



# OC Bus and OC ACCESS Services Update

## Ridership

- Average weekday boardings and productivity as measured by boardings per revenue vehicle hour (B/RVH)

## On-Time Performance

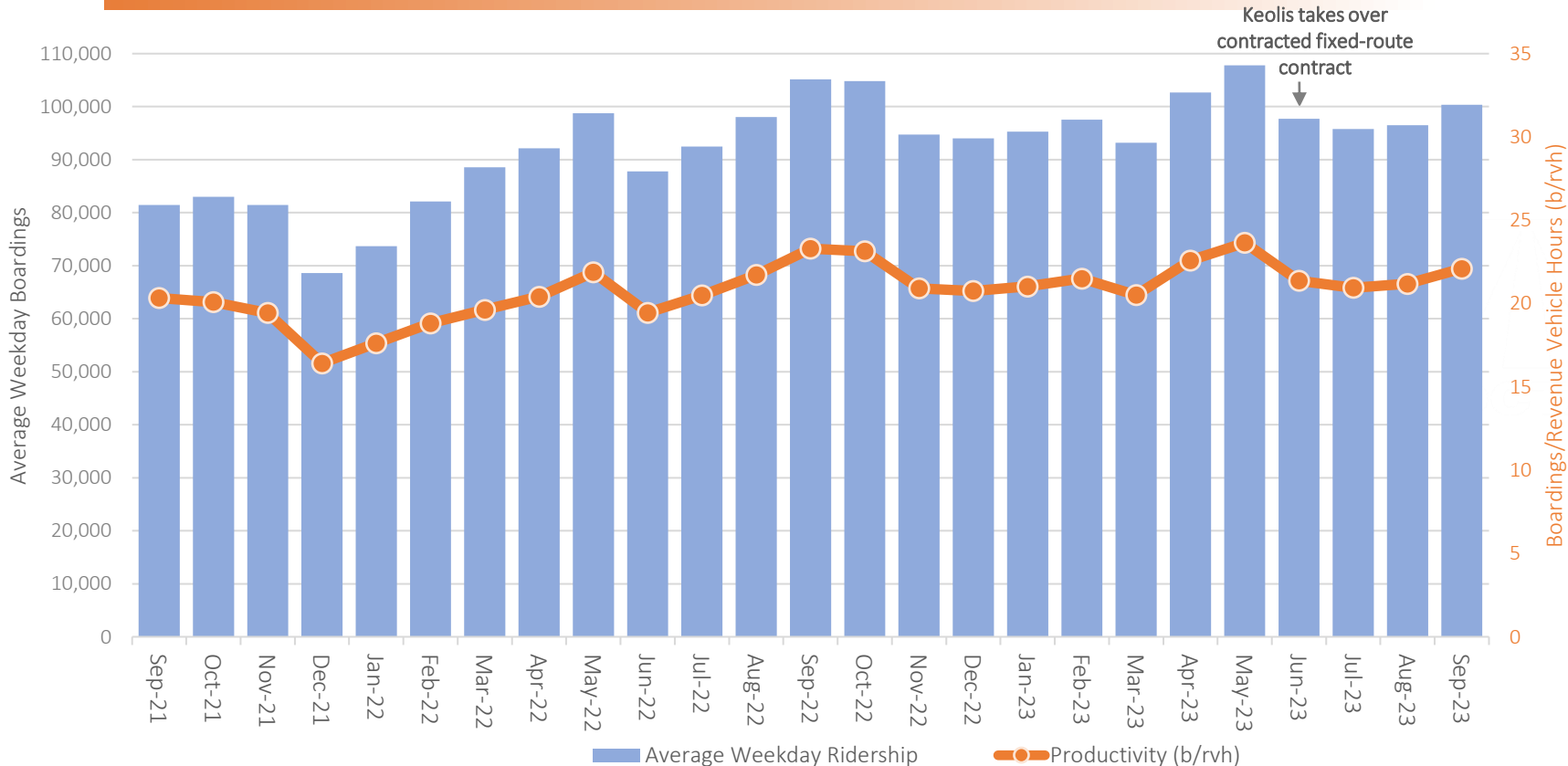
- Measuring service quality

## Customer Comments

- Trends, feedback, and issues reported

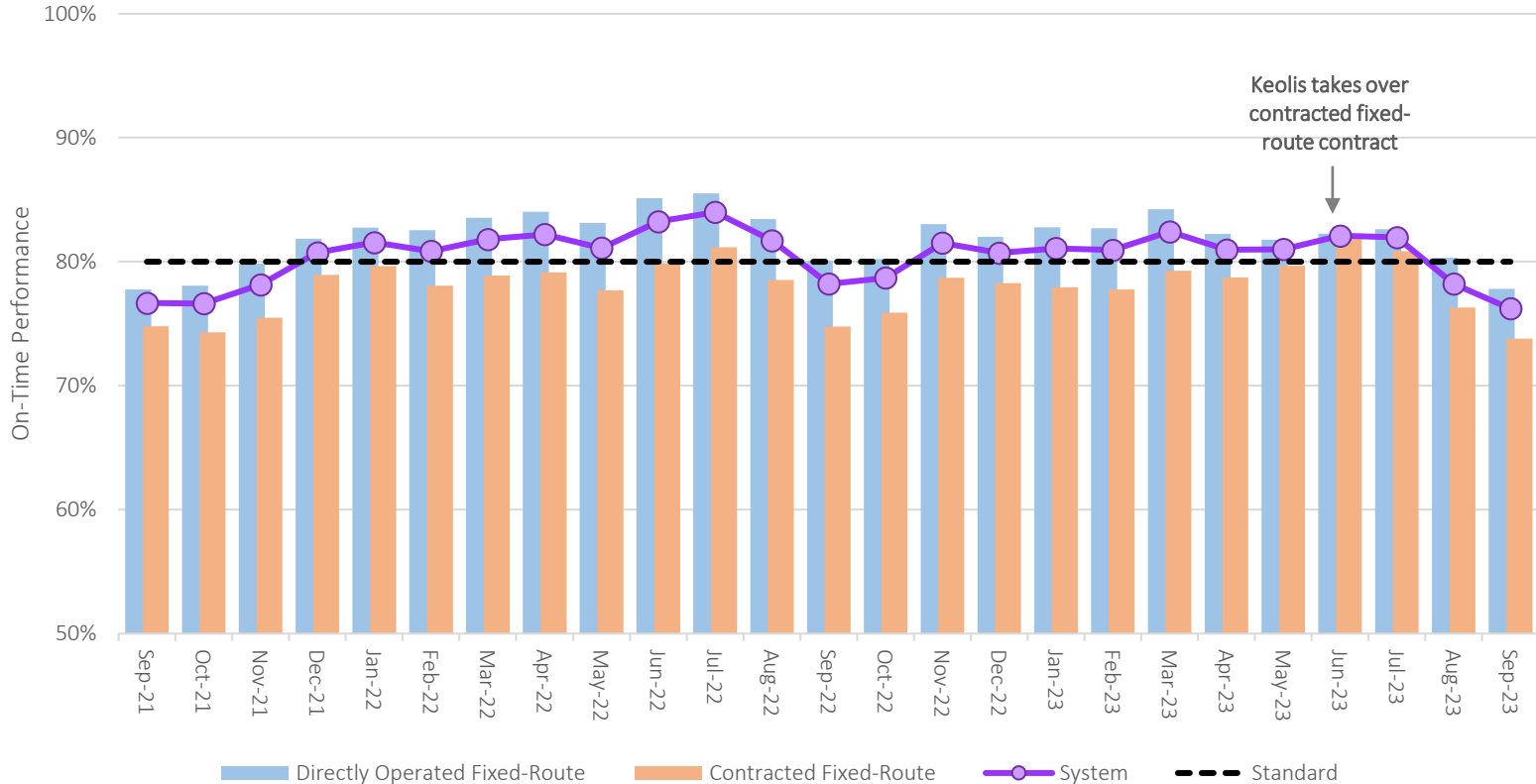
# OC BUS RIDERSHIP AND PRODUCTIVITY

(AVERAGE WEEKDAY – LAST TWO YEARS)



# OC BUS ON-TIME PERFORMANCE

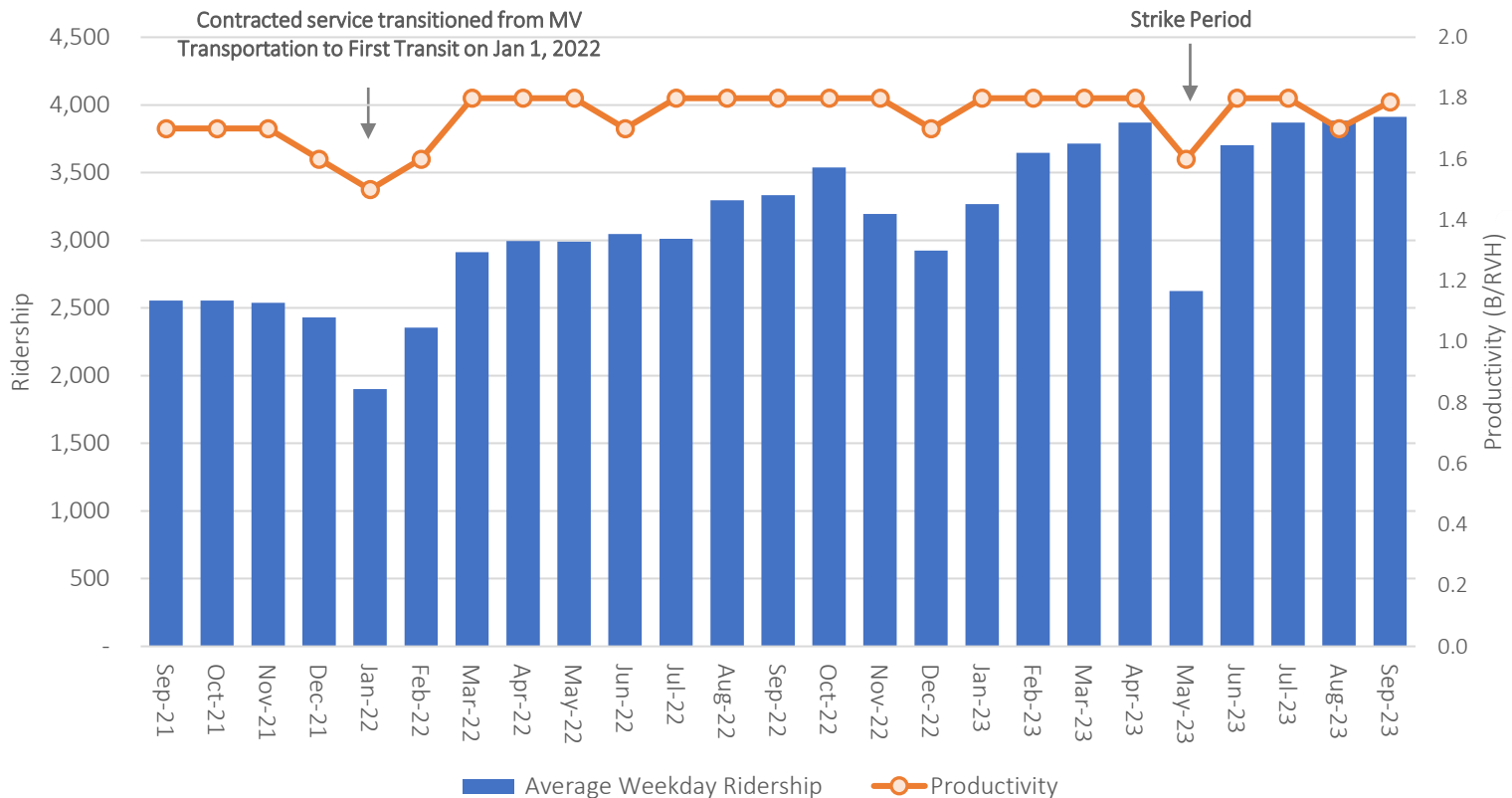
(AVERAGE WEEKDAY)



# OC ACCESS RIDERSHIP AND PRODUCTIVITY

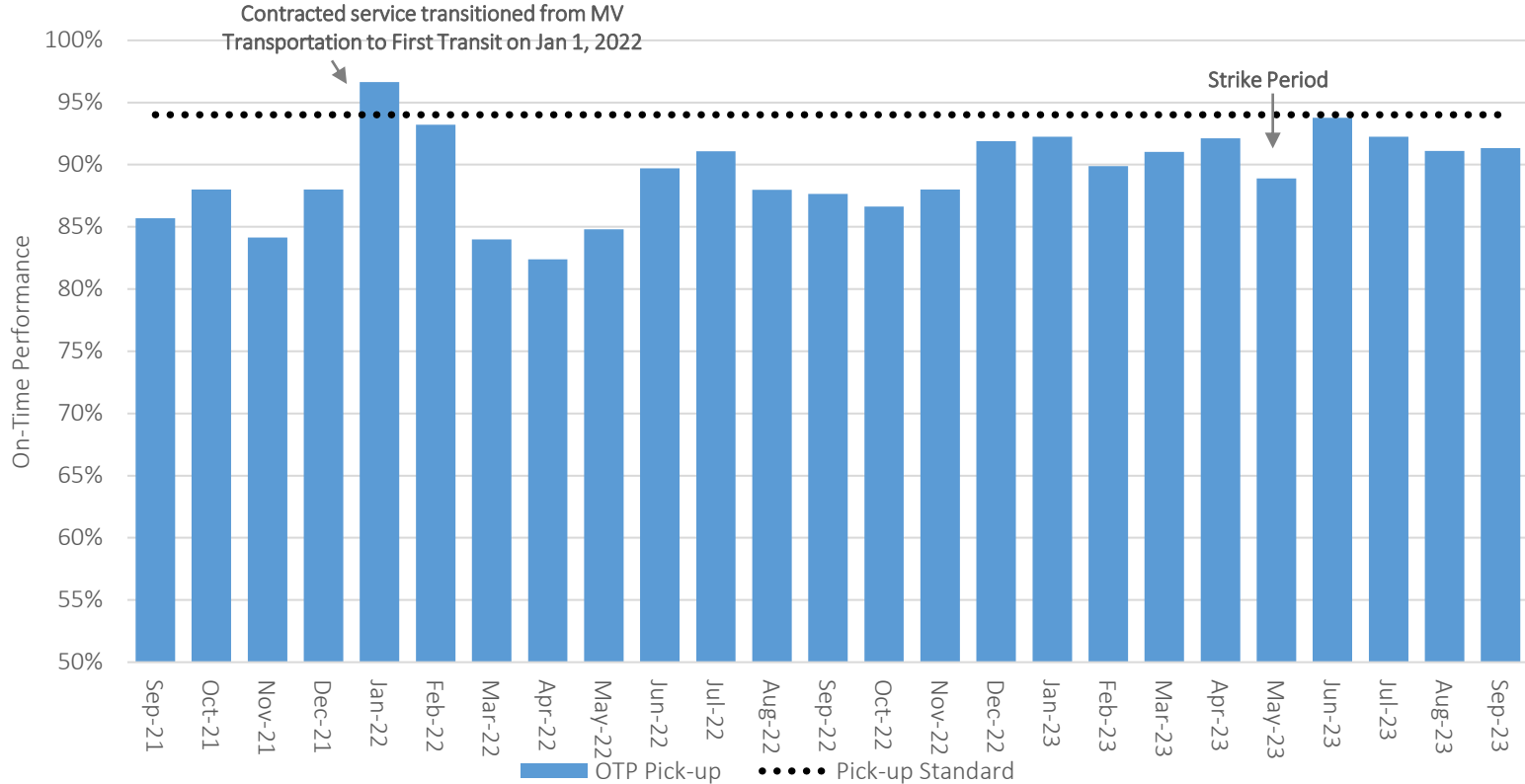


(AVERAGE WEEKDAY)



# OC ACCESS ON-TIME PERFORMANCE

(AVERAGE WEEKDAY)

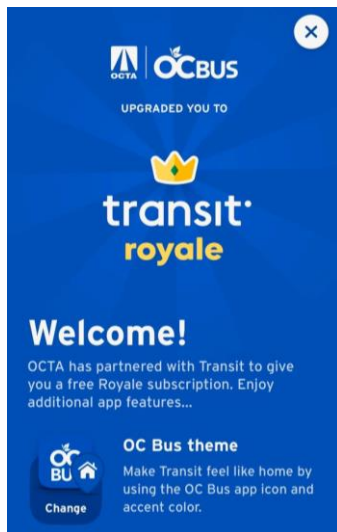


# CUSTOMER COMMUNICATION AND FEEDBACK

## Marketing and Customer Communications

### Customer Communications

- Announced Transit Royale and upcoming OC Bus Loyalty programs.
- Continued multi-language promotion of Savings Pass.



## Customer Comments

### Bus Pass-bys

- Complaints on pass-bys increased to an average of 10.8 complaints per week in September compared to 6.75 weekly complaints in August.

### No Shows

- Complaints for “no show” routes increased to an average of 1.25 complaints per week in September compared to one weekly complaint in August.

### Good News Story

“I want to compliment your driver on Route 543. He was courteous, professional, and greeted me very nicely. I am glad to ride the OCTA buses: they are clean, well functioning and have good drivers. Thank you so much for your blue-ribbon service.” – Customer Email

## NEXT STEPS

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### Continue to Track Service Performance

- Ridership trends
- On-time performance



### Upcoming Service Change

- November 12, 2023

