in August.

Save 40% with the New OC Bus Welcome Pass

- Get 5 One-Day Passes for only \$15 (\$10 savings)
- Get a 30-Day Pass for only \$40 (\$29 savings)

Welcome Passes are only good for use between August 15 - November 15, 2021 and can be purchased with the OC Bus App or at retail outlets starting August 4.

OCbus.com/Welcome | (714) 636-RIDE

Ahorra 40% con el nuevo "Welcome Pass" de OC Bus

- Recibe 5 pases de un día por tan solo \$15 (\$10 savings)
- Recibe un pase de 30 días por tan solo \$40 (\$29 savings)

Los pases de Bienvenida (Welcome Pass) solo se podrán usar del 15 de agosto - 15 de noviembre del 2021 y se podrán comprar con la aplicación de OC Bus o en tiendas participantes comenzando el 4 de Agosto.

OCbus.com/Welcome | (714) 636-RIDE

Tiết Kiệm 40% với vé Welcome Pass Mới của OC Bus

- Mua năm vé Welcome Pass một ngày chỉ với \$15 (tiết kiệm \$10)
- Mua một vé Welcome Pass dùng 30 ngày chỉ với \$40 (tiết kiệm \$29)

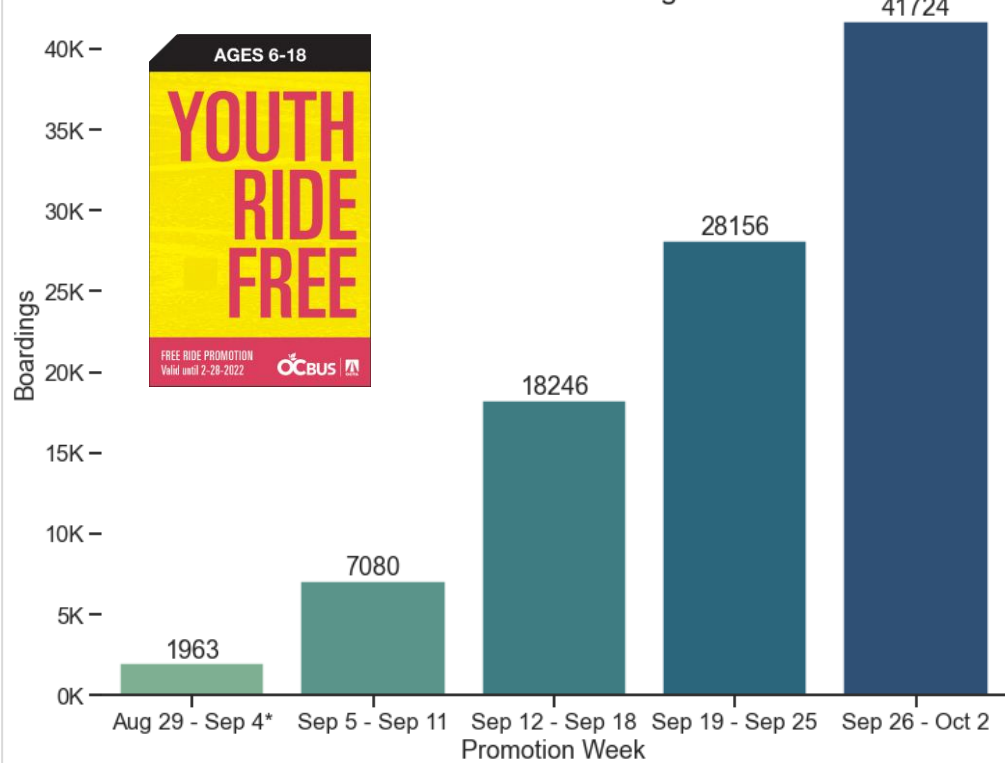
Vé Welcome Pass chỉ có hiệu lực sử dụng từ ngày 15 tháng 8 đến ngày 15 tháng 11 năm 2021. Quý vị có thể mua vé Welcome Pass qua Ứng Dụng OC Bus hoặc tại các cửa hàng bán lẻ bắt đầu từ ngày 4 tháng 8.

OCbus.com/Welcome | (714) 636-RIDE

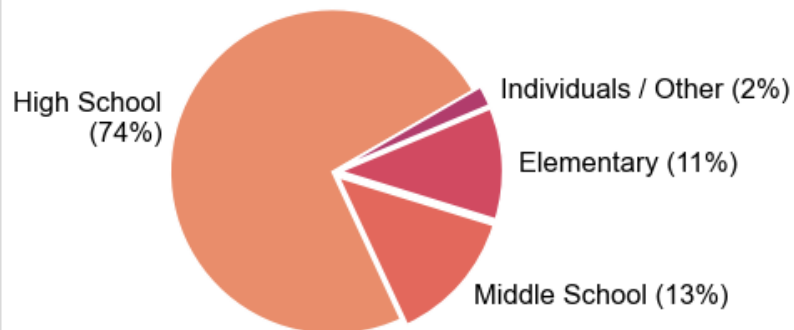


YOUTH RIDE FREE PROMOTIONAL PASS

Youth Ride Free Boardings



Boardings by School Level



- **99,895 Youth Boardings**
- **8,034 Unique Youth Riders**



NEXT STEPS

- Continue to track service performance and COVID-19 pandemic 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)