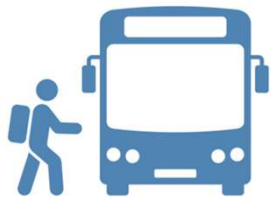


# Bimonthly Transit Performance Report

September 2025



## What do we measure?



### **Service Demand**

Measures boarding activity on OC Bus, OC Access, and OC Flex.



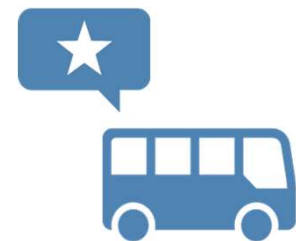
### **Reliability**

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



### **Safety**

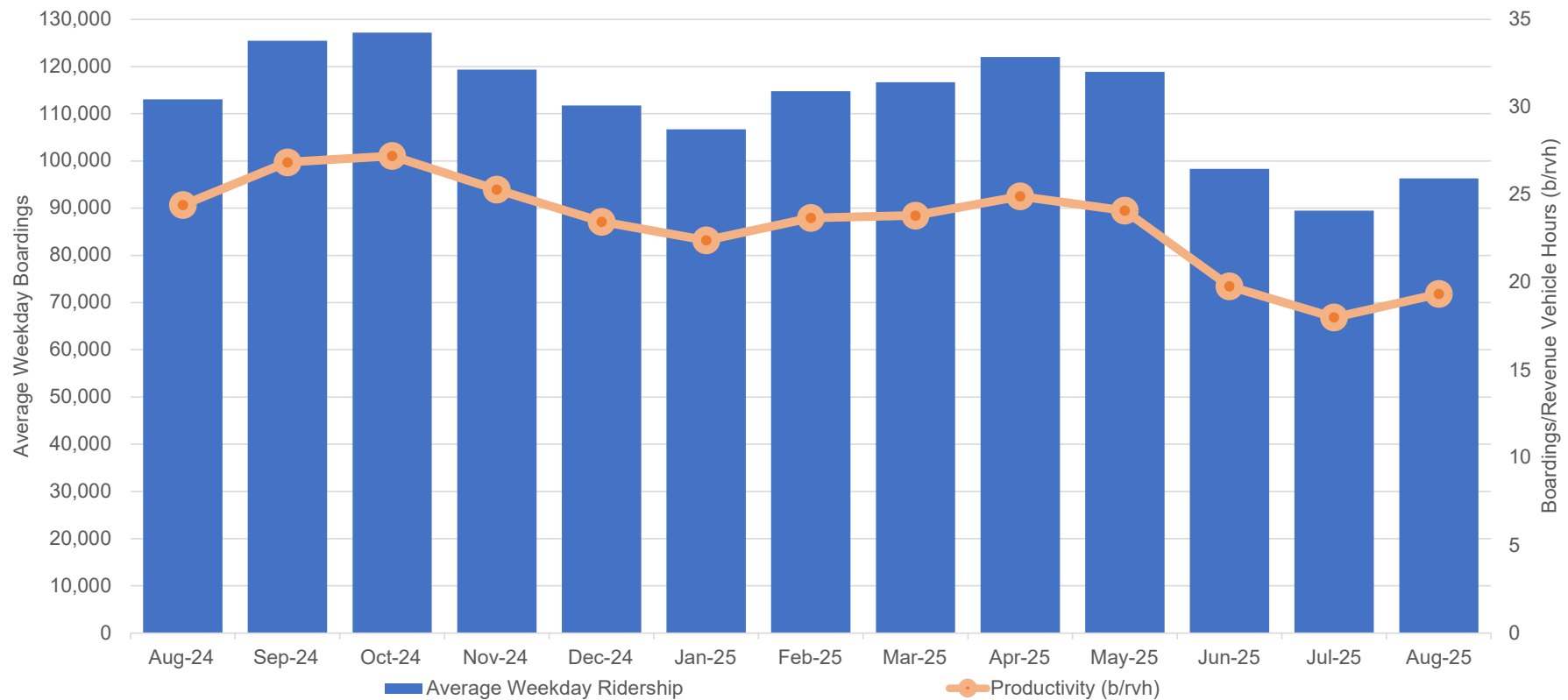
Measures the safety of the service in terms of preventable collisions normalized by miles traveled.



### **Courtesy**

Measures customer feedback and is typically normalized by boardings.

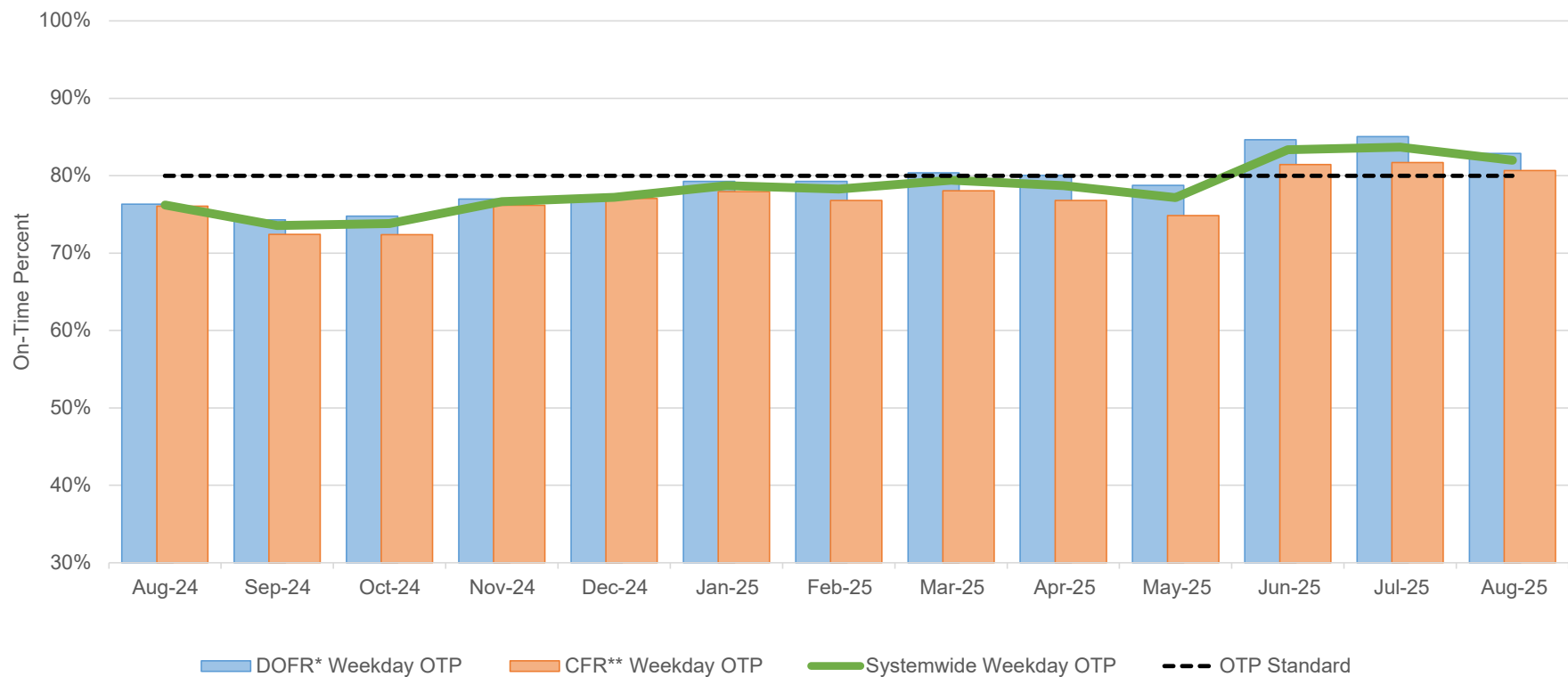
## Service Demand - Ridership Snapshot



**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 August 14, 2025

## Service Reliability – On-Time Performance



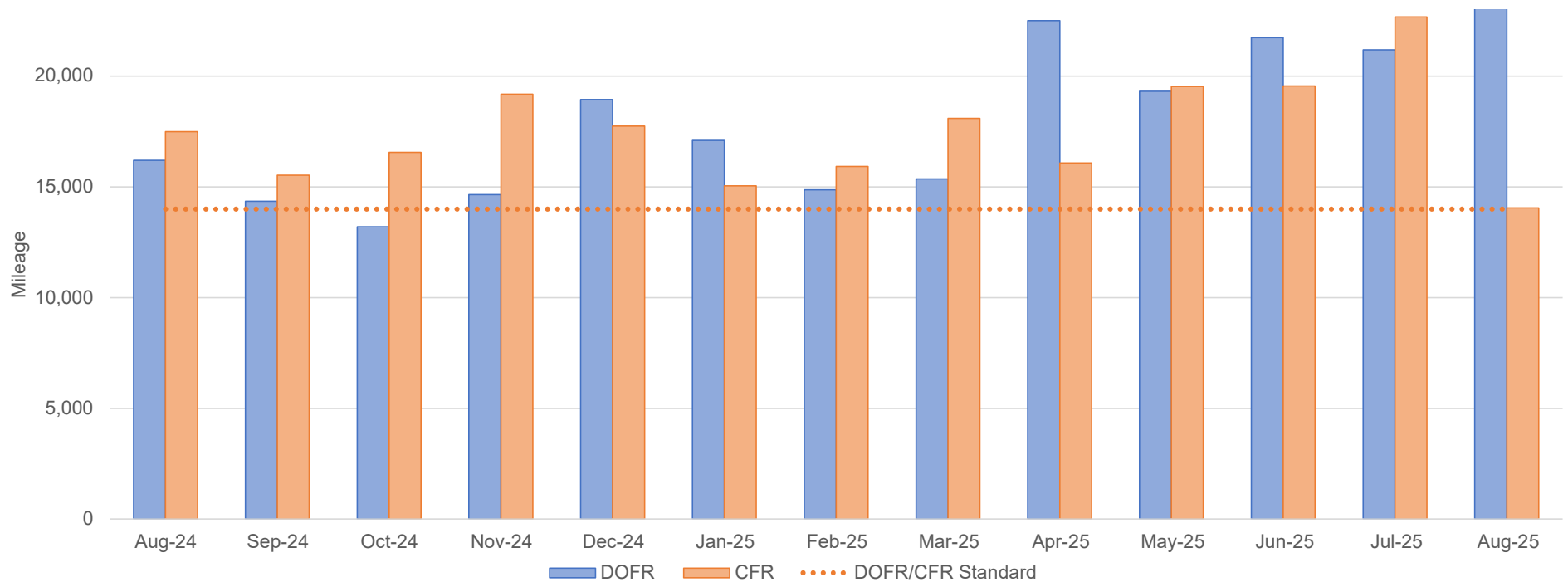
**On-time Performance:** Measures how well OCTA vehicles adhere to the schedule, and it is calculated by dividing the count of vehicle timepoint departures that are on time (within five minutes late or zero minutes early of the scheduled arrival time) by the number of total departures, reported system-wide.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

Data reported through August 14, 2025

\*DOFR – Directly Operated Fixed Route

\*CFR – Contracted Fixed Route

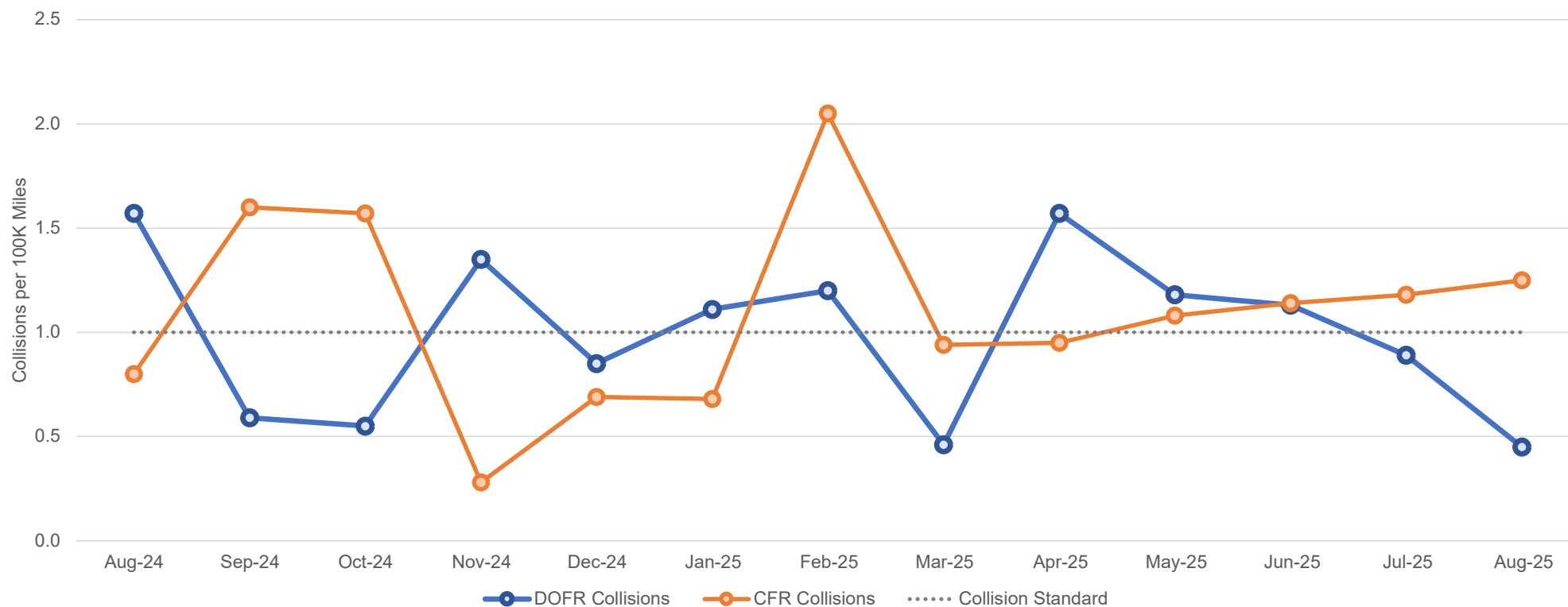
## Service Reliability – Vehicle Performance



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

Data reported through August 14, 2025

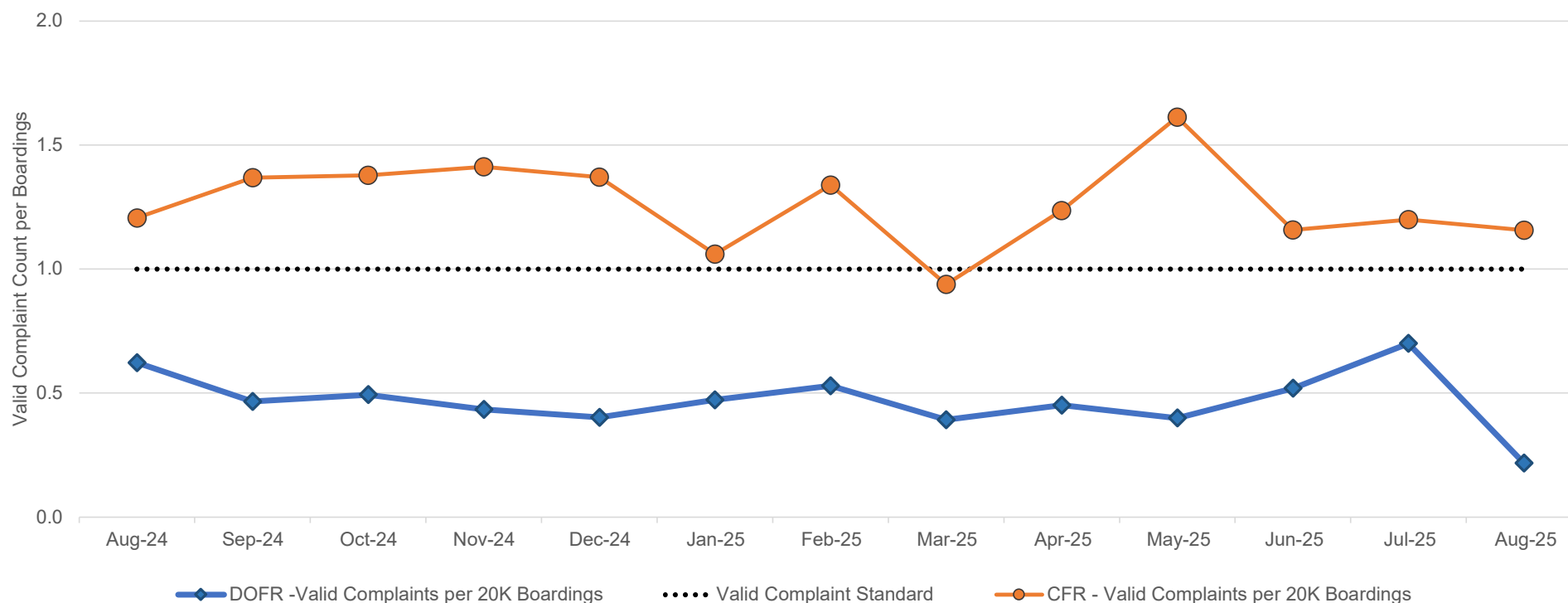
## Safety – Preventable Collisions



**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 August 14, 2025

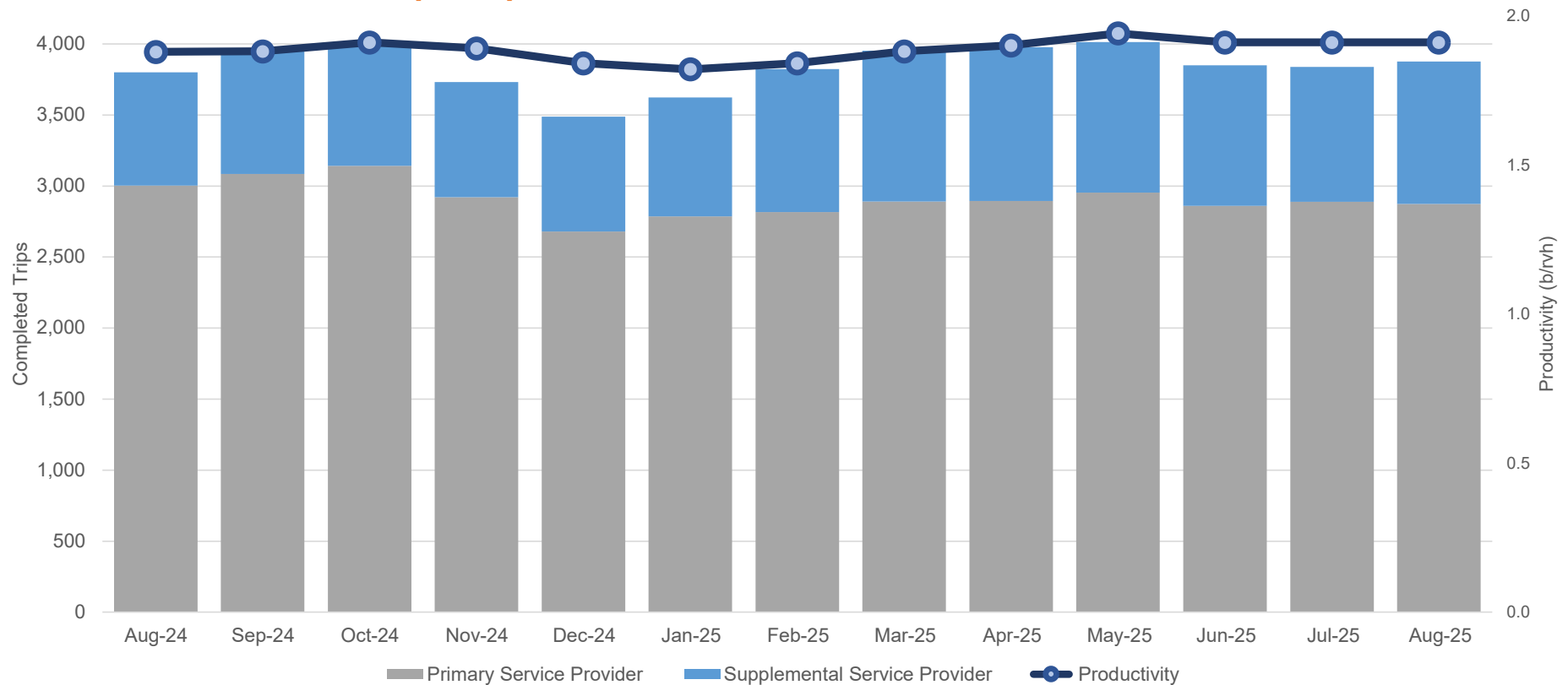
## Service Quality – Customer Satisfaction



**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.

Data reported through August 14, 2025

## Service Demand – Ridership Snapshot

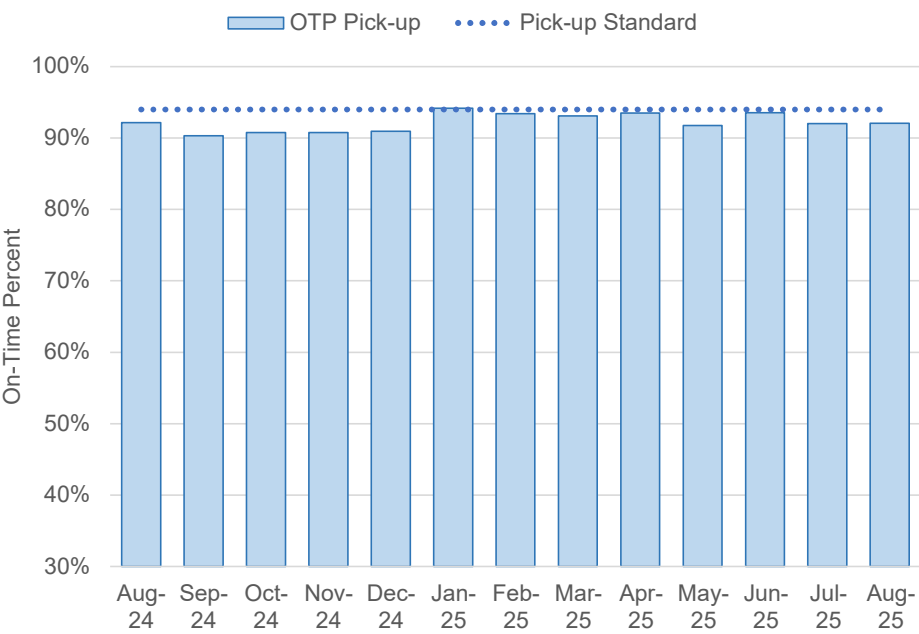


**Service Provider Demand:** OCTA has a primary service provider, First Transit, Inc., and supplemental providers which are contracted to meet demand on the network.

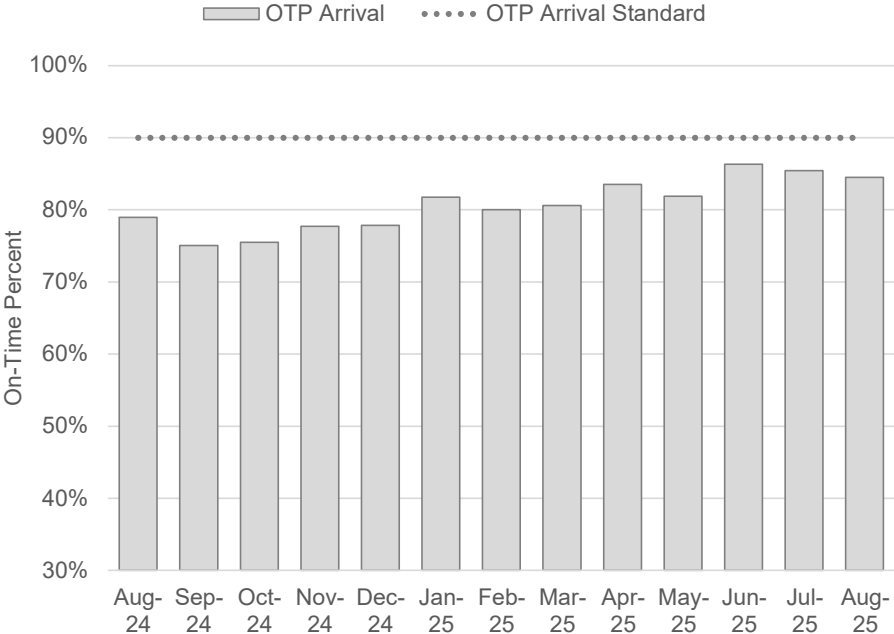
Data reported through August 14, 2025



Service Reliability – On-Time Performance



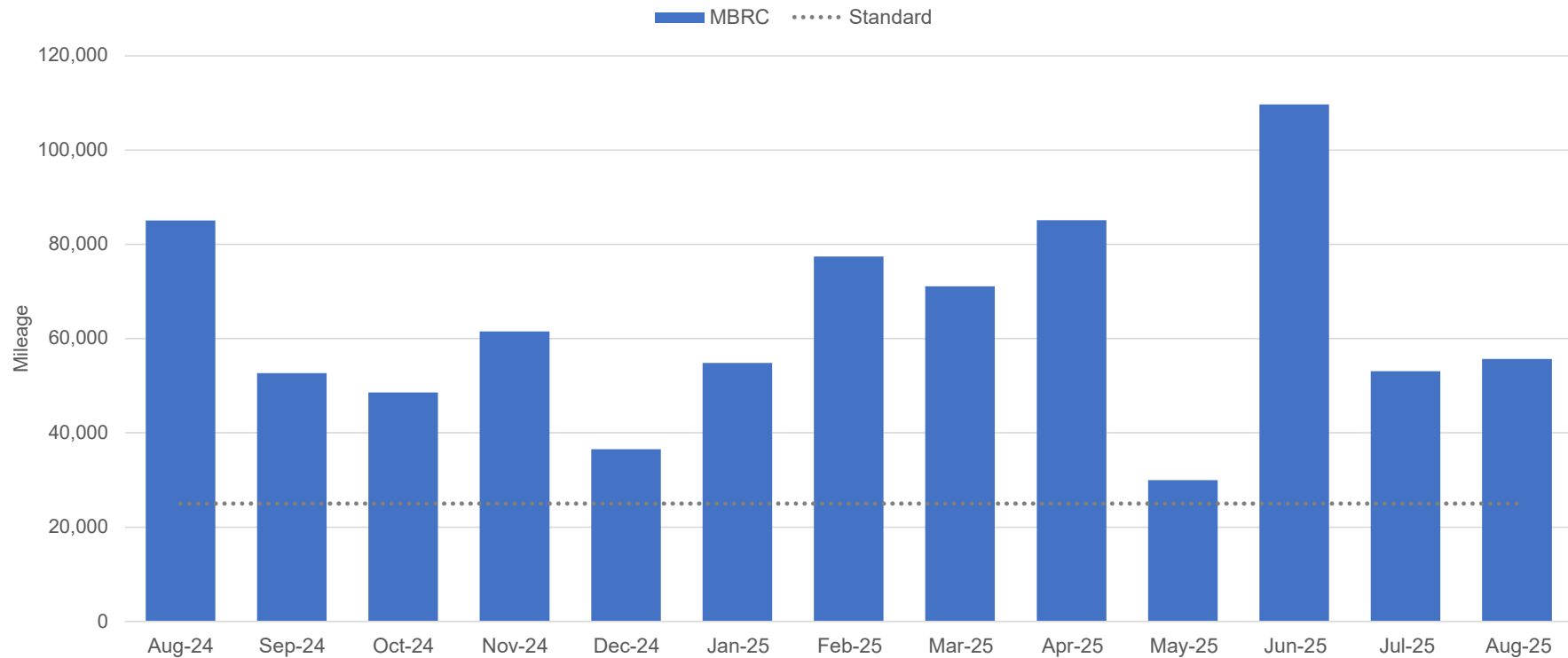
**Pick-up OTP:** The percentage of trips when the driver arrives within the 30-minute on-time window for scheduled pick-up trips.



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

Data reported through August 14, 2025

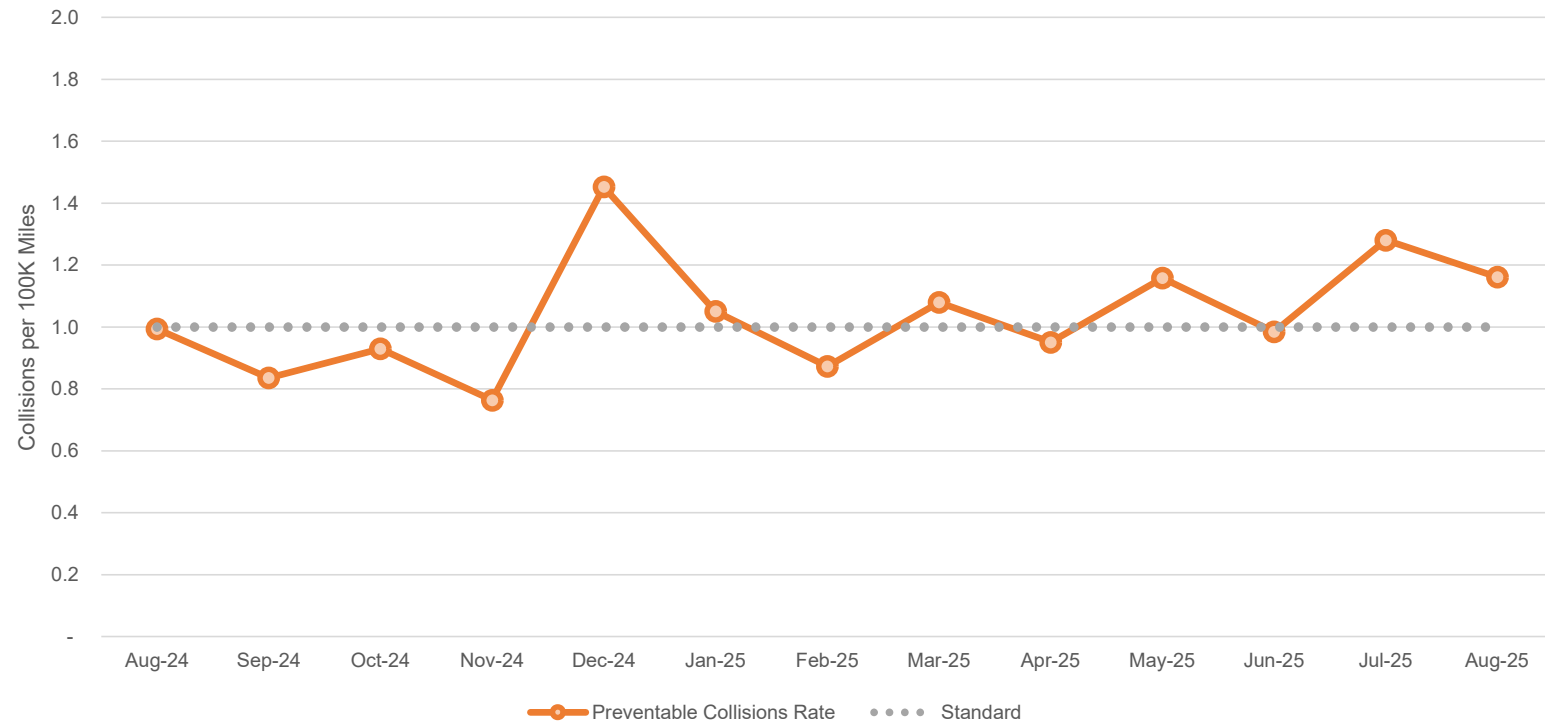
## Service Reliability – Miles Between Road Calls



**MBRC:** 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.

Data reported through August 14, 2025

## 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 August 14, 2025

## 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 August 14, 2025

## Service Changes

- OC Bus Service Change Implementation – November 9, 2025

## Future Board Items

- Bimonthly Performance Report – November 13, 2025
- Award contract for OC ACCESS Eligibility and Transit Support Services – September 2025