

# 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

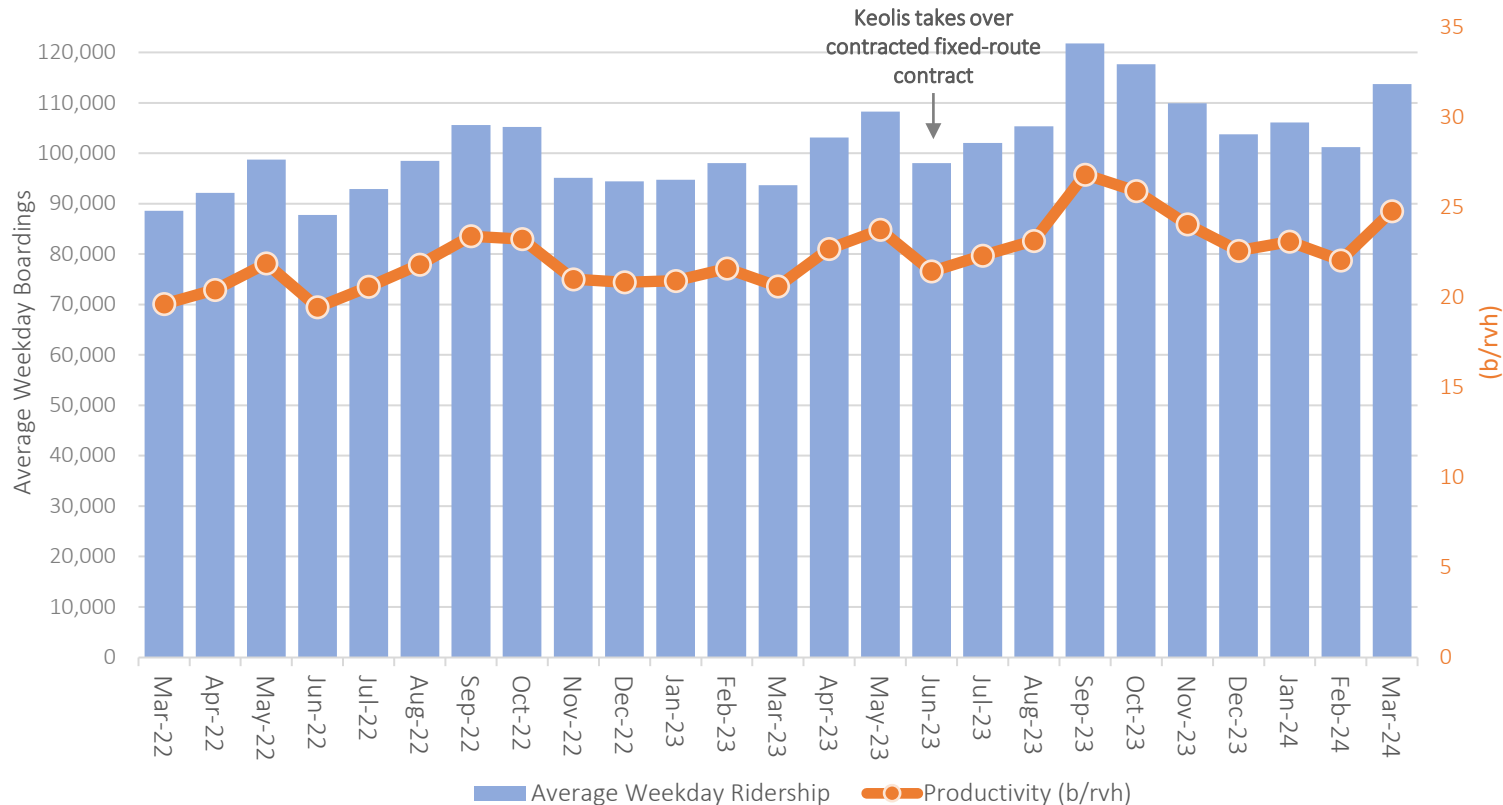
- Measuring service quality

## Customer Comments

- Trends, feedback, and issues reported

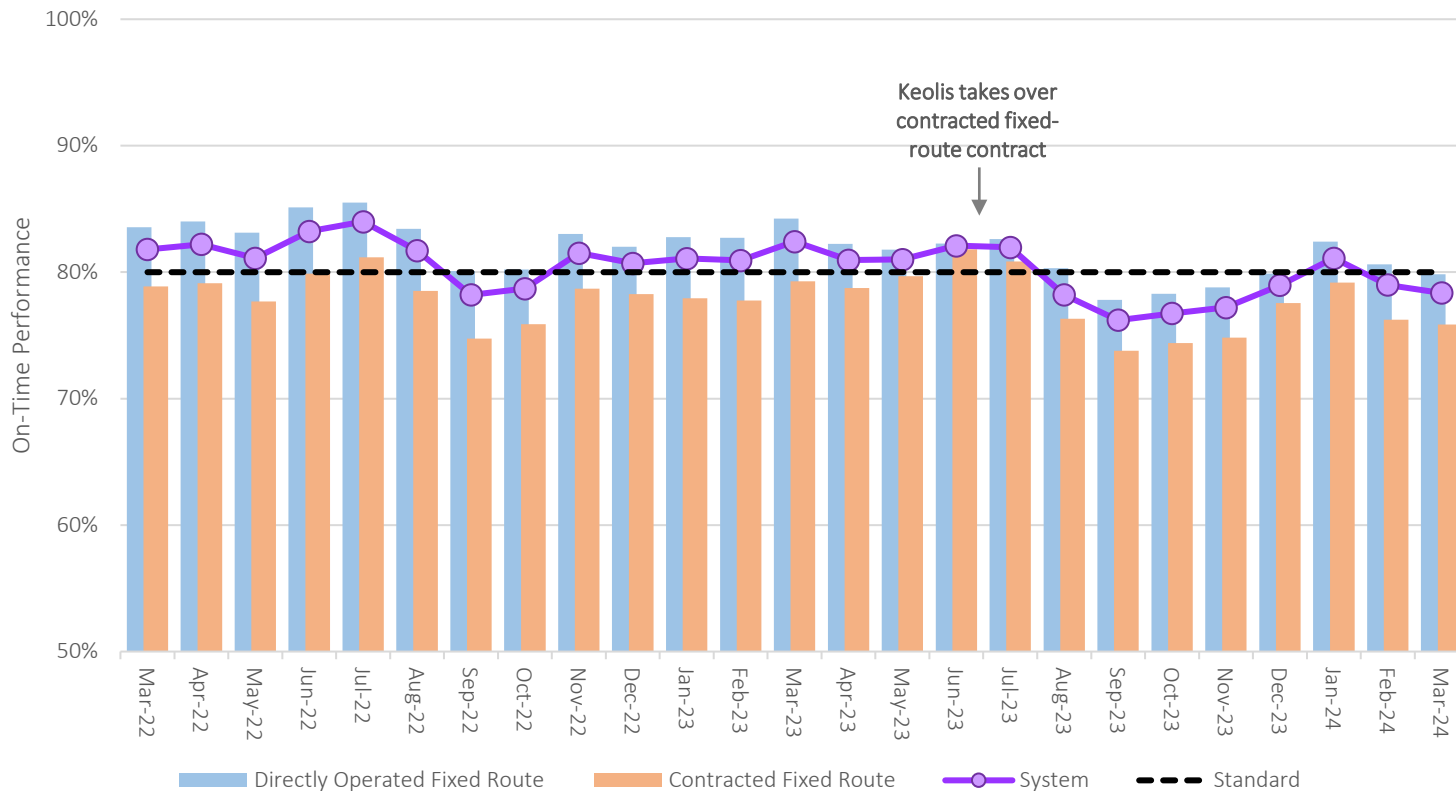
# OC BUS RIDERSHIP AND PRODUCTIVITY

(AVERAGE WEEKDAY – LAST TWO YEARS)



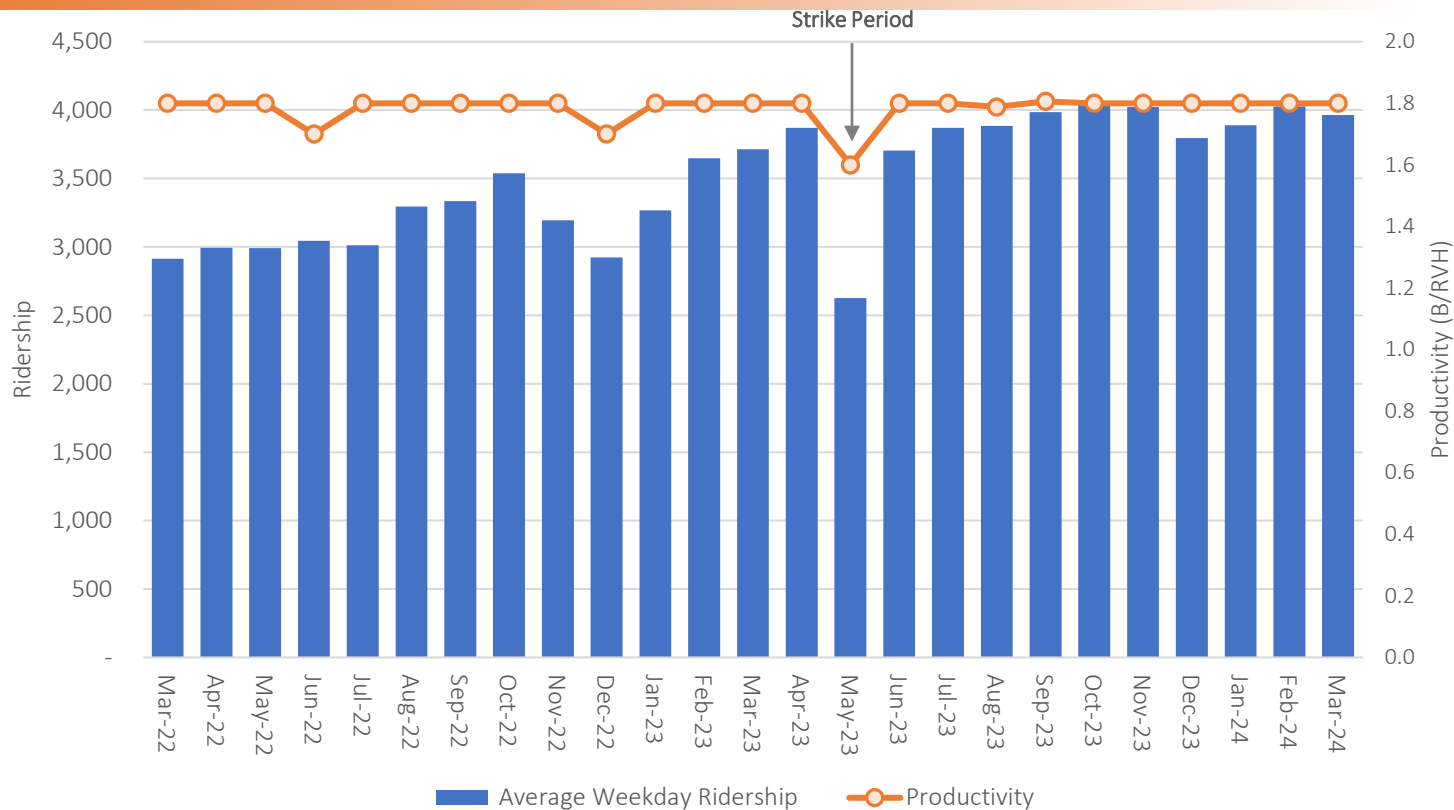
# OC BUS ON-TIME PERFORMANCE

(AVERAGE WEEKDAY)



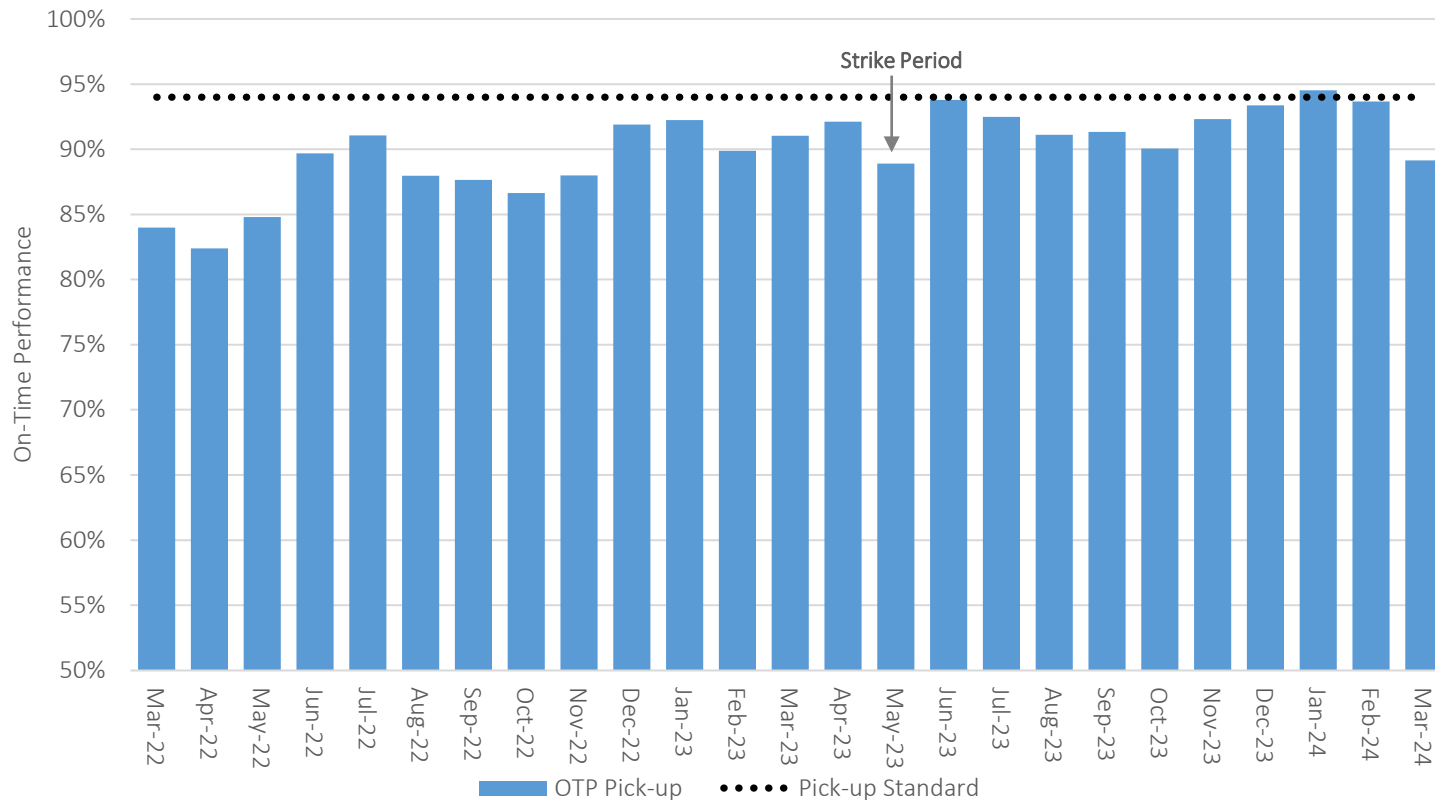
# OC ACCESS RIDERSHIP AND PRODUCTIVITY

(AVERAGE WEEKDAY)



# OC ACCESS ON-TIME PERFORMANCE

(AVERAGE WEEKDAY)



# CUSTOMER COMMUNICATION AND FEEDBACK

## Marketing and Customer Communications

### Customer Communications

- Recognized Transit Employee Appreciation Day with 226 collected comments and videos from riders and agency employees.



## March Customer Comments

### Bus Pass-bys

- Complaints on pass-bys decreased to an average of 8.6 complaints per week compared to an average of 11.1 complaints per week in February.

### No Shows

- Complaints for “no show” routes increased to an average of 2.7 complaints per week from an average of 1.7 complaints per week in February.

### Good News Story

The customer complimented the coach operator of the Route 56 bus, noting that they have been a coach operator and trainer for quite some time, and for good reason. The coach operator accelerates and brakes smoothly, is very pleasant and nicely groomed. The caller said the coach operator is exactly what OCTA needs in order to make OCTA look good. — Customer Call

## NEXT STEPS

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### Continue to Track Service Performance

- Ridership trends
- On-time performance
- OC ACCESS follow up



### Next Service Change

- May 12, 2024

