

**Project V Services**  
**Semi-Annual Review Ridership Report**

**ATTACHMENT A**

Reporting Period: Q4 of FY 2024-25 and Q1 of FY 2025-26

No.	Agency	Service Description	Call Cycle Awarded	Measure M2 Total Grant	Service Type	Total Boardings	Total RVH	Total RVM	Boardings per RVH (B/RVH) <sup>1,2</sup>	Cost Per Boarding (O&M/B) <sup>1,2</sup>	Met CS Threshold (Y/N/NA)	Met OTP Threshold (Y/N/NA)
1	Anaheim	Anaheim Canyon Circulator	2020	\$ 1,141,864	Commuter Service	3,186	512	6,400	6.2	\$ 18.31	Y	Y
2	County of Orange	Local Circulator and Special Event Service (OC Ranch Ride)	2016	\$ 2,041,547	Local Circulator and Special Event	2,833	130	2,009	21.8	\$ 9.07	Y	Y
3	County of Orange	Expanded Ranch Ride Transit Service Program	2024	\$ 1,219,784	Local Circulator and Special Event	4,032	249	4,150	16.2	\$ 16.96	Y	Y
4	Dana Point	Dana Point Trolley Continuity <sup>3</sup>	2020	\$ 2,209,739	Seasonal Service	81,213	6,264	47,750	13.0	\$ 12.11	Y	Y
5	Irvine	Irvine Special Event and Circulators	2024	\$ 4,471,421	Seasonal and Special Event, Local Circulator	5,148	428	5,267	12.0	\$ 12.10	Y	Y
6	Laguna Beach	Summer Breeze Bus Service	2018	\$ 634,357	Seasonal Service	20,165	728	12,151	27.7	\$ 4.16	Y	Y
7	Laguna Beach	Off-Season Weekend Trolley Service	2020	\$ 3,850,000	Seasonal and Special Event	55,853	2,467	23,316	22.6	\$ 3.37	Y	Y
8	Laguna Beach	Off-Season Weekend and Seasonal Services	2024	\$ 5,212,250	Seasonal and Special Event	8,641	524	6,462	16.5	\$ 4.01	Y	Y
9	Laguna Niguel	Laguna Niguel Summer Trolley - Southern Section <sup>3</sup>	2018	\$ 886,082	Seasonal and Special Event	10,228	576	40,551	17.8	\$ 10.87	N	Y
10	Laguna Niguel	Summer Trolley Program	2024	\$ 3,455,785	Seasonal and Special Event	18,447	849	59,770	21.7	\$ 8.90	Y	Y
11	Mission Viejo	Circulator and Special Event Service <sup>4</sup>	2024	\$ 4,423,545	Local Circulator and Special Event	20,596	2,088	30,393	9.9	\$ 9.51	N	Y
12	Newport Beach	Balboa Peninsula Trolley Service Continuation	2024	\$ 3,274,720	Seasonal and Special Event	22,173	1,390	10,132	16.0	\$ 13.82	Y	Y
13	San Clemente	Summer Weekend Trolley and Seasonal Service	2016	\$ 1,181,393	Seasonal and Special Event	43,550	1,038	8,070	42.0	\$ 1.83	Y	Y
14	San Clemente	Summer Weekday Trolley and Seasonal Service Expansion	2018	\$ 1,537,200	Seasonal and Special Event	24,838	1,434	13,860	17.3	\$ 4.43	Y	Y
15	San Clemente	Downtown Route Continuation Project	2020	\$ 969,536	Seasonal and Special Event	129,538	4,660	42,448	27.8	\$ 2.84	Y	Y
16	San Clemente	Trolley Continuation and Expansion Program	2024	\$ 8,235,081	Seasonal and Special Event	46,101	2,662	23,472	17.3	\$ 5.88	Y	Y
17	San Juan Capistrano	Expanded Summer Weekend and Special Event Trolley Service	2024	\$ 2,526,012	Seasonal and Special Event	22,297	1,326	6,901	16.8	\$ 11.68	Y	Y
18	Huntington Beach	HB Southeast Rideshare Pilot Program	2020	\$ 806,240	Shared-Ride Hailing	32,864	4,380	27,204	7.5	\$ 7.31	Y	Y
19	Laguna Beach	Laguna Canyon Road/EI Toro Road Laguna Local Service <sup>5</sup>	2024	\$ 2,024,489	On-Demand, Microtransit	3,306	2,324	14,072	1.4	\$ 48.04	TBD	TBD
20	San Clemente	SC Rides On-Demand Service	2016	\$ 2,014,200	Shared-Ride Hailing	9,545	1,136	22,692	8.4	\$ 7.58	Y	N/A
21	San Clemente	On-Demand Transit Programs	2024	\$ 3,264,428	Shared-Ride Hailing, Microtransit	9,334	1,148	23,043	8.1	\$ 8.16	Y	N/A
						<b>Total</b>	<b>573,888</b>	<b>36,313</b>	<b>430,112</b>			

NOTE: Services below the minimum performance standard, CS threshold, or OTP threshold are shaded.

NOTE: Service above the maximum cost per boarding limit is shaded.

1. Average of Q4 and Q1 rounded to next whole number

2. FY 2024-25 and FY 2025-26 maximum cost per boarding is \$21.63

3. CS threshold set by the City of Laguna Niguel (City): 90 percent of all survey responses indicate satisfaction with service. Reported CS was 78 percent satisfactory. Because the survey was anonymous and did not include open-ended questions, the City was unable to determine specific reasons for rider dissatisfaction or follow up with individual respondents. The City added free-form response options to key survey questions to better understand rider dissatisfaction moving forward, including questions on trolley cleanliness, likelihood of riding again, and overall experience.

4. CS threshold set by the City of Mission Viejo (City): Minimum score of 4.5 on a five-point scale. Reported CS was 4.3. Largely impacted by one negative survey due to limited number of completed surveys. To improve and address rider concerns, the City is analyzing feedback, collaborating with the service provider on targeted improvements, increasing survey outreach, and training drivers to assist riders with completing surveys onboard.

5. The City of Laguna Beach exceeded the FY 2024-25 maximum cost per boarding of \$21.63—twice the allowable OCTA subsidy rate of \$10.81—with a reported O&M cost per boarding of \$48.04, primarily due to the canyon road traffic delays and limited advertising during the initial launch of the service.

NA - data not applicable for current reporting period (i.e., service provides real-time ETA information, service did not operate with a fixed schedule)

TBD - refinement to target threshold in progress.

**Minimum Performance Standards for Cost Per Boarding, O&M/B**

- Maintain O&M/B below maximum cost per boarding limit.

-\$21.63 maximum cost per boarding set at twice the allowable per boarding OCTA subsidy rate of \$10.81 for FY 2024-25 and FY 2025-26.

**Acronyms**

BRVH - Boardings per Revenue Vehicle Hour

Call - Call for Projects

CS - Customer Satisfaction

ETA - Estimated Time of Arrival

FY - Fiscal Year

HB - Huntington Beach

N/A - Not Applicable

O&M - Operations and Maintenance

O&MB - Operations and Maintenance Cost per Boarding

OC - Orange County

OCTA - Orange County Transportation Authority

OTP - On-Time Performance

Q4 - Quarter 4 (April 2025 - June 2025)

Q1 - Quarter 1 (July 2025 - September 2025)

RVH - Revenue Vehicle Hours

RVM - Revenue Vehicle Miles

SC - San Clemente

TBD - To Be Determined

Y/N - Yes/No