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 2 YEARS)
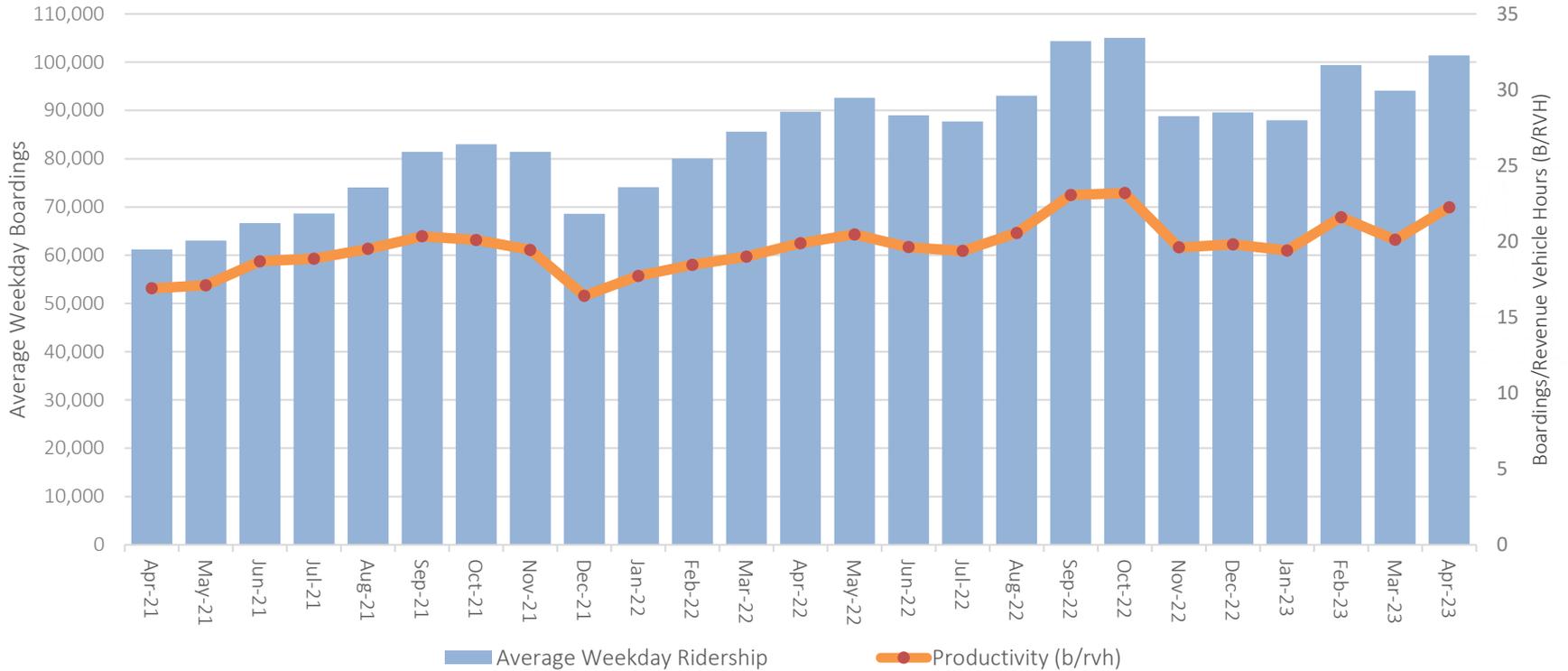
OC BUS ON-TIME PERFORMANCE
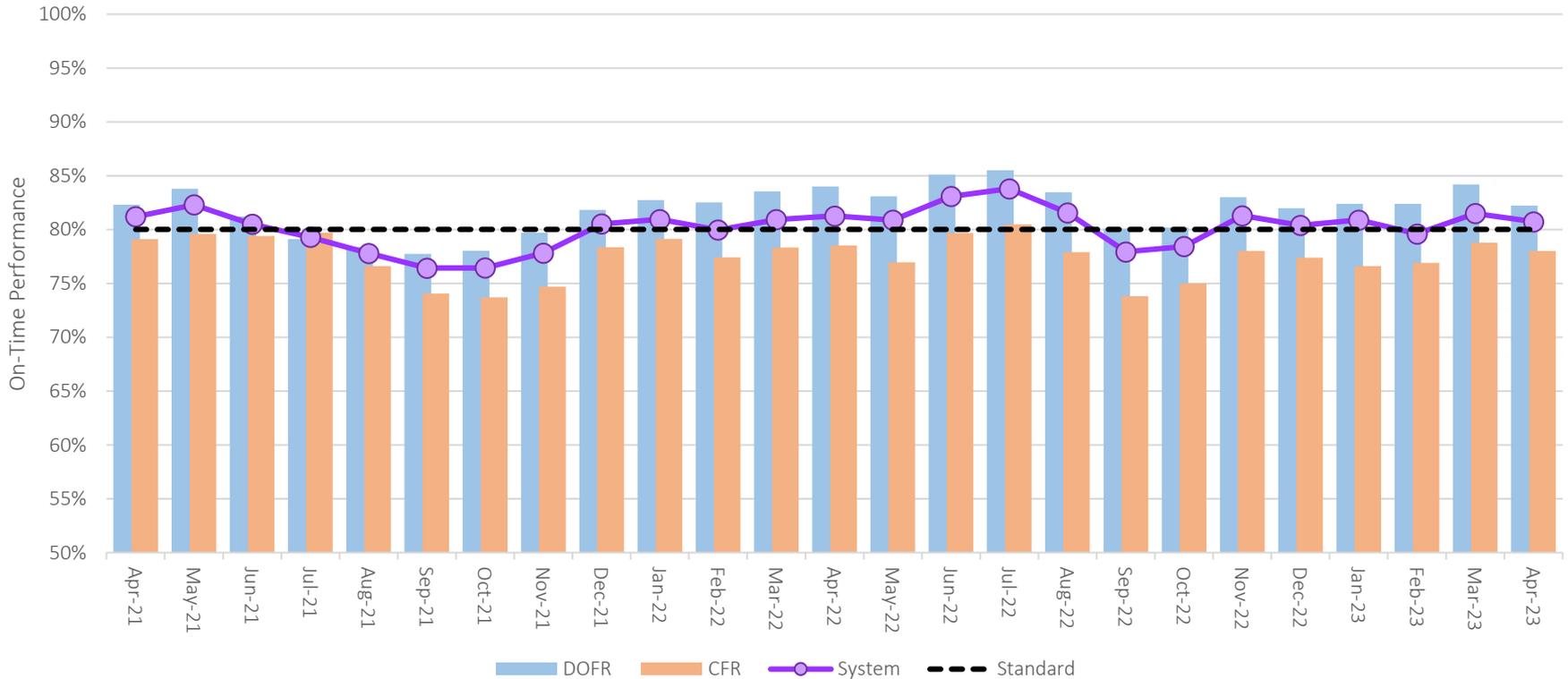
(AVERAGE WEEKDAY)

OC ACCESS RIDERSHIP AND PRODUCTIVITY
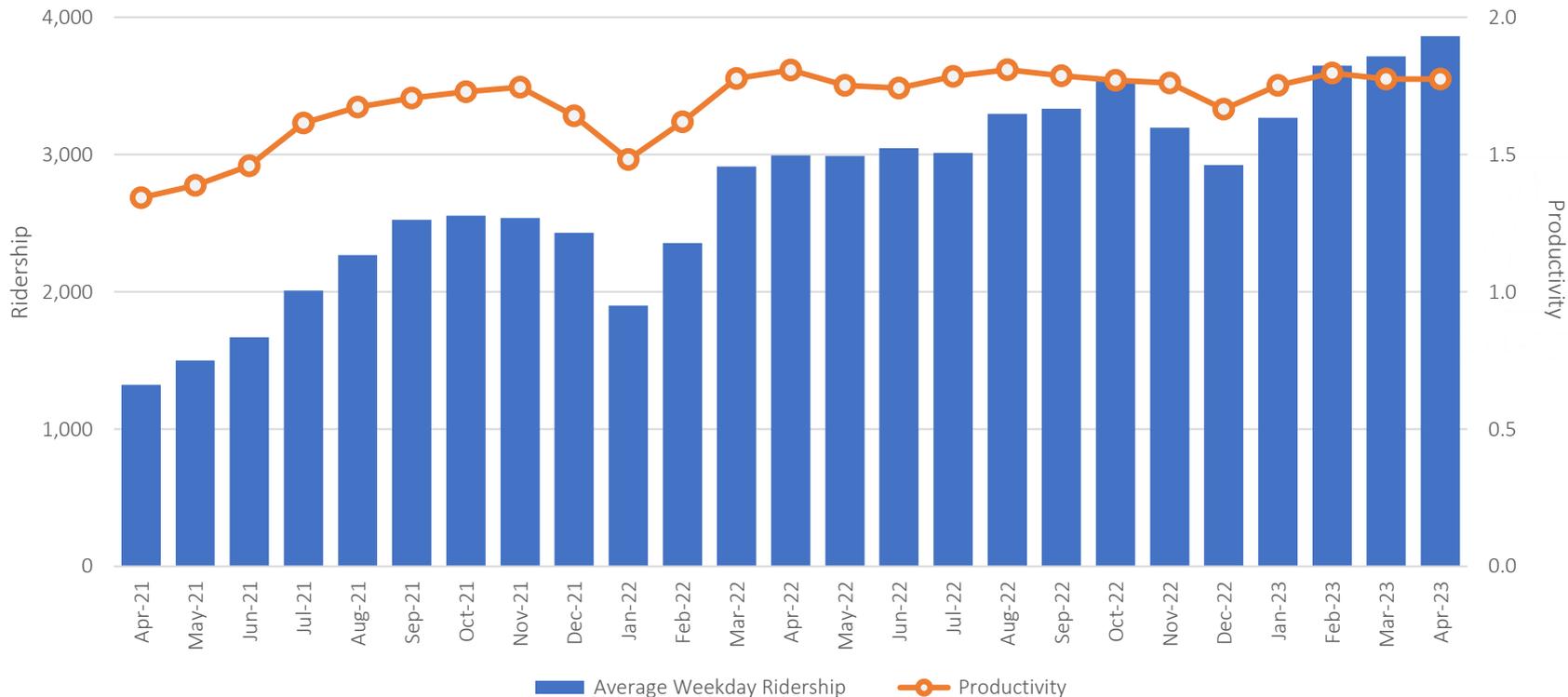
(AVERAGE WEEKDAY)

OC ACCESS ON-TIME PERFORMANCE

(AVERAGE WEEKDAY)
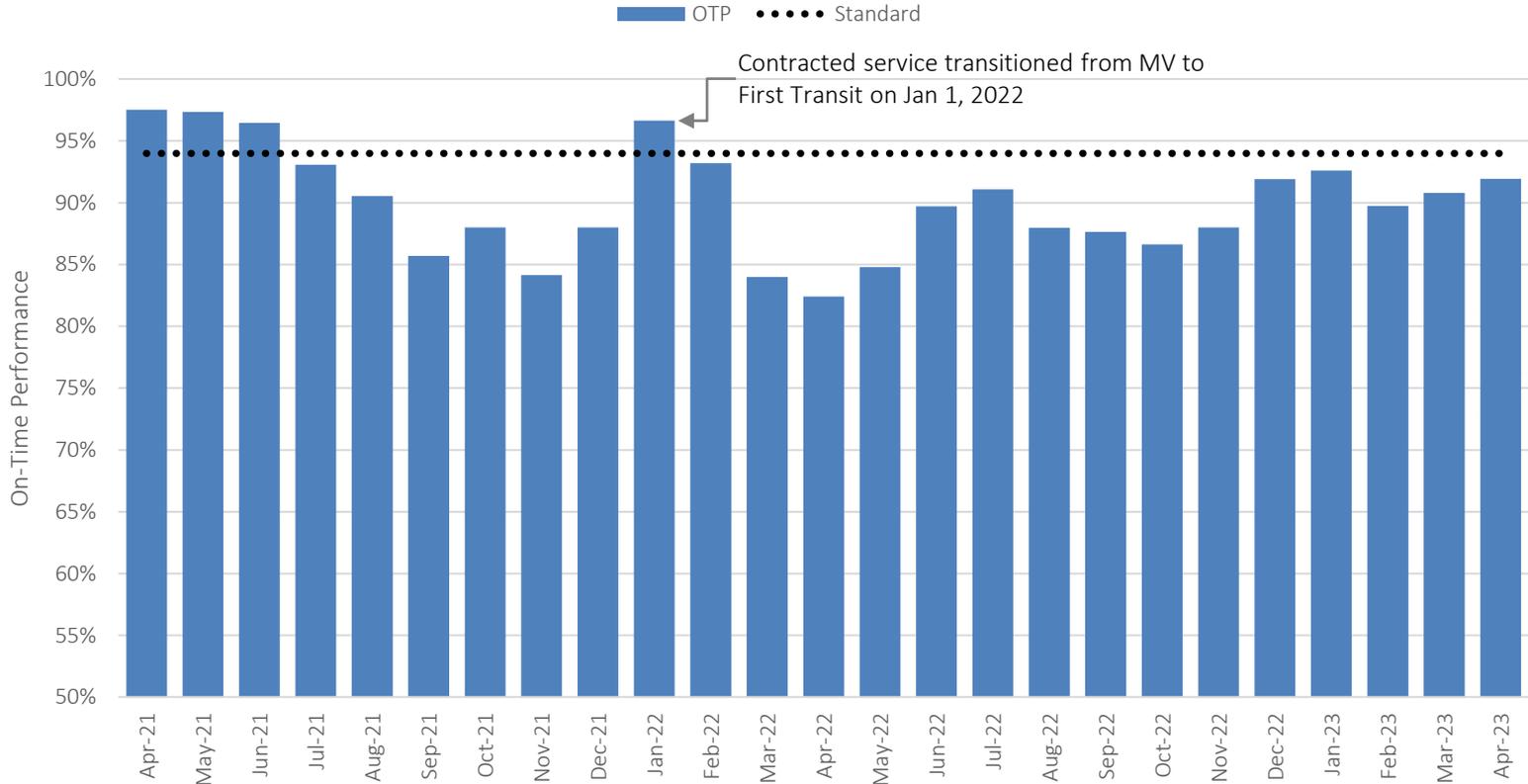
CUSTOMER COMMUNICATION AND FEEDBACK

Marketing and Customer Communications	Customer Comments
Customer Communications • Promoted free rides on OC Bus as part of Earth Day on April 22. 	**Bus Pass-bys** • Complaints on pass-bys increased slightly to a weekly average of 7.5 complaints in April compared to 7.25 complaints per week in March. **No Shows** • Customer complaints for "no show" routes increased to 1.75 average complaints per week in April compared to 1.2 complaint per week in March.

Good News Story

"The bus ride to a family event at Downtown Disney/Disneyland Hotel marked one of my mother's last outings before her passing. She cherished the driver's kindness and assistance with her wheelchair."

- Customer Call

NEXT STEPS

Continue to Track Service Performance

- Ridership trends

- On-time performance

  - OCTA will continue closely monitoring and working with the contractor to improve the overall performance and reliability of the system