



Bimonthly Transit Performance Report





What do we measure?



Service Demand

Measures boarding activity on OC Bus and OC ACCESS.



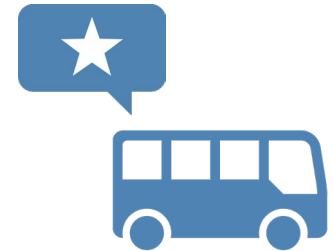
Reliability

Measures the reliability of the service in terms of schedule adherence on-time performance (OTP) and miles between road calls (MBRC).



Safety

Measures the safety of the service in terms of preventable collisions normalized by miles traveled.



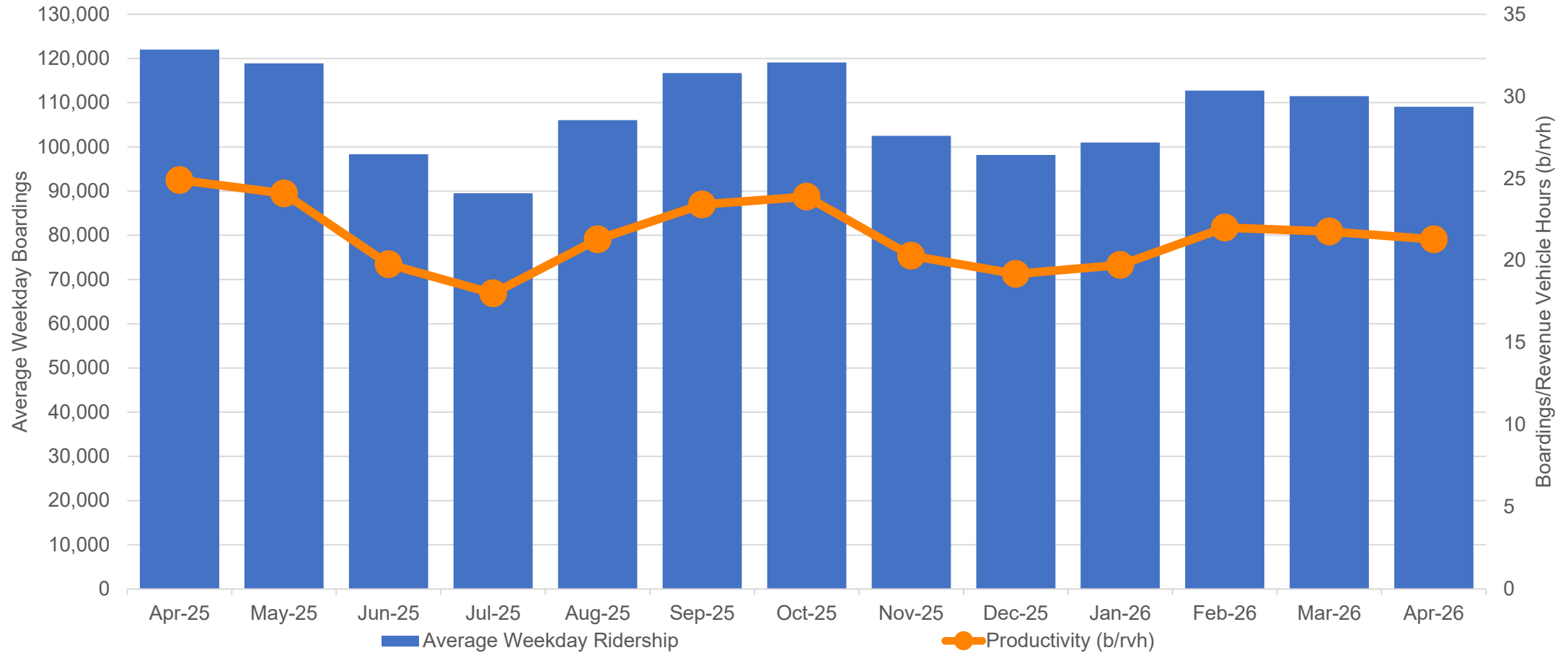
Courtesy

Measures customer feedback and is typically normalized by boardings.



OC BUS

Service Demand - Ridership Snapshot



Service Demand: Ridership (or boardings) is the number of rides passengers take using public transit. The average weekday boarding activity is used to measure OC Bus service demand. Productivity is an industry measure that counts the average number of boardings for each revenue vehicle hour (RVH) that is operated.

Data reported through April 14th, 2026



OC BUS

Service Reliability – On-Time Performance



On-time Performance: Measures how well OCTA vehicles adhere to the schedule, and it is calculated by dividing the count of vehicle timepoint departures that are on time (within five minutes late or zero minutes early of the scheduled arrival time) by the number of total departures, reported system-wide. The systemwide OTP standard is 80%.

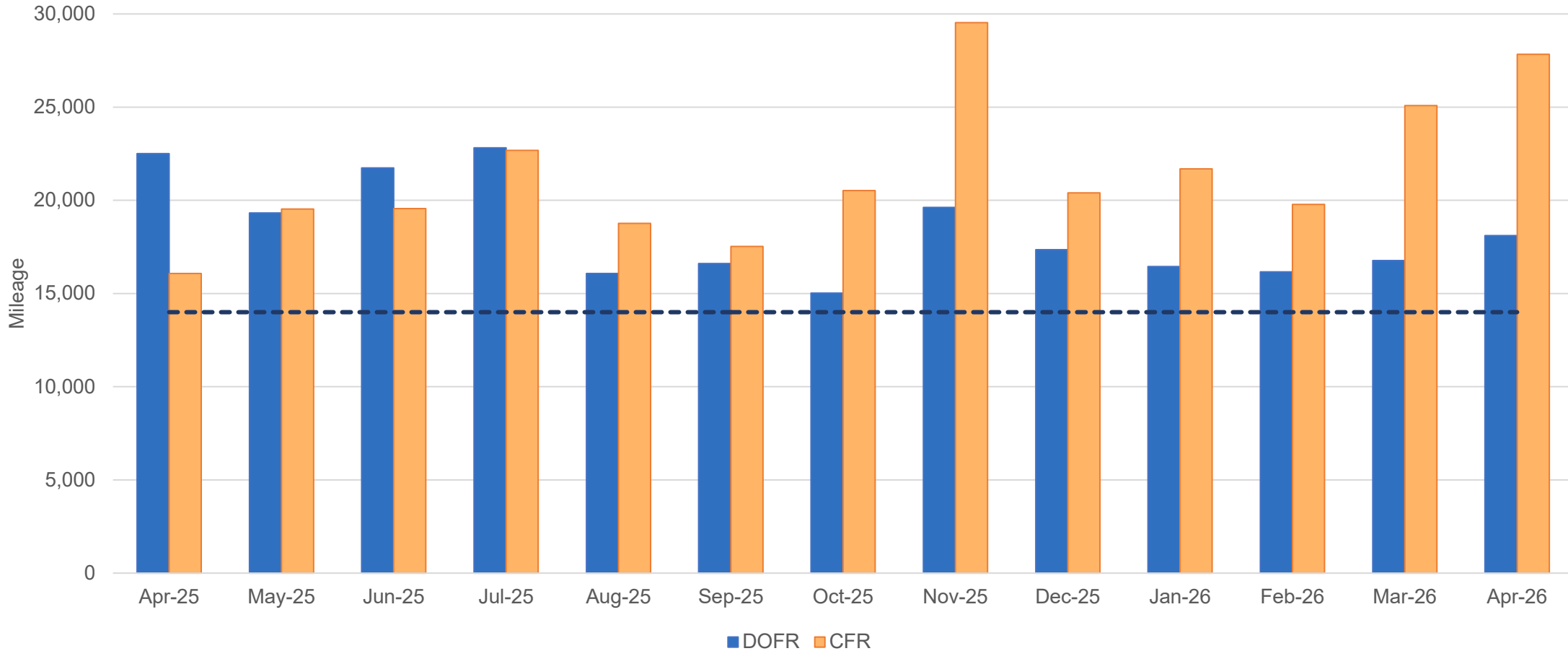
Data reported through April 14th, 2026

*DOFR – Directly Operated Fixed Route

**CFR – Contracted Fixed Route



Service Reliability – Vehicle Performance

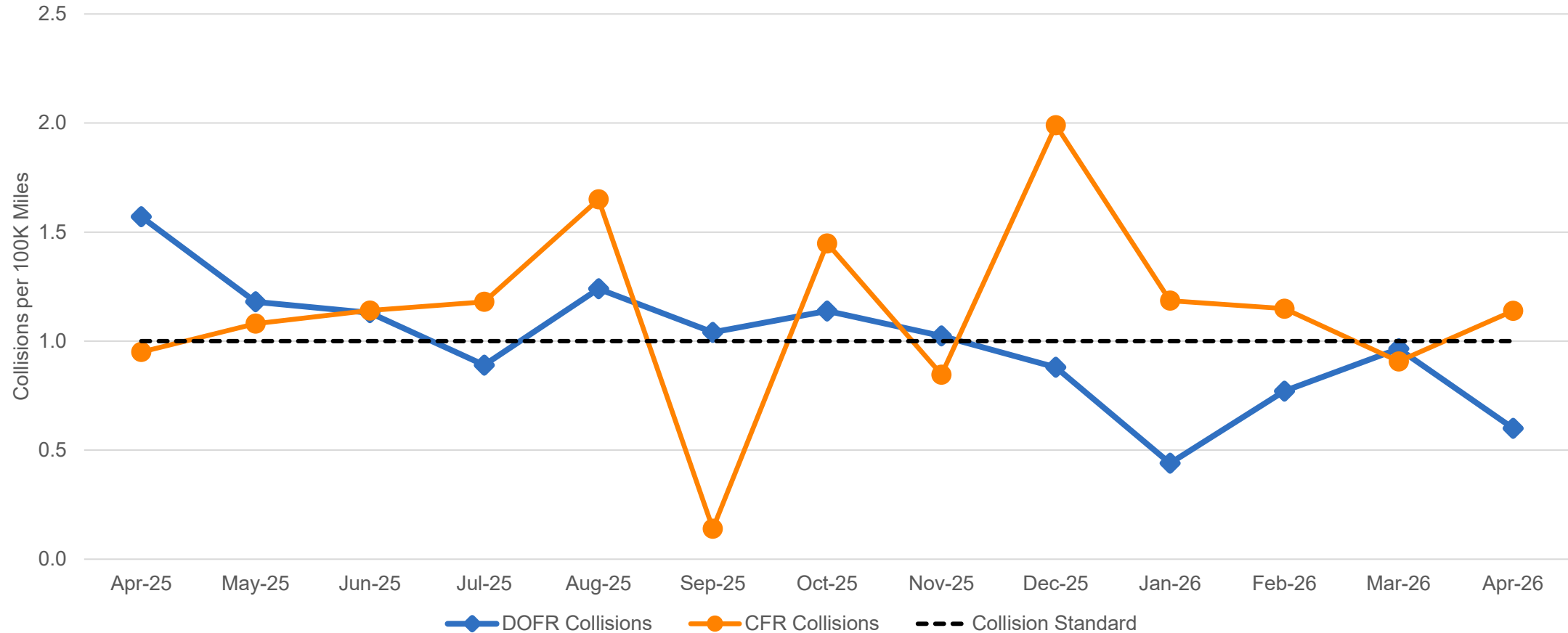


Miles Between Road Calls: MBRC is determined by the total vehicle mileage divided by the total road calls or disruptions due to valid mechanical failures in revenue service. The MBRC standard for DOFR and CFR is 14,000 miles.

Data reported through April 14th, 2026



Safety – Preventable Collisions

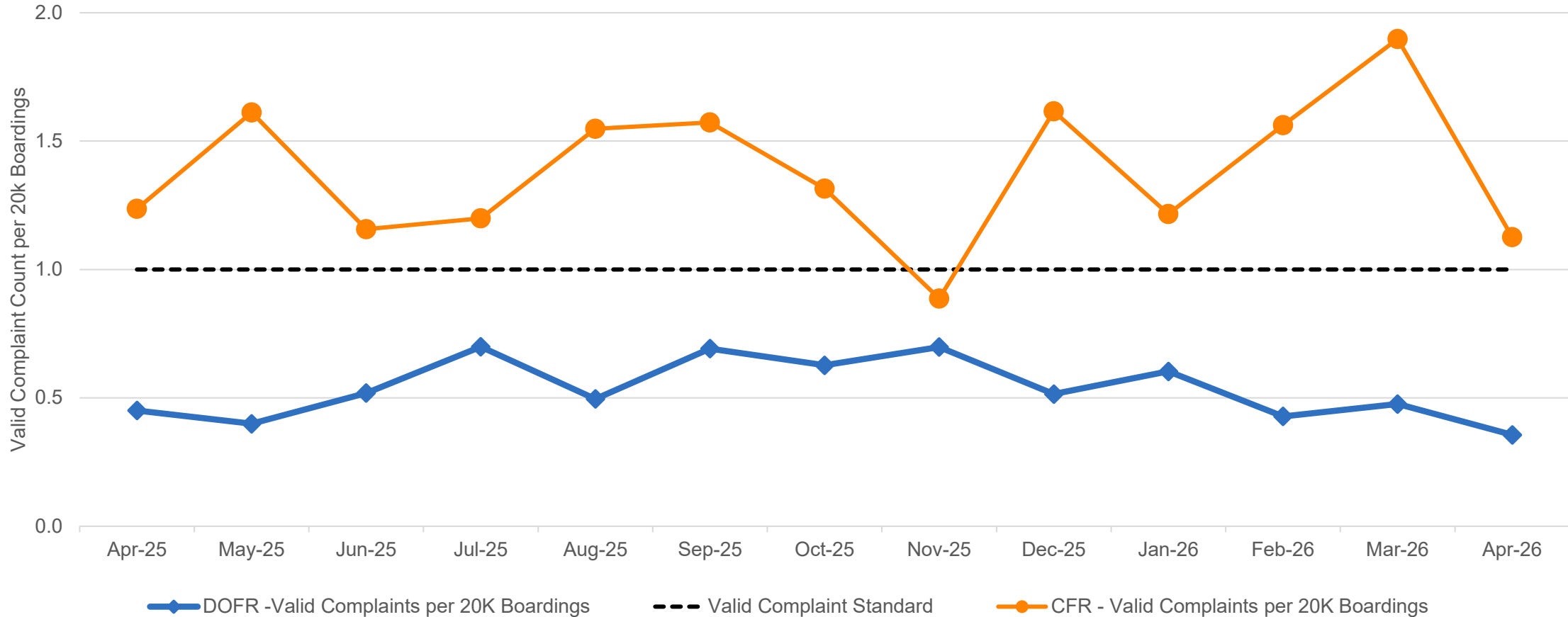


Preventable Collisions: Preventable vehicle accidents are defined as incidents when physical contact occurs between vehicles used for public transit and other vehicles, objects, or pedestrians and where a coach operator failed reasonably to prevent the accident. The performance standard is no more than one vehicle accident per 100,000 miles.

Data reported through April 14th, 2026



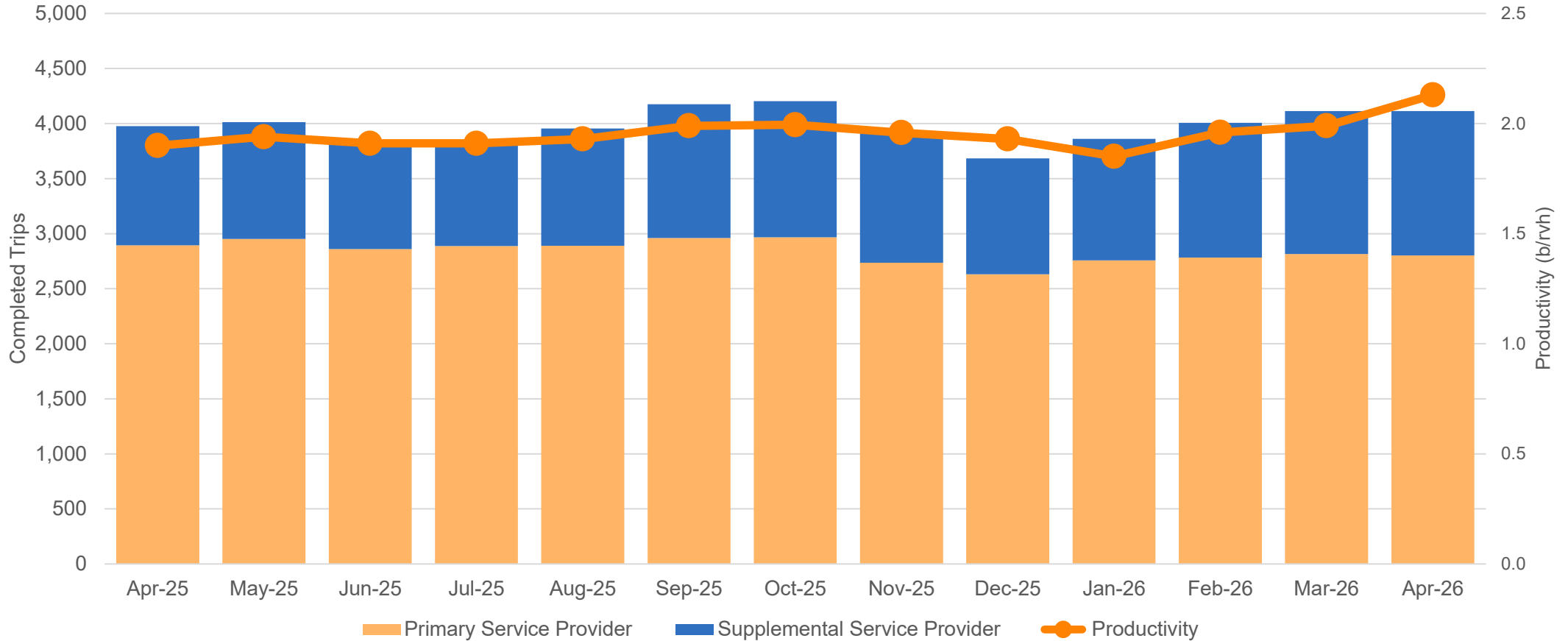
Service Quality – Customer Satisfaction



Customer Satisfaction: The performance standard for customer satisfaction is courtesy, measured by the number of valid complaints received. Customer complaints are the count of incidents when a rider reports dissatisfaction with service. The standard adopted by OCTA for OC Bus is no more than one valid customer complaint per 20,000 boardings.



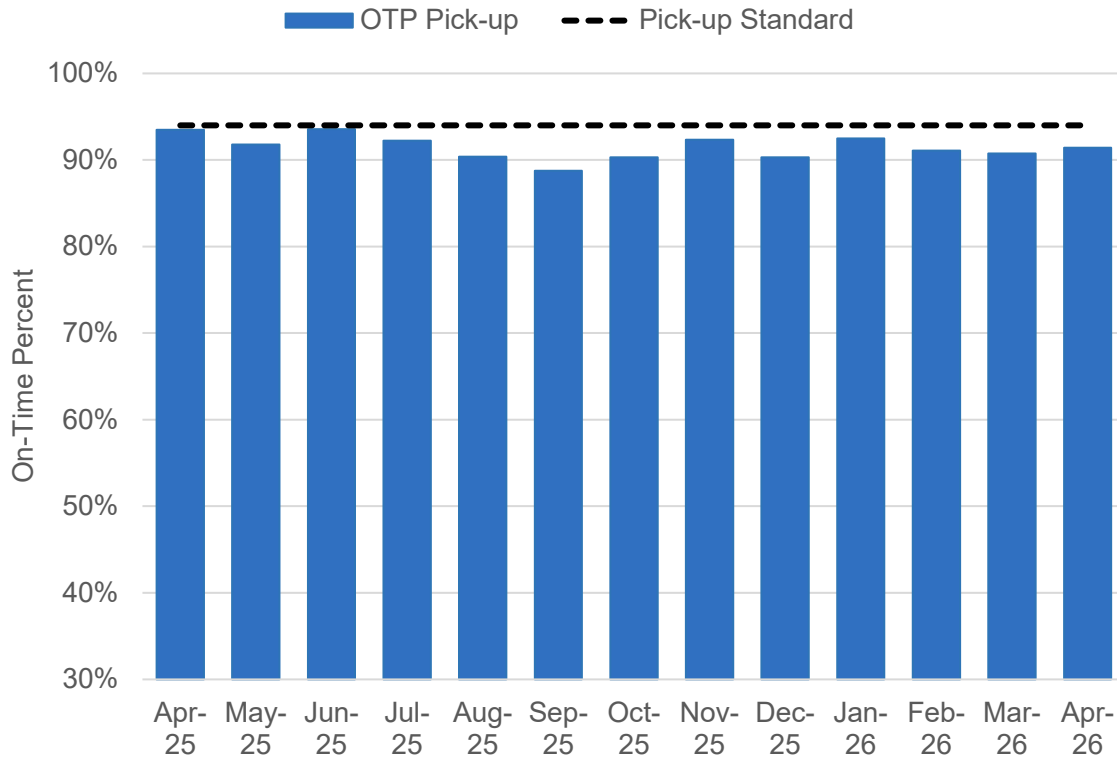
Service Demand – Ridership Snapshot



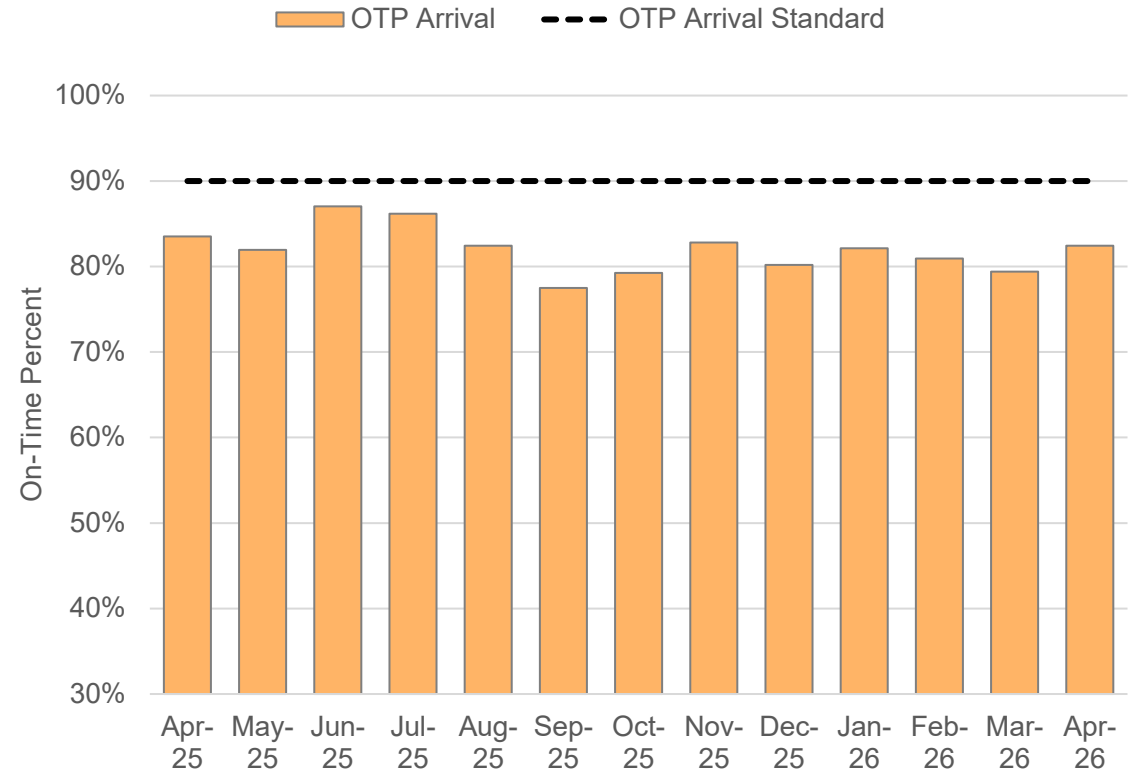
Service Provider Demand: OCTA has a primary service provider, First Transit, Inc., and supplemental providers which are contracted to meet demand on the network.



Service Reliability – On-Time Performance



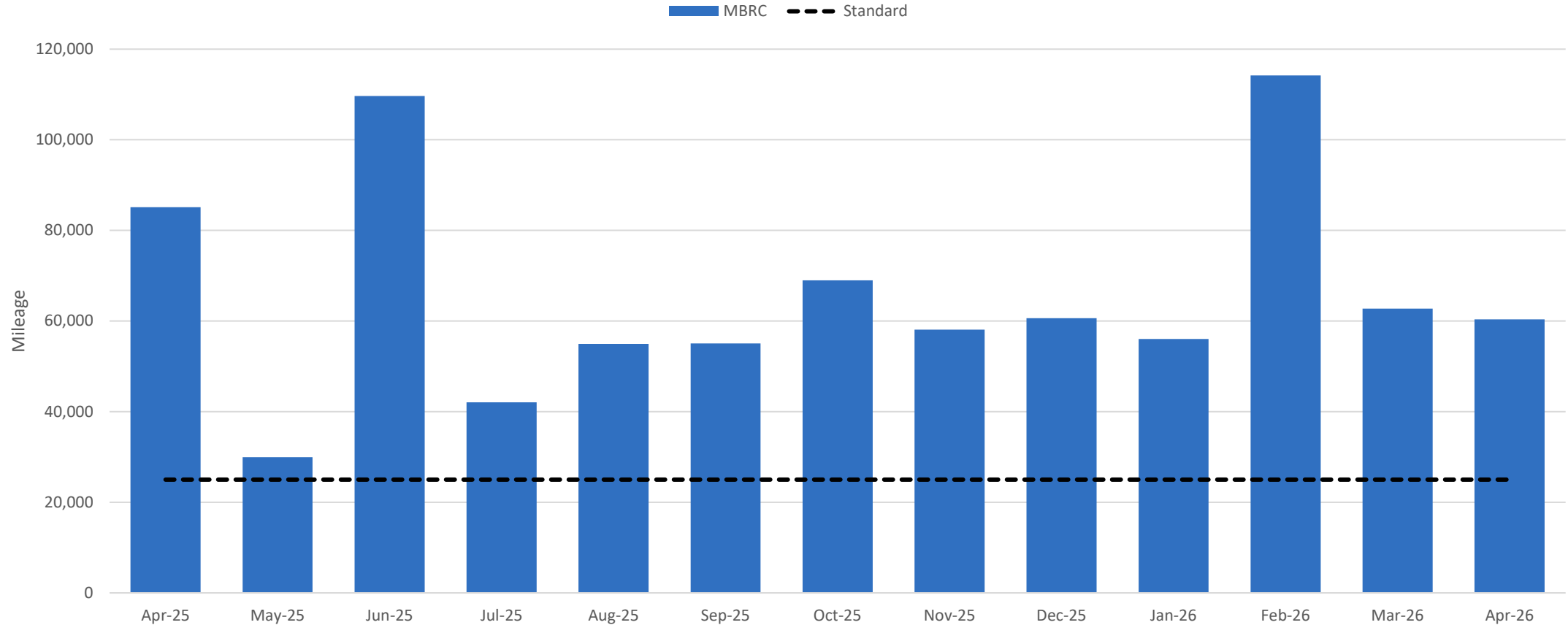
Pick-up OTP: The percentage of trips when the driver arrives within the 30-minute on-time window for scheduled pick-up trips.



Arrival OTP: The percentage of trips when the passenger arrived at their destination by or before the scheduled arrival time.



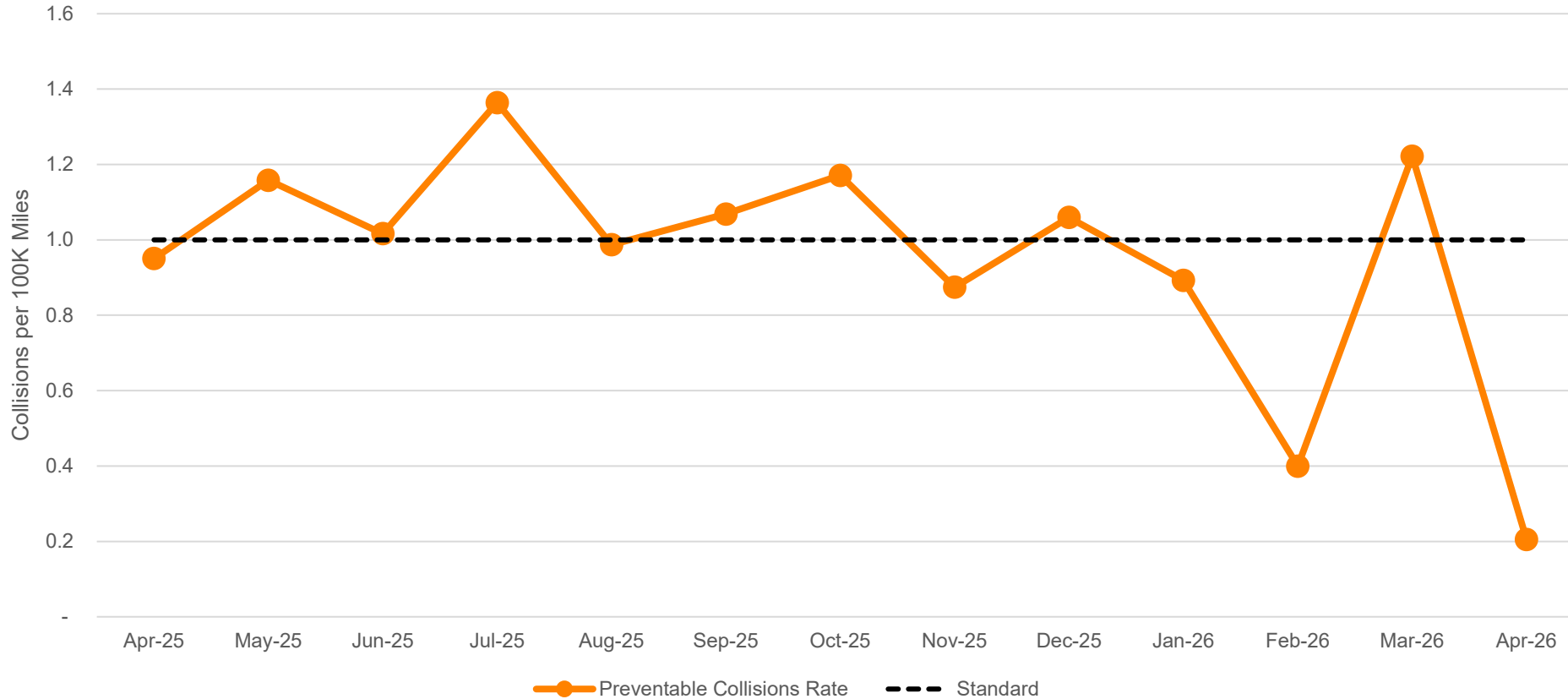
Service Reliability – Miles Between Road Calls



Miles Between Road Calls: MBRC is calculated by dividing the total miles traveled by all OC ACCESS vehicles over the calendar month by the total number of road calls or disruptions due to mechanical failures in revenue service during the same period. The MBRC standard for OC ACCESS is 25,000 miles.



Safety – Preventable Collisions



Preventable Collisions: A preventable collision is defined as an event where a driver providing revenue service could have been reasonably avoided by the driver. The performance standard is no more than one vehicle accident per 100,000 miles.

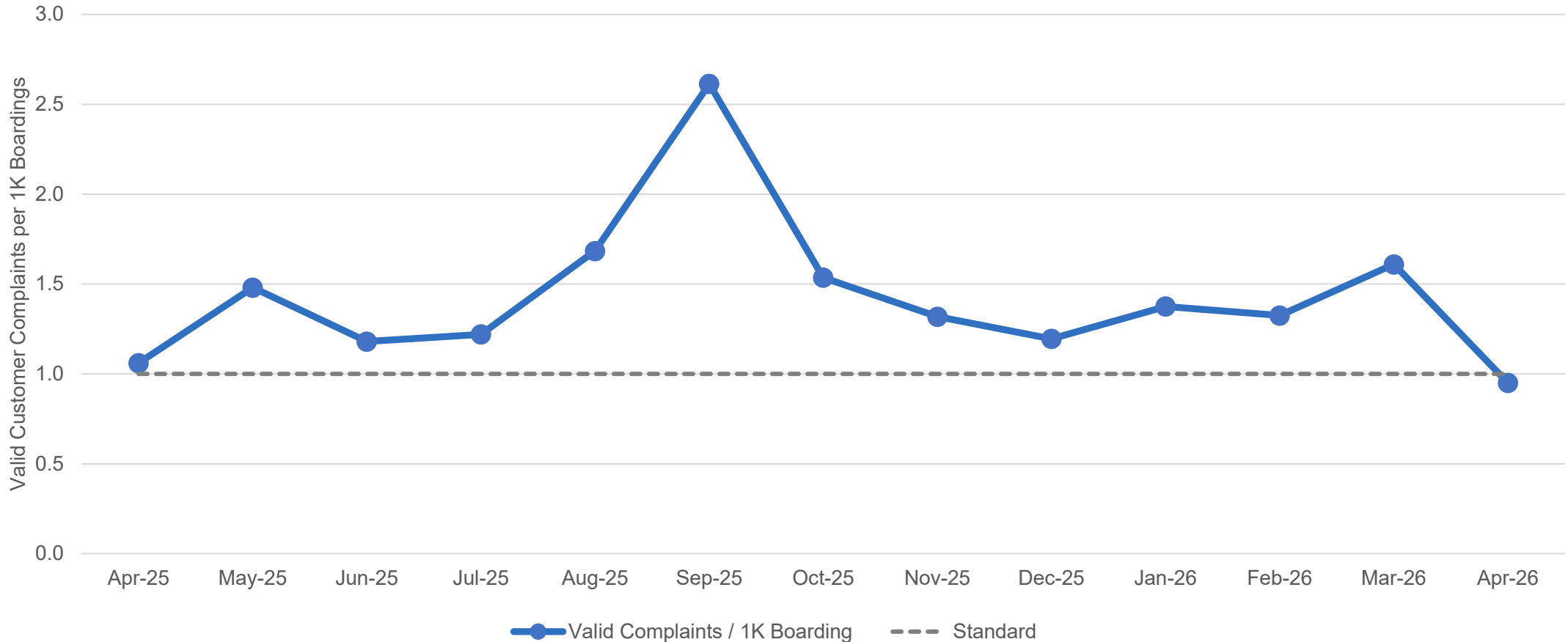
Data reported through April 14th, 2026



OC ACCESS



Service Quality – Customer Satisfaction



Customer Satisfaction: The performance standard for customer satisfaction is courtesy, measured by the number of valid complaints received. The contractual standard for OC ACCESS is no more than one valid complaint per 1,000 boardings.

Data reported through April 14th, 2026



Upcoming Activities



Service Changes

- OC Bus Service Change Implementation – May 10, 2026

Future Board Items

- Bimonthly Performance Report – July 9, 2026

Staff Highlights

- OCTA will be represented by Darvy Traylor, Southern California Regional Rodeo champion, at the International Rodeo in Salt Lake City, Utah, from May 15, 2026 – May 19, 2026.