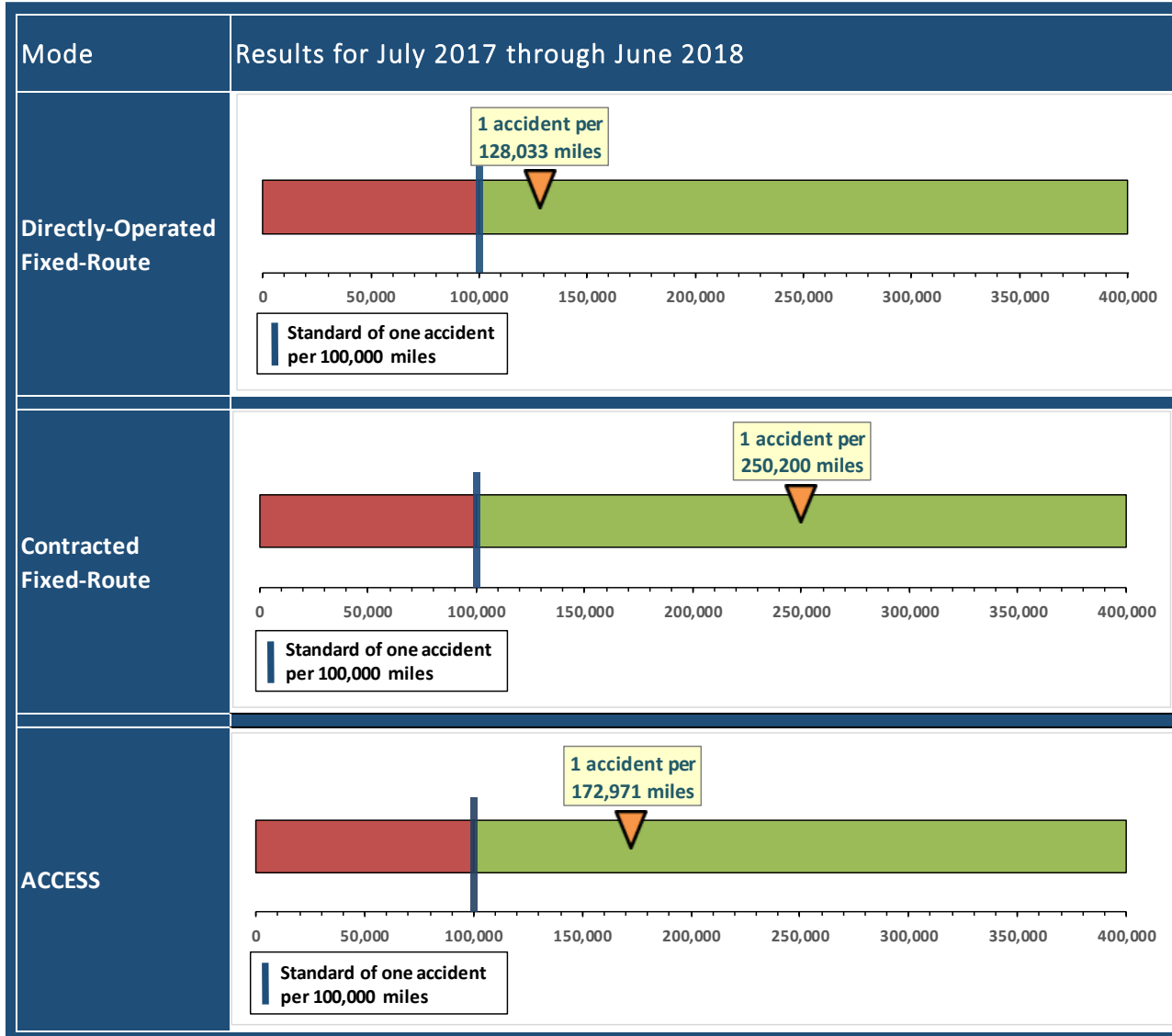


Bus Operations
Performance Measurements
Report for the Fourth Quarter
of Fiscal Year 2017-18

Performance Measurements

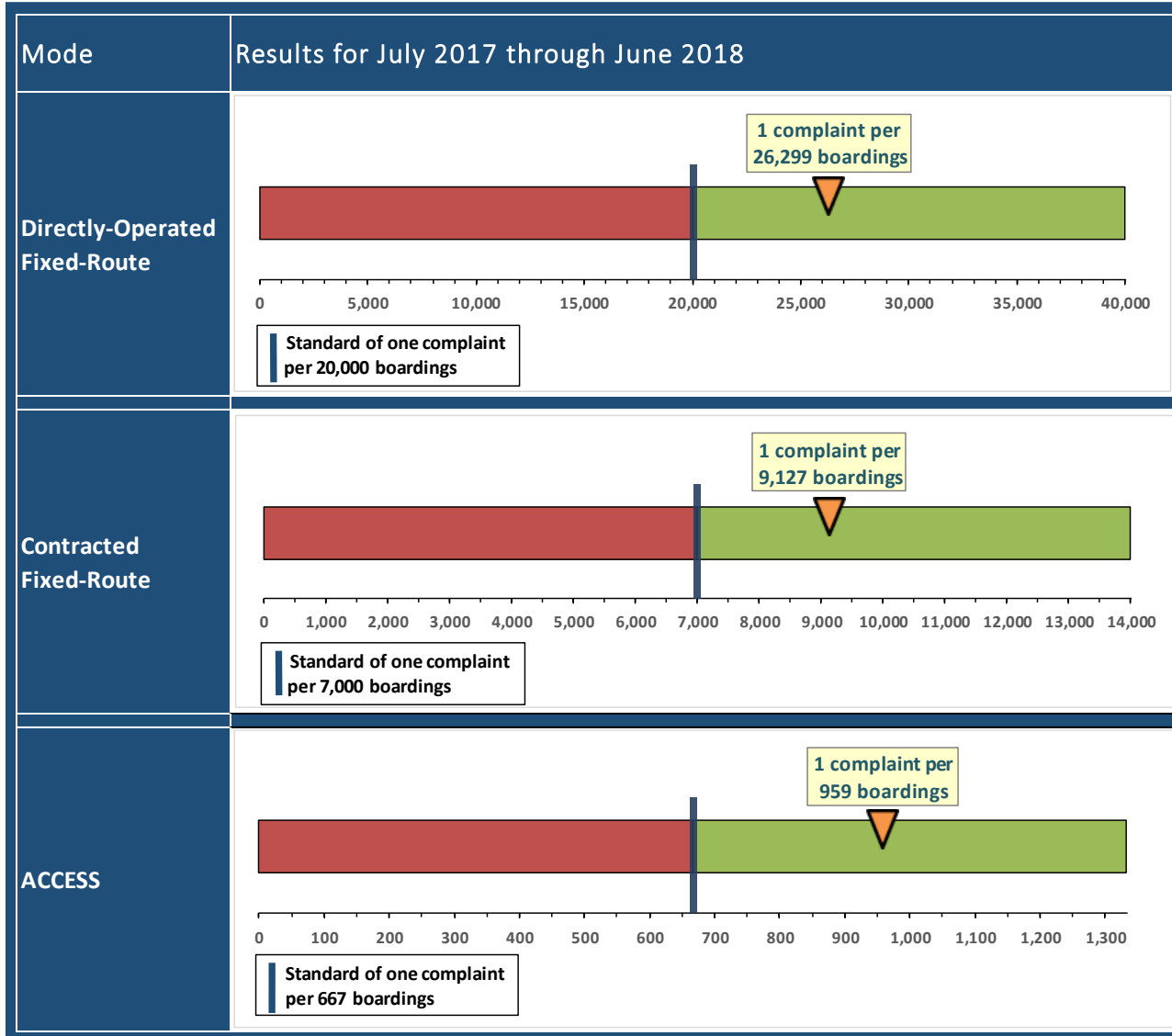
- Safety – Preventable Vehicle Accidents
- Courtesy – Customer Complaints
- Reliability – On-Time Performance (OTP) and Miles Between Road Calls (MBRC)
- Ridership and Productivity
- Farebox Recovery Ratio (FRR)
- Operating Cost per Revenue Vehicle Hour (RVH)
- Performance by Route

Safety



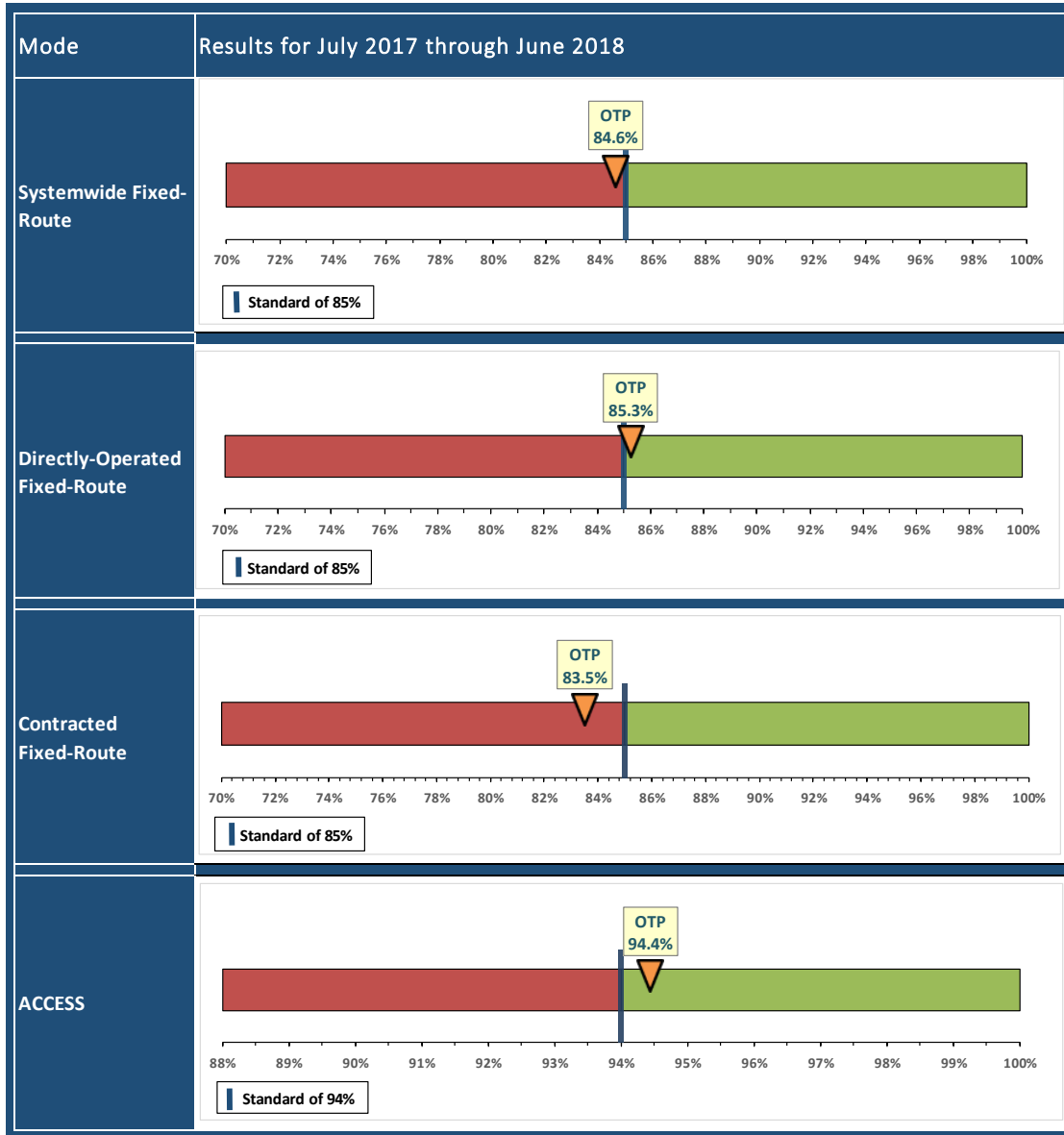
- All three modes of service exceeded the safety standard

Courtesy



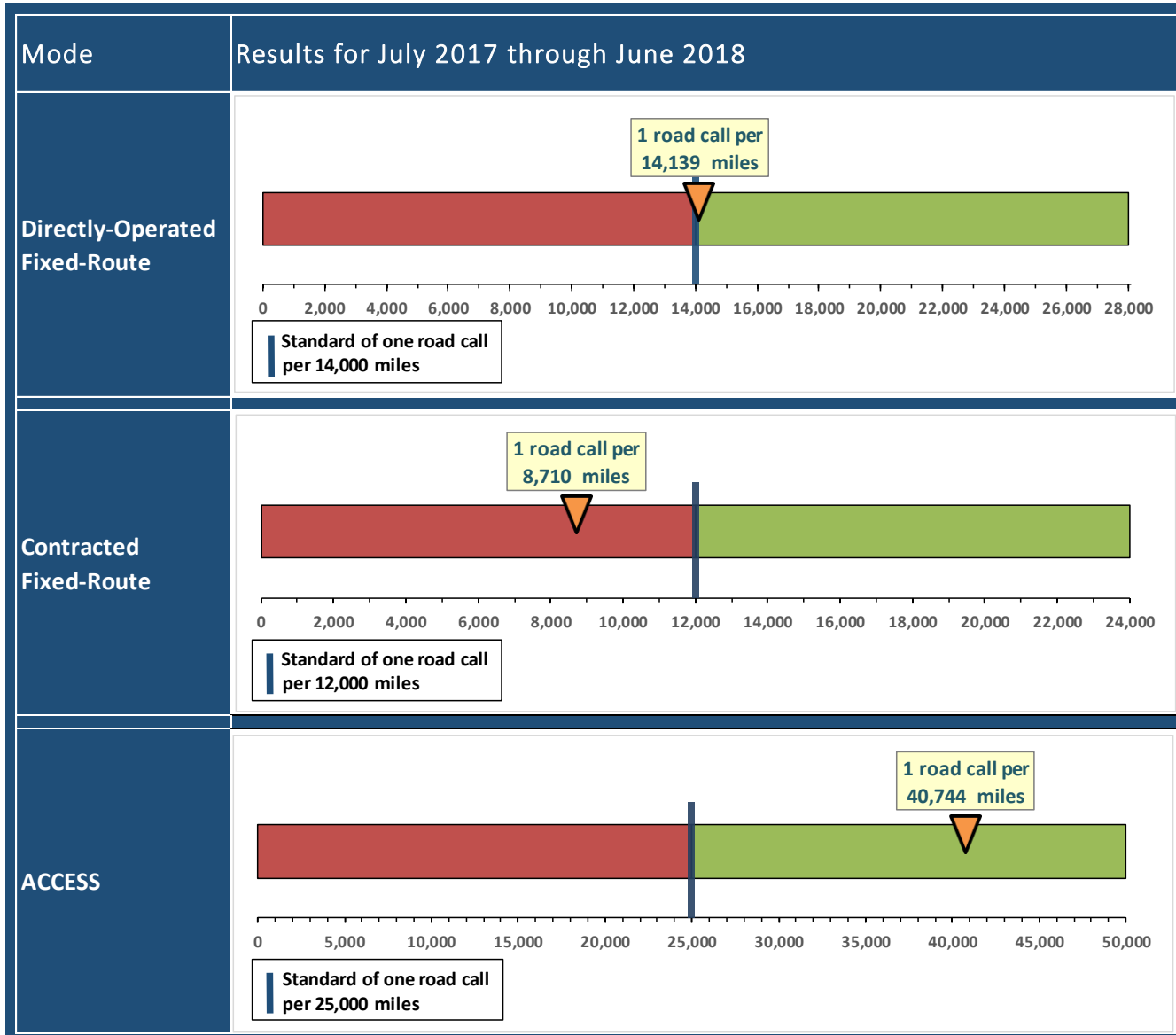
- All three modes of service exceeded the courtesy standard

Reliability: OTP



- System wide fixed-route service was within 0.4 percent of the standard
- Directly-operated fixed-route (DOFR) service was 0.3 percent above the standard
- Contracted fixed-route (CFR) service was within 1.5 percent of the standard
- OC ACCESS service exceeded the standard at 94.4 percent

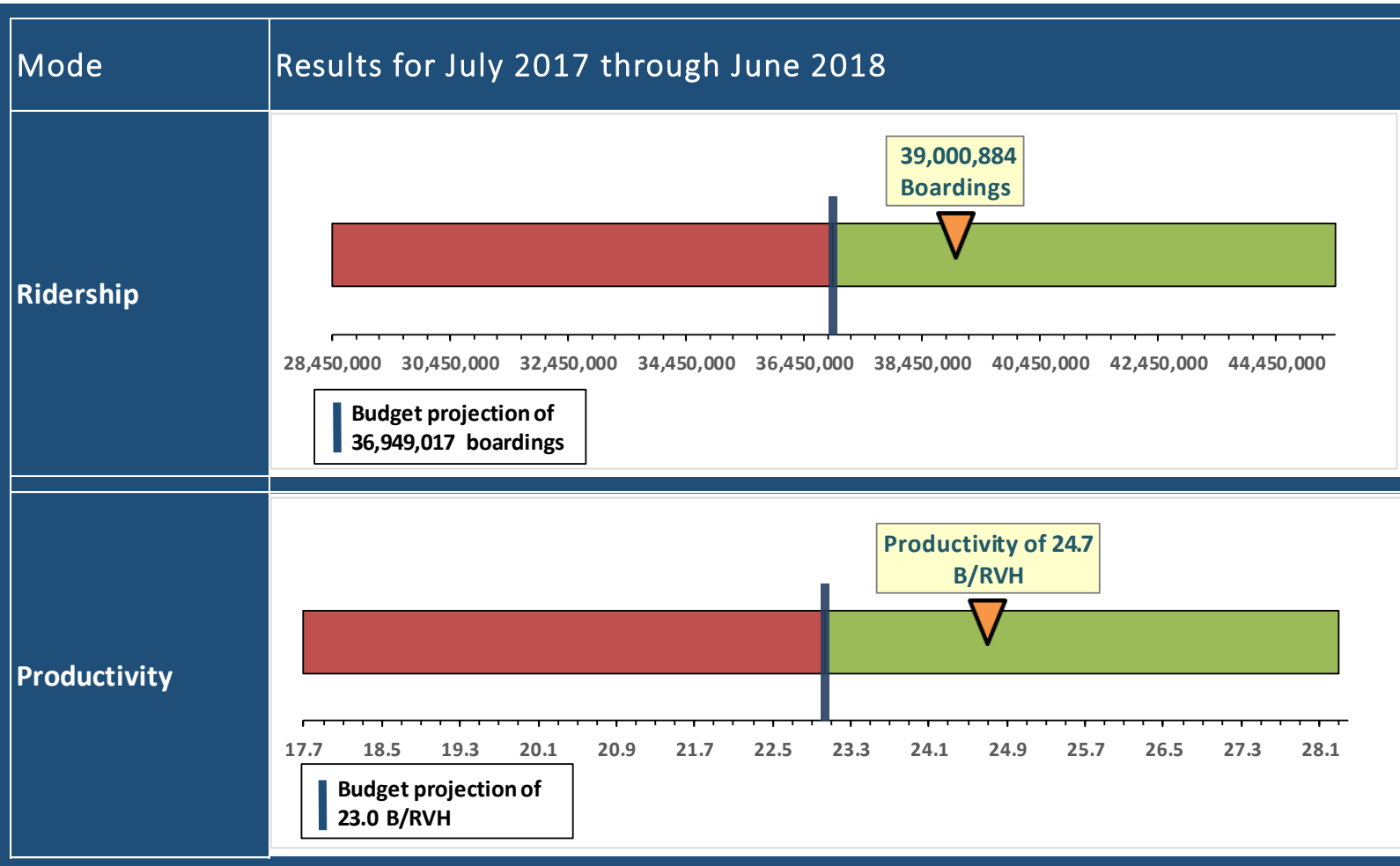
Reliability: MBRC



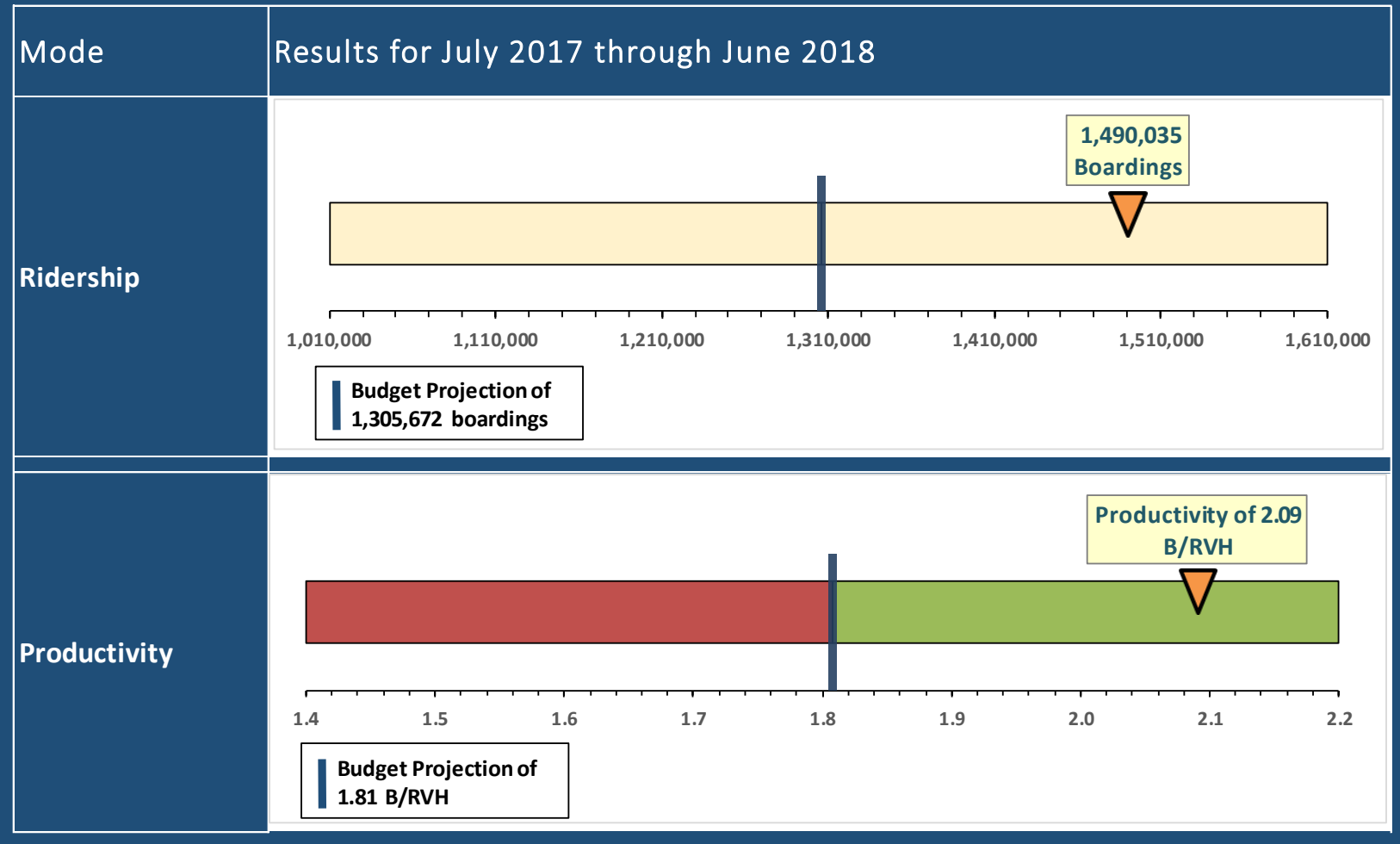
- DOFR and ACCESS services exceeded the MBRC standard
- CFR did not meet the standard
- Corrective action plans have been developed to focus on vehicle reliability

Fixed-Route: Ridership and Productivity

- Fixed-route service was above the budget projection for ridership and productivity

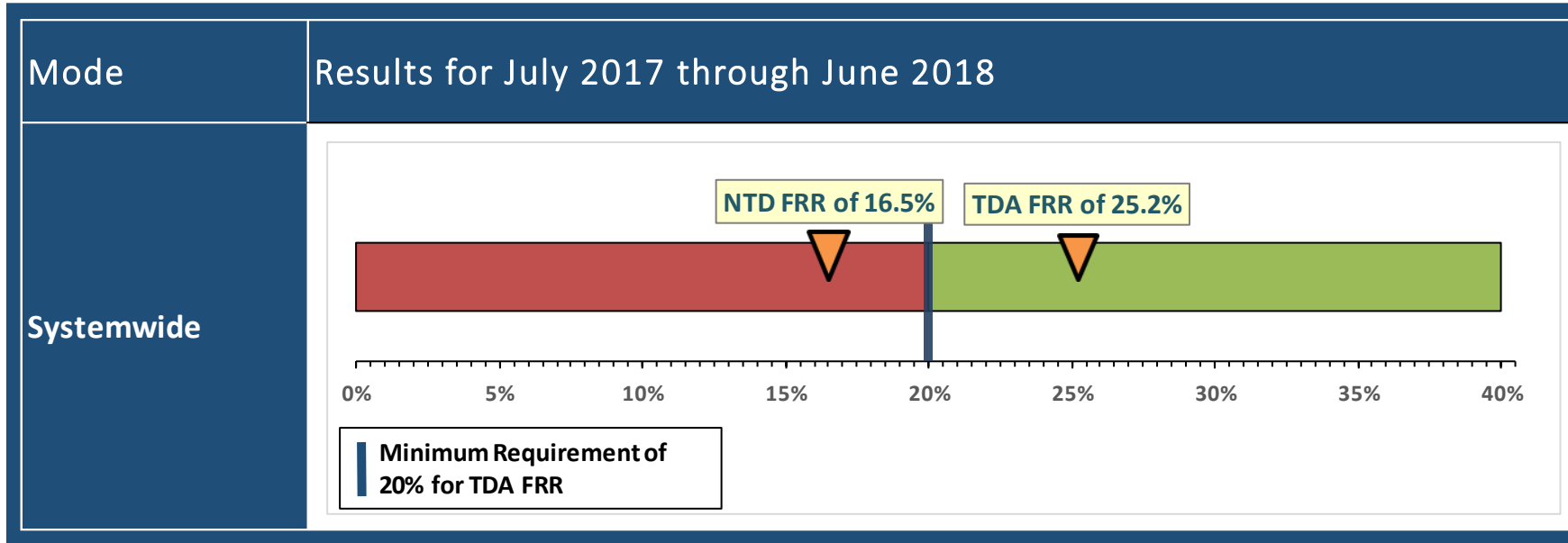


OC ACCESS: Ridership and Productivity



- OC ACCESS service exceeded budget projections for ridership and productivity

Farebox Recovery Ratio

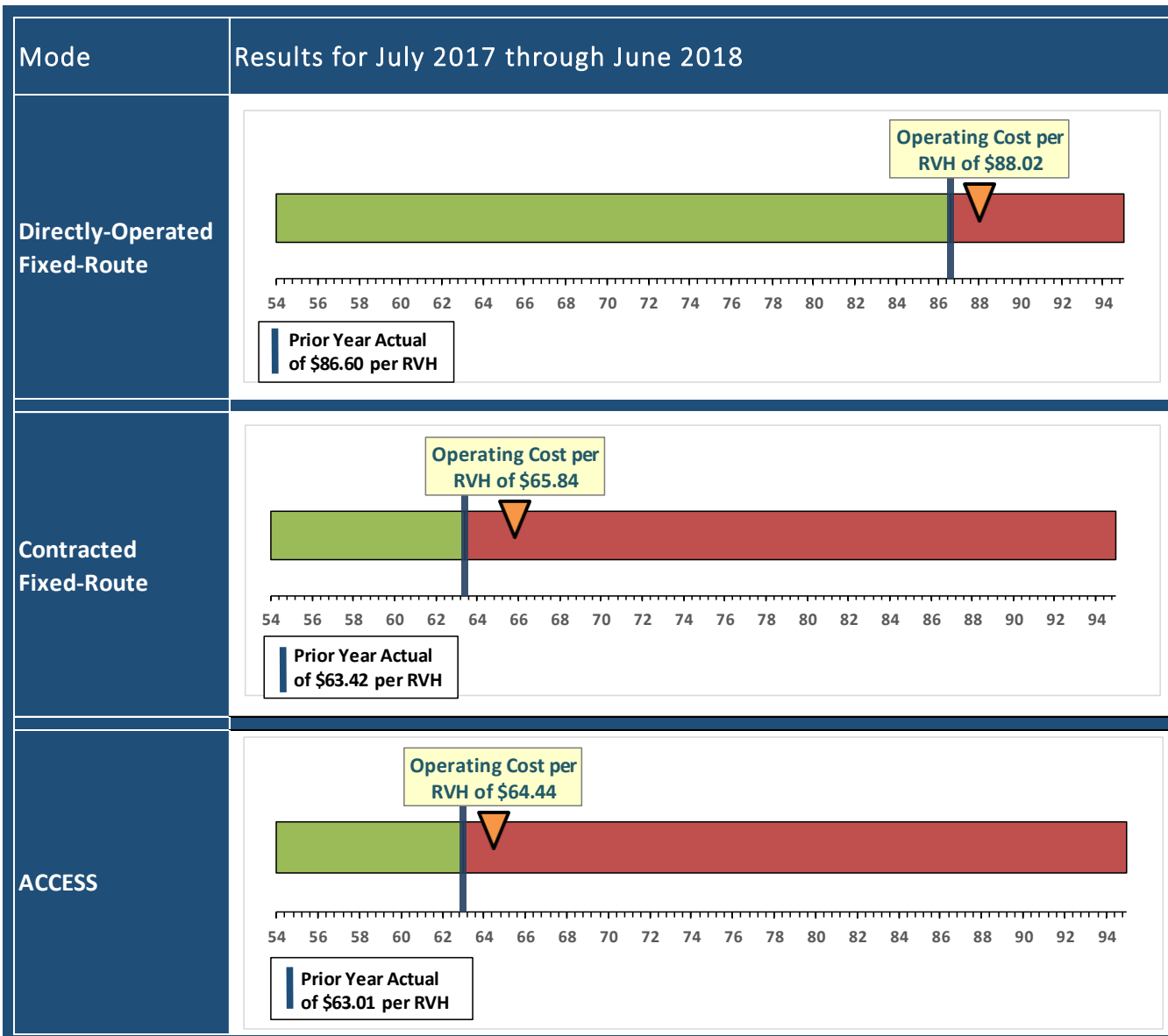


Note:

- National Transit Database(NTD) FRR consists of only passenger fares
- Transportation Development Act (TDA) FRR includes passenger fares, property tax revenue, advertising revenue and Measure M fare stabilization

- NTD FRR was 3.5 percent under the standard, and
- TDA FRR exceeded the standard by 5.2 percent.

Cost per RVH



- DOFR operating cost increased 1.6 percent from the prior year actuals
- CFR operating cost increased 3.8 percent from the prior year actuals
- OC ACCESS operating cost increased 2.3 percent from the prior year actuals

Performance: Local Routes

Route	Farebox	Subsidy per Boarding	Boardings	BoardVSH	VSH	40 FT	32 FT	60 FT
021	8.8%	\$ 12.03	68,642	9.44	7,268	2	-	-
001	9.0%	10.14	599,309	13.67	43,833	8	-	-
085	11.5%	9.12	89,102	10.96	8,127	2	-	-
076	10.4%	9.04	96,466	14.68	6,570	2	-	-
087	12.3%	8.27	86,133	12.34	6,982	2	-	-
083	13.4%	6.92	665,879	19.26	34,579	9	-	-
086	13.4%	6.90	158,155	14.24	11,104	3	-	-
024	14.4%	6.63	125,134	14.08	8,887	1	-	-
079	11.4%	6.61	426,041	14.88	28,639	6	-	-
091	16.9%	6.31	400,943	15.21	26,368	7	-	-
090	17.0%	6.18	317,579	16.90	18,794	8	-	-
560	14.7%	5.88	792,135	23.34	33,934	13	-	-
056	14.7%	5.72	417,477	22.06	18,926	4	-	-
050	15.2%	5.58	1,212,735	23.64	51,302	2	-	9
072	16.4%	5.54	488,008	21.94	22,247	5	-	-
059	17.2%	5.44	553,389	18.66	29,660	9	-	-
071	17.0%	5.43	691,740	17.18	40,262	8	-	-
054	16.6%	5.34	1,215,901	24.19	50,269	14	-	-
037	16.5%	5.32	1,088,412	25.74	42,284	10	-	-
055	18.3%	5.29	1,337,085	23.35	57,255	13	-	-
026	16.9%	5.21	437,170	17.78	24,582	4	-	-
089	18.6%	5.15	360,959	17.99	20,062	5	-	-

Route	Farebox	Subsidy per Boarding	Boardings	BoardVSH	VSH	40 FT	32 FT	60 FT
025	19.3%	\$ 4.90	407,727	18.80	21,684	5	-	-
082	23.5%	4.79	97,722	23.56	4,148	3	-	-
029	19.3%	4.54	1,995,323	27.84	71,676	14	-	5
030	18.8%	4.45	661,896	20.50	32,281	7	-	-
047	20.8%	4.34	2,144,506	28.00	76,595	19	-	-
070	21.2%	4.23	949,918	22.63	41,973	12	-	-
543	20.4%	4.21	1,101,385	29.37	37,502	10	-	-
033	20.4%	4.06	396,578	22.67	17,494	6	-	-
035	21.2%	4.03	839,582	24.29	34,568	12	-	-
057	21.1%	4.00	2,089,962	33.69	62,032	8	-	7
046	23.4%	3.84	649,197	23.83	27,239	10	-	-
053X	21.9%	3.78	652,238	28.47	22,908	6	-	-
043	23.6%	3.61	2,128,050	33.87	62,834	10	-	5
060	21.3%	3.60	1,970,743	32.39	60,835	12	-	-
053	23.2%	3.49	1,448,882	34.14	42,445	10	-	-
038	23.7%	3.44	1,164,297	26.13	44,551	14	-	-
057X	24.4%	3.33	1,138,702	32.46	35,082	5	-	4
066	26.0%	3.12	2,099,020	36.15	58,060	15	-	-
042	25.8%	2.95	1,595,631	28.83	55,340	13	-	-
064	26.9%	2.76	1,607,929	40.15	40,052	9	-	-
064X	28.9%	2.50	638,208	39.07	16,335	3	-	-

Performance: Community Routes

Route	Farebox	Subsidy per Boarding	Boardings	BoardVSH	VSH	40 FT	32 FT	60 FT
153	10.5%	\$ 9.56	122,263	10.18	12,005	2	-	-
178	9.7%	9.19	111,870	11.26	9,938	2	-	-
167	11.3%	7.78	190,854	13.03	14,651	4	-	-
177	14.4%	7.46	99,809	12.94	7,714	2	-	-
143	15.9%	5.94	191,804	15.47	12,397	2	-	-
129	17.7%	5.45	213,709	17.85	11,975	2	-	-
150	17.9%	5.39	182,567	18.42	9,910	3	-	-

Performance: Express/Stationlink Routes

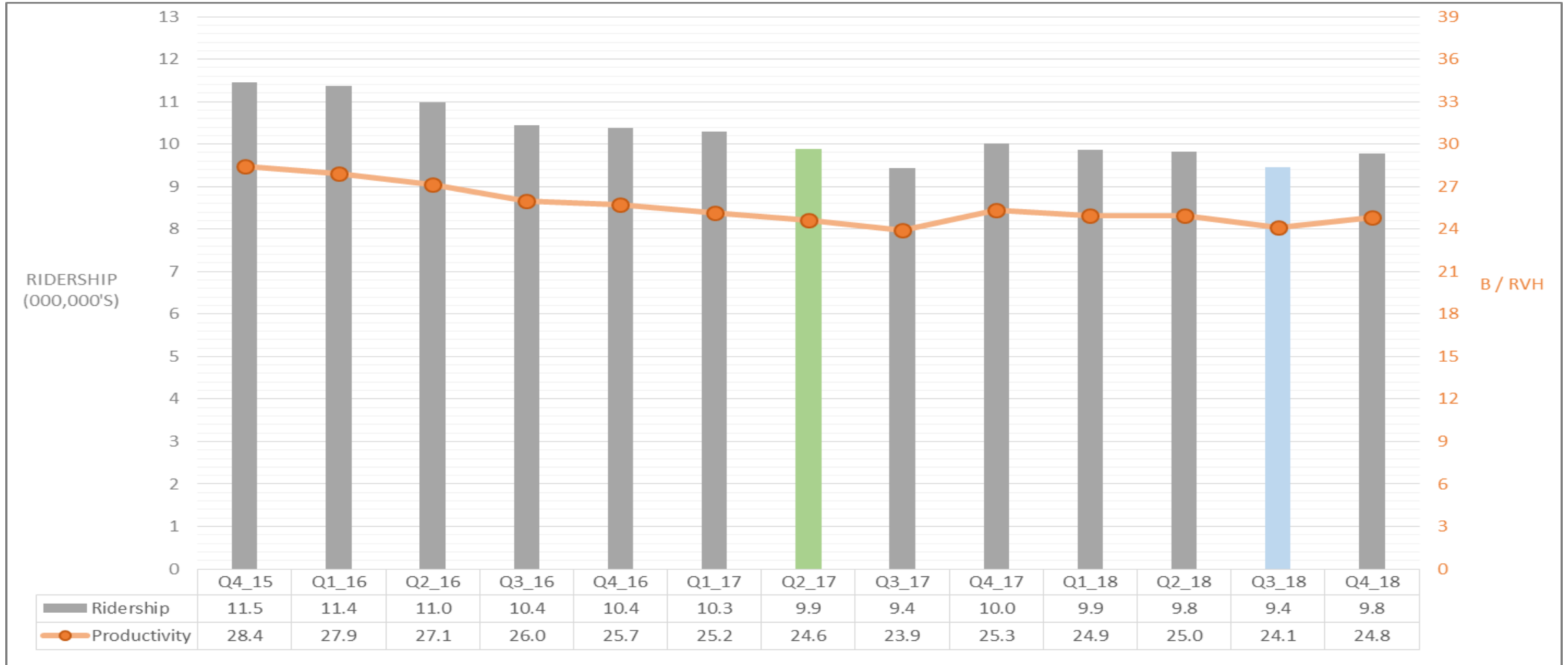
Route	Farebox	Subsidy per Boarding	Boardings	BoardVSH	VSH	40 FT	32 FT	60 FT
211	2.0%	\$ 46.97	17,637	2.74	6,443	-	4	-
721	4.9%	43.25	21,715	5.27	4,122	3	-	-
213	2.6%	35.51	16,204	4.57	3,543	4	-	-
701	7.2%	30.41	22,902	9.03	2,536	3	-	-
794	15.7%	26.55	31,734	6.49	4,891	4	-	-
206	5.2%	24.56	13,502	7.76	1,740	3	-	-

Route	Farebox	Subsidy per Boarding	Boardings	BoardVSH	VSH	40 FT	32 FT	60 FT
463	4.7%	\$ 21.84	26,124	7.85	3,329	4	-	-
480	10.4%	10.15	26,776	15.62	1,715	2	-	-
453	12.1%	8.83	30,387	18.33	1,658	2	-	-
472	13.4%	8.53	36,263	19.38	1,871	3	-	-
473	14.0%	7.41	45,613	22.49	2,028	3	-	-
462	13.9%	7.17	34,440	19.08	1,805	1	-	-

**BUS OPERATIONS
PERFORMANCE
AND OC BUS 360°**

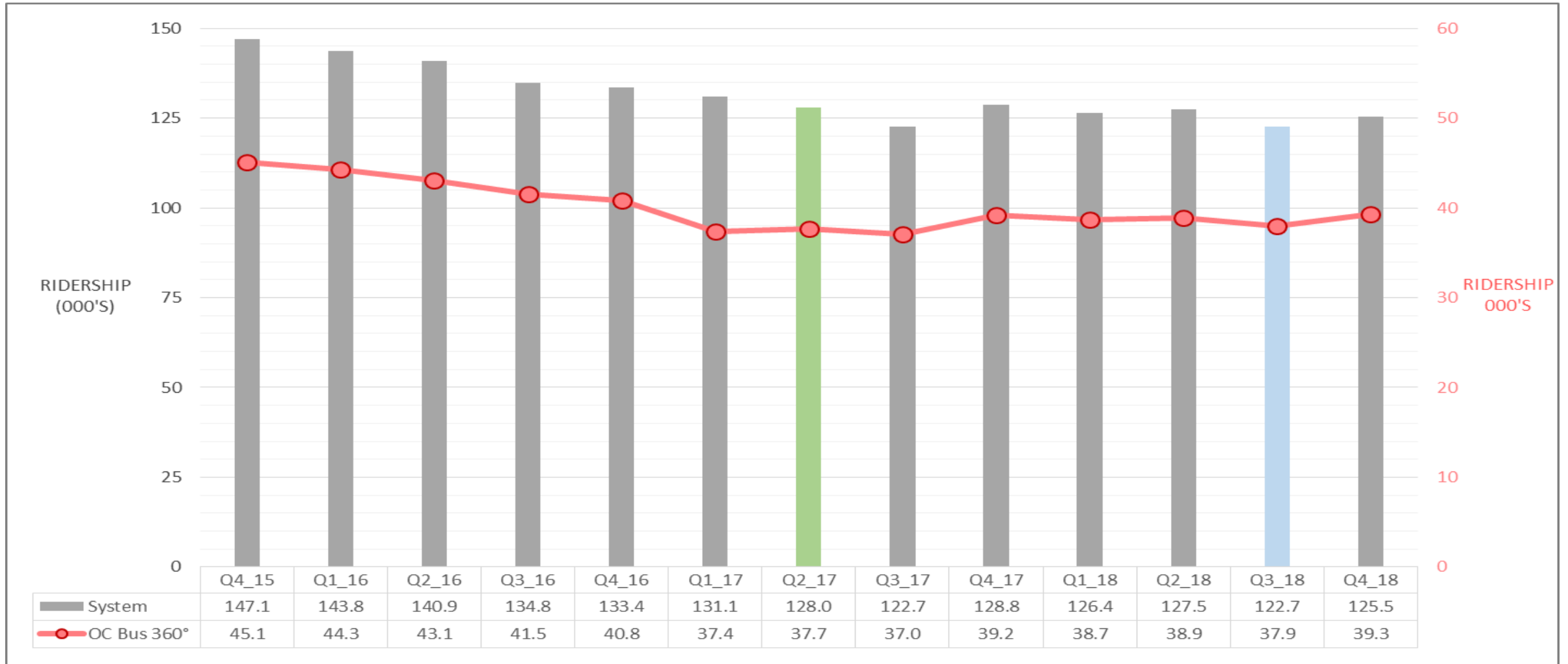
Performance: System-wide Trends

RIDERSHIP and PRODUCTIVITY: 13-Quarter Trend



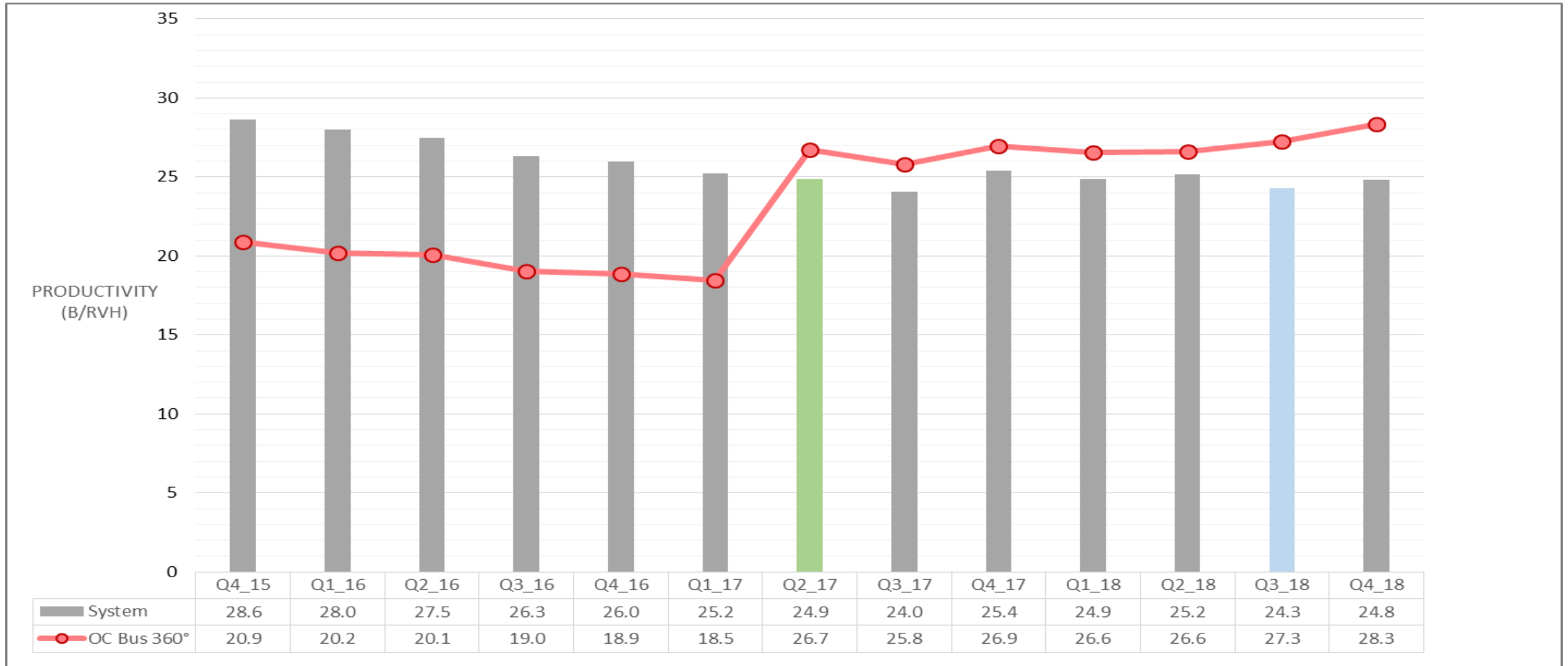
Performance: OC Bus 360° Improvements

Average Weekday RIDERSHIP – System vs. OC Bus 360° Route Improvements To Date



Performance: OC Bus 360° Reductions

Average Weekday PRODUCTIVITY – System vs. OC Bus 360° Route Reductions/Eliminations To Date



Next Steps

- Staff will continue to work and collaborate to improve service reliability, with a focus on OTP and vehicle reliability.
- Staff from the External Affairs, Operations, and Planning Divisions will continue to track the implementation of strategies under the OC Bus 360° Plan, including the launch of the OC FLEX service.