

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                        |
| Total |                     |                                                                   |                    |                        |                                              | 573,888         | 36,313    | 430,112   |                                          |                                          |                           |                            |

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

B/RVH - 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&M/B - 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