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
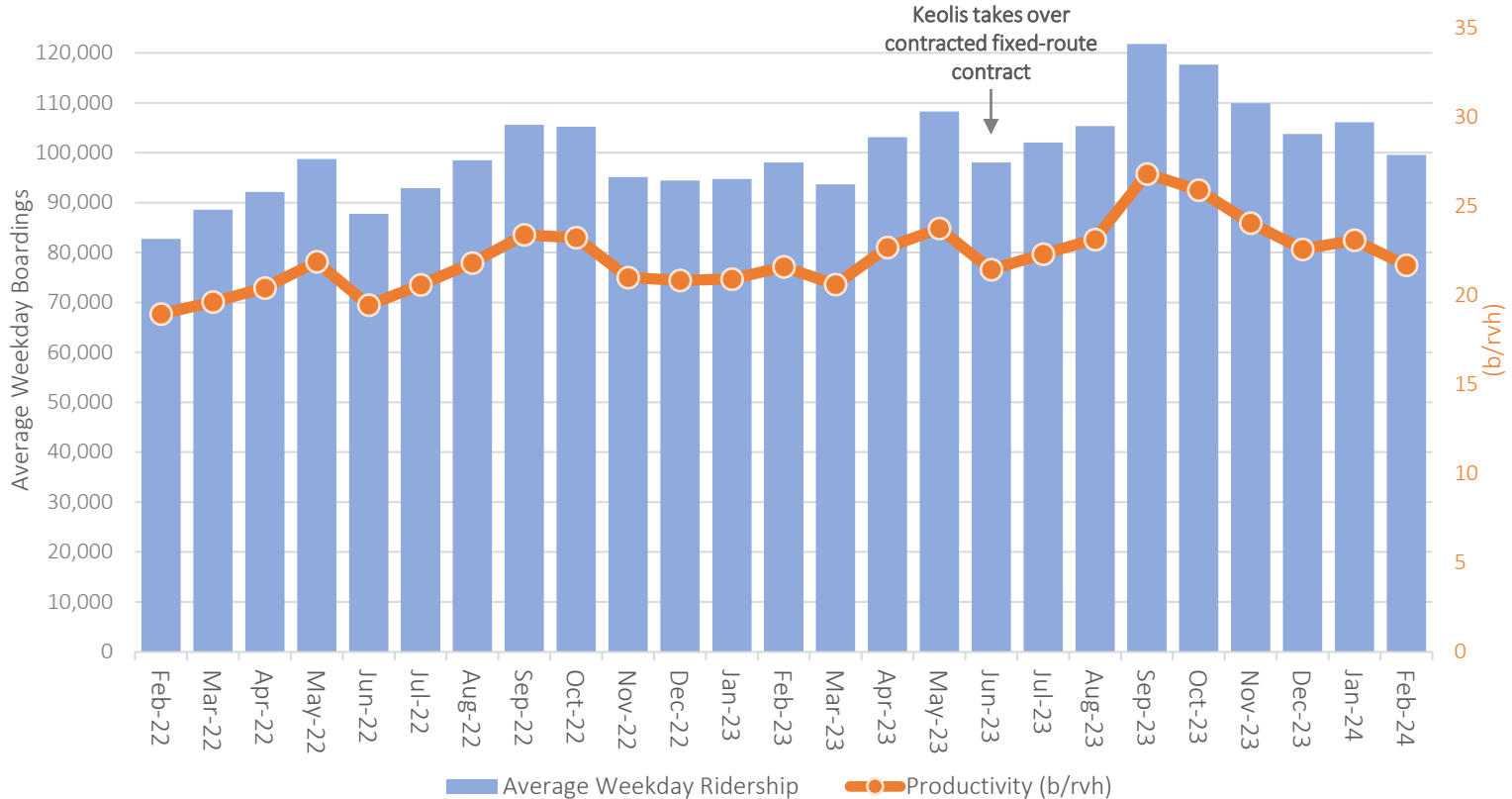− Measuring service quality

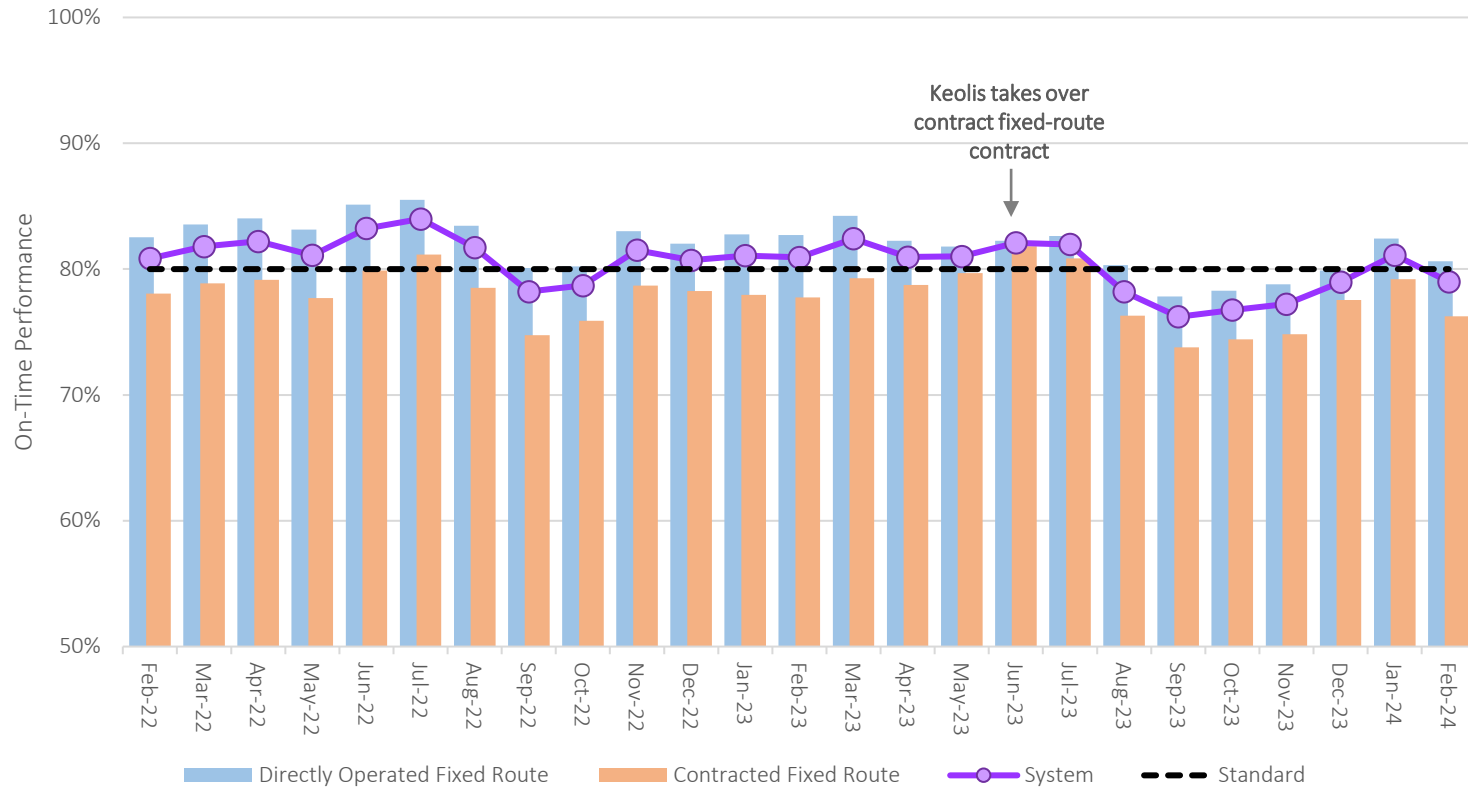# Customer Comments
− Trends, feedback, and issues reported

OC BUS RIDERSHIP AND PRODUCTIVITY
(AVERAGE WEEKDAY – LAST TWO YEARS)

OC ACCESS RIDERSHIP AND PRODUCTIVITY
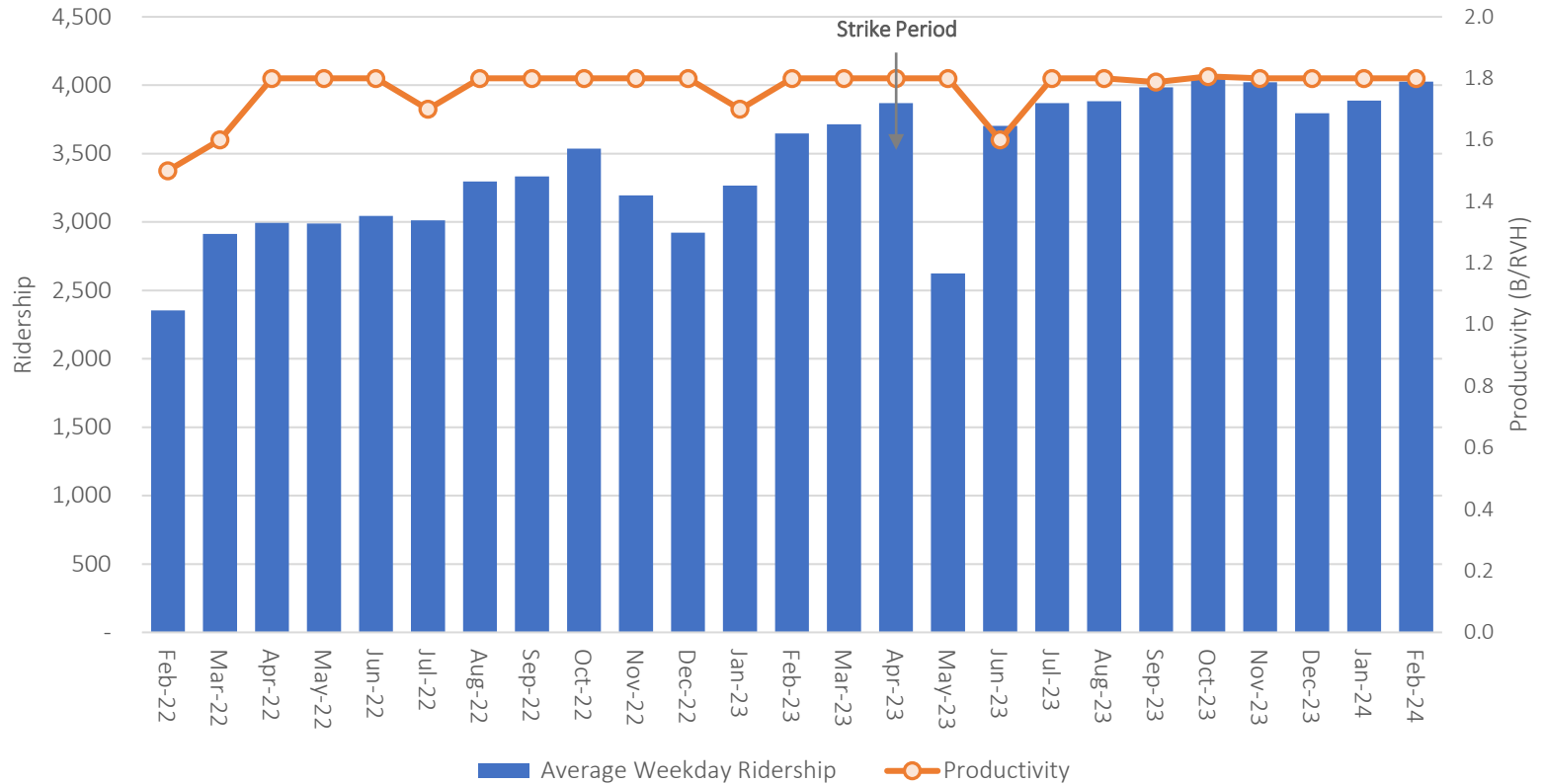
(AVERAGE WEEKDAY)

OC ACCESS

OC ACCESS ON-TIME PERFORMANCE
(AVERAGE WEEKDAY)

Strike Period

On-Time Performance

Legend: OTP Pick-up, Pick-up Standard
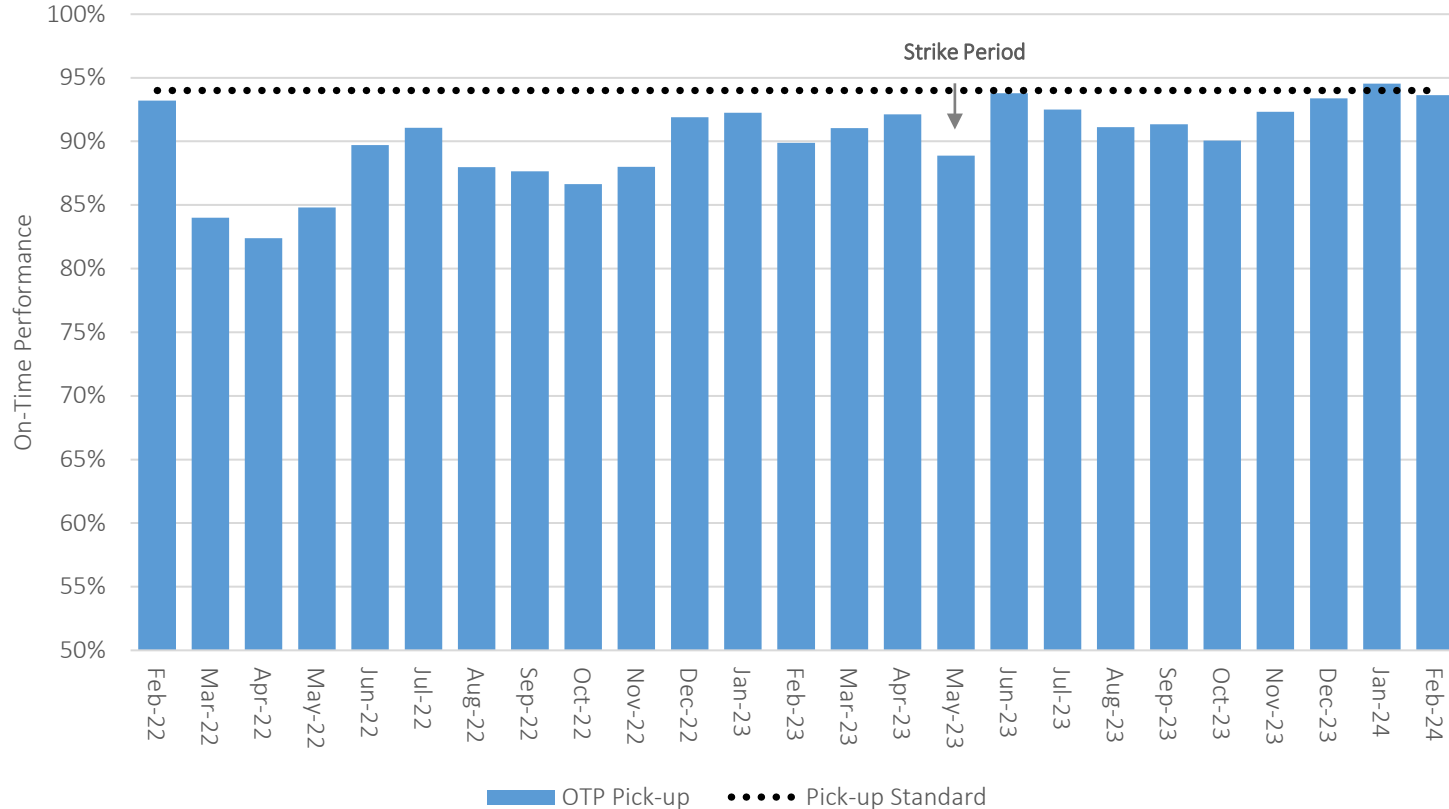
CUSTOMER COMMUNICATION AND FEEDBACK

Marketing and Customer Communications	Customer Comments
Customer Communications • Promoted Transit Equity Day and the February OC Bus Service Change with traditional and digital communications including outreach. 	**Bus Pass-bys** • Complaints on pass-bys in February slightly decreased to an average of 11.1 complaints per week compared to an average of 11.5 complaints per week in January. **No Shows** • Complaints for "no show" routes in February increased to an average of 1.7 complaints per week from an average of 1.1 complaints per week in January.
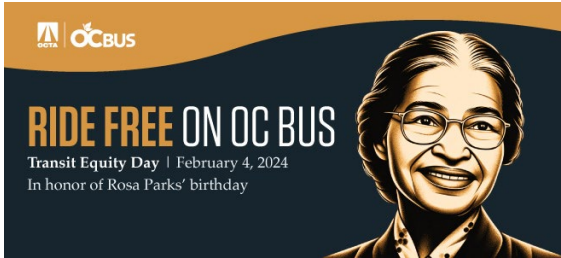
Good News Story
The customer wanted to compliment the bus operator for route 55. She states that he has very good customer service, takes the time to lower the ramp for elderly passengers, he's not rude and very patient. She said she's been a long-time bus rider, and the operator has always provided good customer service.
– Customer Call

NEXT STEPS

Continue to Track Service Performance
- Ridership trends
- On-time performance
- Work with Keolis to improve performance

Next OC Bus Service Change
- May 12, 2024