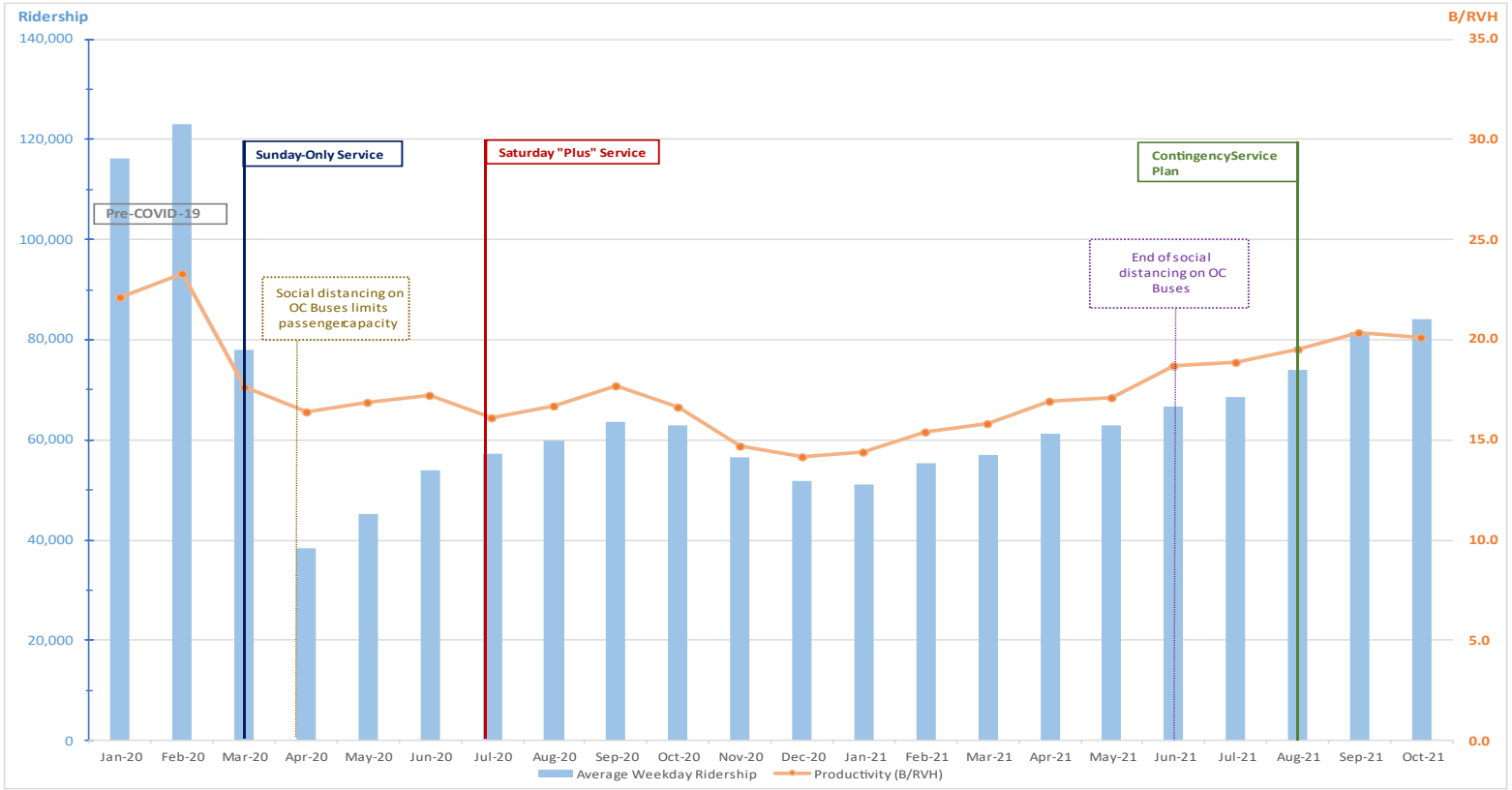
OC Bus and OC ACCESS Services Update

KEY METRICS

- 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

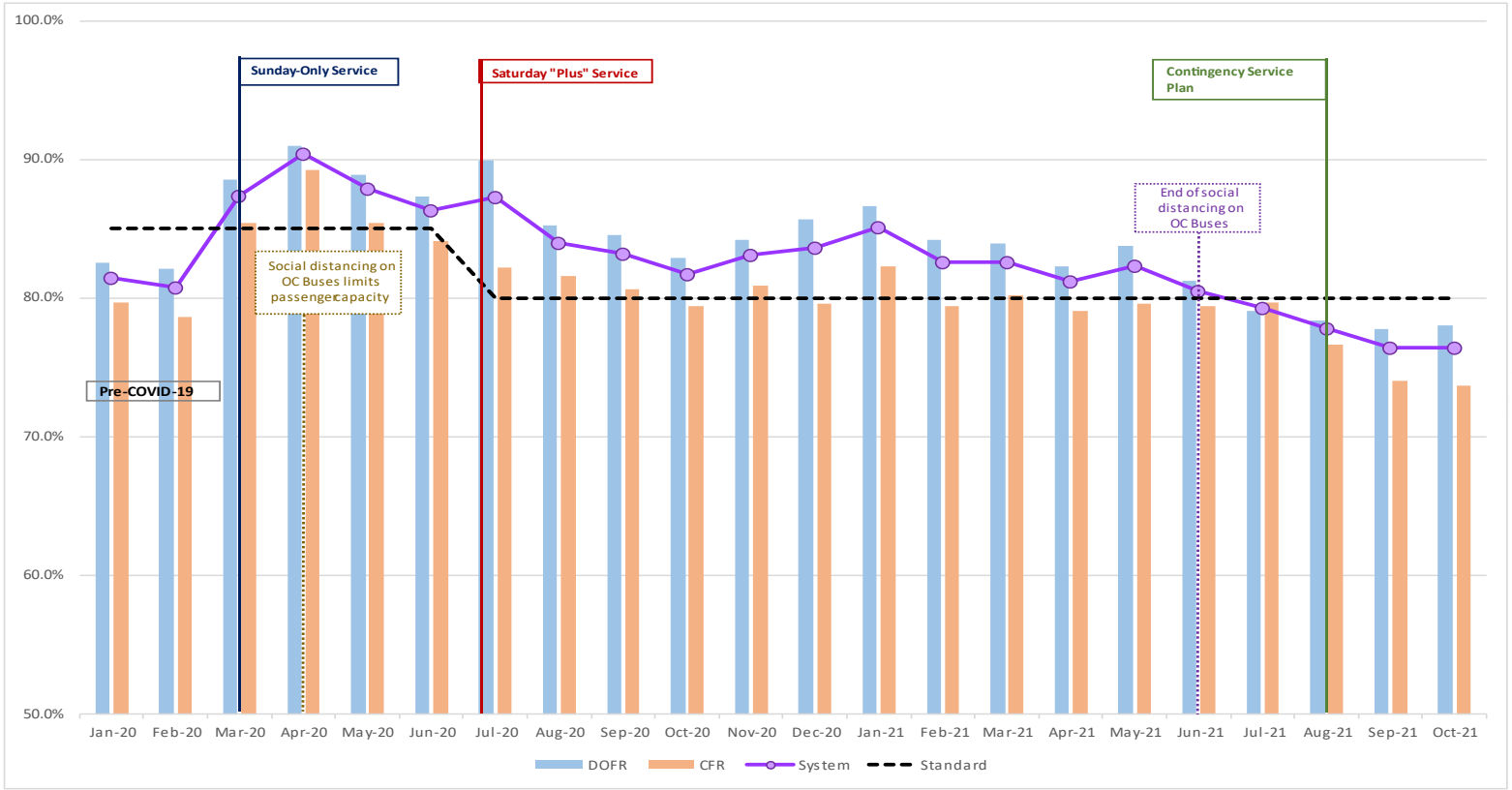
OC BUS RIDERSHIP AND PRODUCTIVITY

(AVERAGE WEEKDAY)



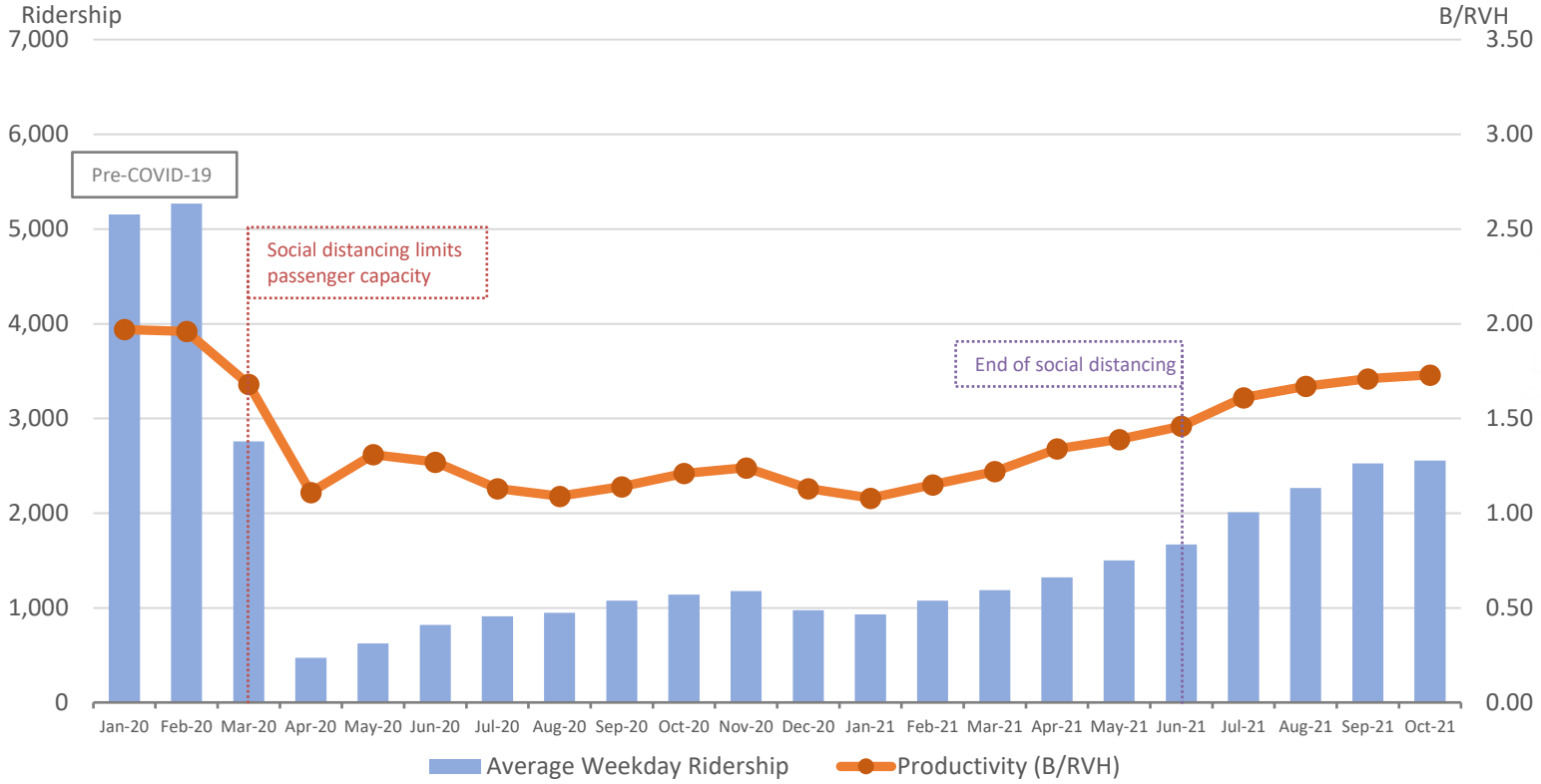
OC BUS ON-TIME PERFORMANCE

(AVERAGE WEEKDAY)



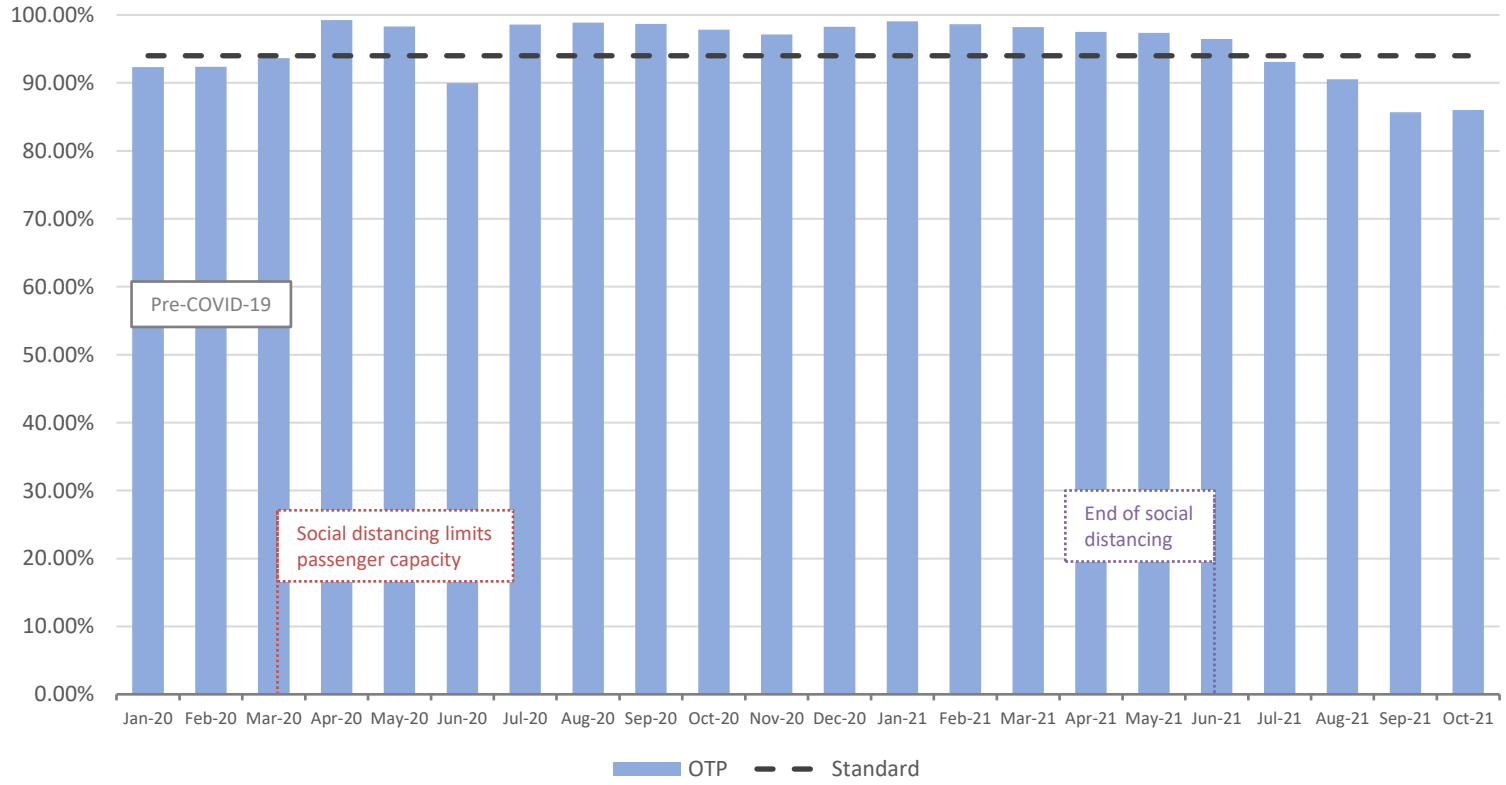
OC ACCESS RIDERSHIP AND PRODUCTIVITY

(AVERAGE WEEKDAY)



OC ACCESS ON-TIME PERFORMANCE

(AVERAGE WEEKDAY)



CUSTOMER COMMUNICATION AND FEEDBACK

COVID-19 Safety Measures	Customer Comments

Safety/Customer Communications

OC Bus October Service Change customer communications reinforced ongoing rider safety messages. Also, the OC Bus Comeback Campaign continued to promote incentives to encourage ridership along with featuring safety messaging.

Bus Pass-bys

- Complaints on pass-bys decreased to an average of nine complaints per week in October compared to 10.6 complaints per week in September.

Overcrowding

- Passenger overcrowding complaints decreased to an average of one complaint per week in October compared to three complaints per week in September.

NEXT STEPS

- Continue to track service performance
  - Ridership trends through the holiday season
  - On-time performance
- Upcoming service changes
  - February 13, 2022
  - June 12, 2022