

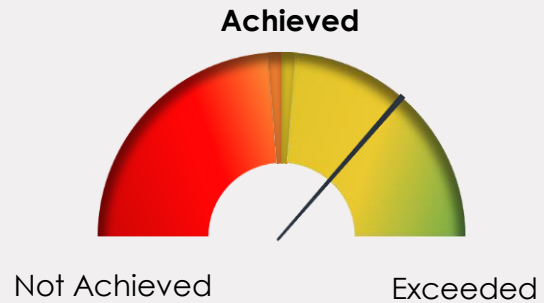


TRANSIT DIVISION PERFORMANCE MEASUREMENTS REPORT

**Fiscal Year 2015-16
Fourth Quarter**

Preventable Vehicle Accidents FIXED-ROUTE SYSTEM

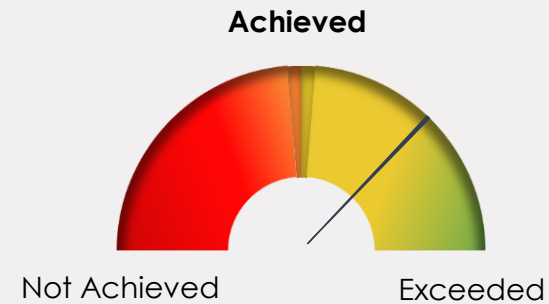
Directly Operated Fixed-Route



0.55
Accidents

Standard of 1 per 100,000 Miles

Contracted Fixed-Route



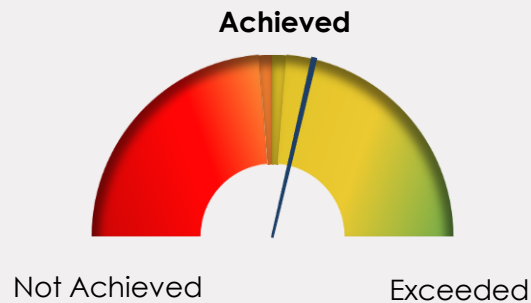
0.52
Accidents

Standard of 1 per 100,000 Miles

Courtesy

Customer Complaints FIXED-ROUTE SYSTEM

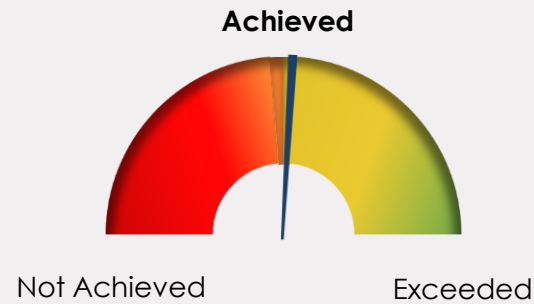
Directly Operated Fixed-Route



4.31
Complaints

Standard of 5 per 100,000 boardings

Contracted Fixed-Route



0.98
Complaints

Standard of 1 per 7,000 boardings

Top 3 Complaint Categories

TOP 3 categories	Q1	Q2	Q3	Q4	FYTD
Behind Schedule	318	401	186	157	1062
Pass By	139	134	95	117	486
Judgment	134	92	97	84	407

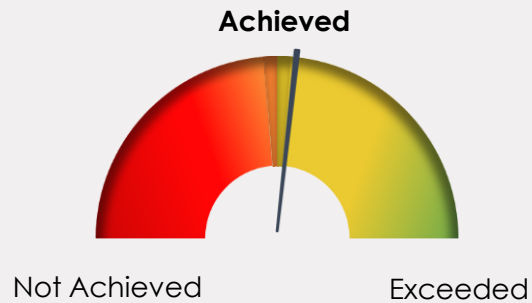
Q = Quarter

Reliability

On-Time Performance (OTP)

FIXED-ROUTE SYSTEM

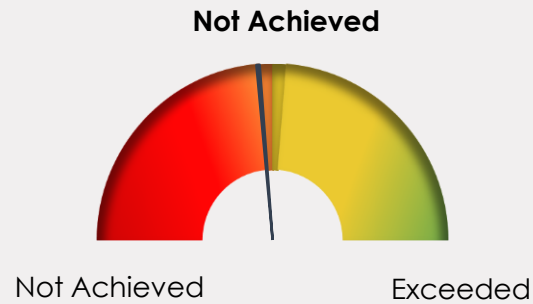
Directly Operated Fixed-Route



86.5%
OTP

Standard of 85 Percent OTP

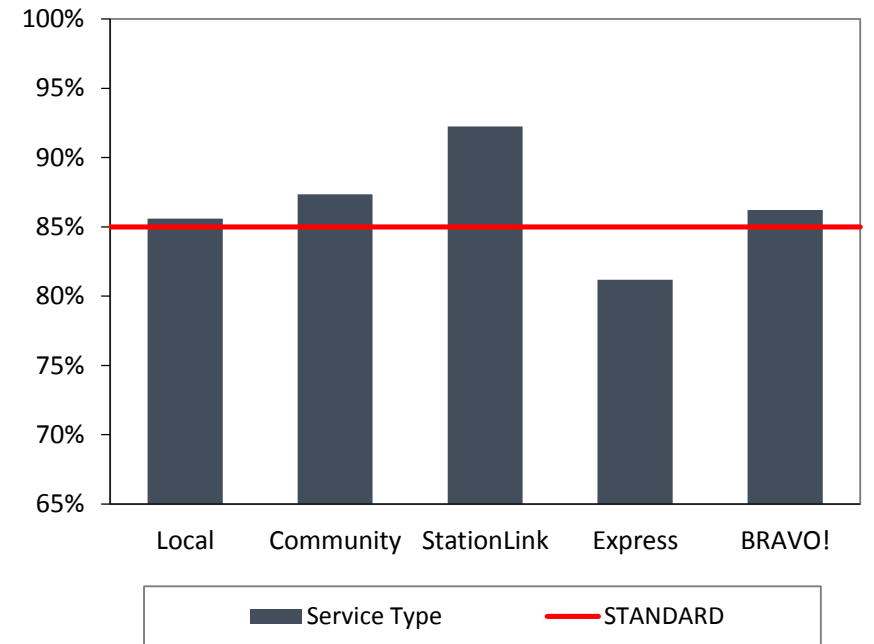
Contracted Fixed-Route



84.4%
OTP

Standard of 85 Percent OTP

OTP by Service Type



Reliability

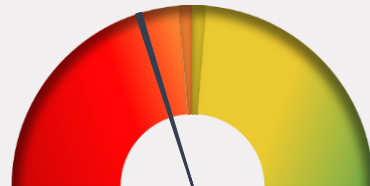
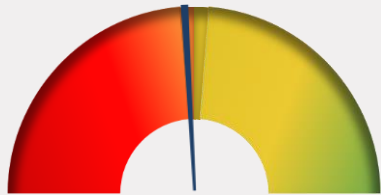
Miles Between Road Calls (MBRC) FIXED-ROUTE SYSTEM

Directly Operated Fixed-Route

Contracted Fixed-Route

Not Achieved

Not Achieved



Not Achieved

Exceeded

Not Achieved

Exceeded

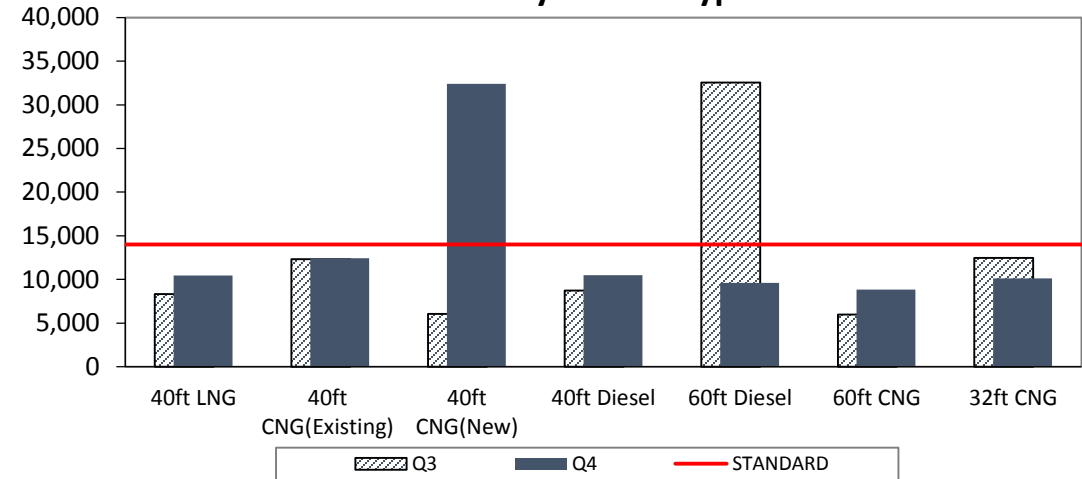
**13,461
MBRC**

Standard of 14,000 MBRC

**9,585
MBRC**

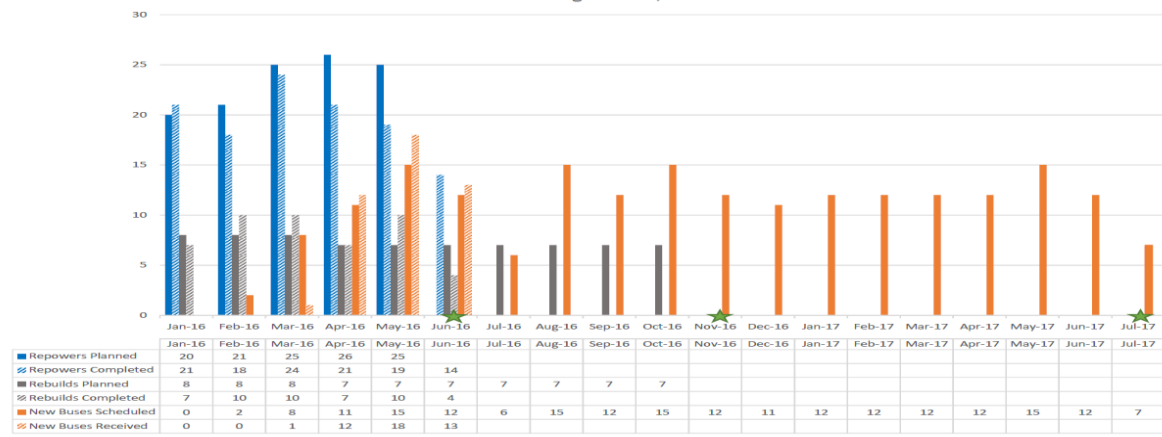
Standard of 12,000 MBRC

MBRC by Vehicle Type



CNG = Compressed natural gas
LNG = Liquefied natural gas

18 Month Outlook - Update
Week Ending June 25, 2016



Service Performance Index

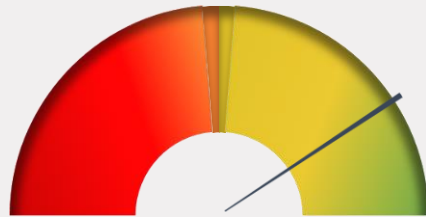
Service Type	Route	Weekday SPI	Saturday SPI	Sunday SPI	
Local Fixed-Route	64	0.86	0.76	0.73	
	43	0.84	0.65	0.64	
	38	0.84	0.85	0.59	
	66	0.82	0.82	0.78	
	26	0.80	0.56	0.44	
	46	0.80	0.79	0.65	
	53	0.80	0.76	0.69	
	30	0.79	0.75	0.53	
	60	0.76	0.75	0.64	
	37	0.74	0.55	0.59	
	42	0.74	0.96	0.88	
	29	0.73	0.67	0.63	
	47	0.73	0.74	0.69	
	54	0.73	0.61	0.68	
	57	0.70	0.66	0.60	
	33	0.70	0.79	0.52	
	71	0.69	0.46	0.41	
	89	0.69	0.83	0.66	
	50	0.66	0.65	0.58	
	35	0.65	0.52	0.52	
	59	0.58	0.27	0.21	
	91	0.58	0.49	0.35	
	83	0.56	0.48	0.52	
	90	0.56	0.42	0.39	
	70	0.55	0.49	0.60	
	56	0.55	0.51	0.33	
	55	0.55	0.56	0.51	
	72	0.54	0.36	0.27	
	24	0.50	-	-	
	79	0.49	0.39	0.29	
86	0.44	-	-		
25	0.42	0.43	0.36		
1	0.40	0.41	0.36		
82	0.37	0.21	-		
87	0.34	0.18	-		
51	0.31	0.07	-		
21	0.22	-	-		
85	0.22	0.14	-		
76	0.20	-	-		
20	0.19	-	-		
Community Fixed-Route	143	0.56	0.30	0.21	
	129	0.55	0.31	0.25	
	167	0.47	0.20	0.17	
	153	0.43	0.31	0.27	
	177	0.34	0.41	0.30	
	178	0.30	0.09	-	
	191	0.22	0.16	0.10	
	145	0.22	0.10	0.11	
	175	0.17	-	-	
	187	0.15	-	-	
	173	0.13	-	-	
	188	0.13	-	-	
	172	0.13	-	-	
	193	0.11	-	-	
	Express Fixed-Route (Intra-County)	206	0.62	-	-
		211	0.52	-	-
		213	0.50	-	-
		212	0.30	-	-
		216	0.21	-	-
	Stationlink Fixed-Route	453	0.74	-	-
		454	0.70	-	-
		472	0.63	-	-
		473	0.62	-	-
		462	0.49	-	-
		480	0.26	-	-
		463	0.23	-	-
		490	0.16	-	-
		464	0.12	-	-
		430	0.09	-	-
	410	0.08	-	-	
411	0.07	-	-		
Bravo!	543	0.79	0.73	0.68	
Express Fixed-Route (Inter-County)	794	0.65	-	-	
	757	0.46	-	-	
	758	0.42	-	-	
	701	0.37	-	-	
	721	0.32	-	-	

- Assess overall route performance
- Use Service Performance Index (SPI)
 - Passenger per hour
 - Passenger per seat mile
 - Farebox recovery
- Reallocate resources to high-performing routes and high-demand areas under OC Bus 360° Plan

Safety and Courtesy

Preventable Vehicle Accidents ACCESS

Achieved



Not Achieved

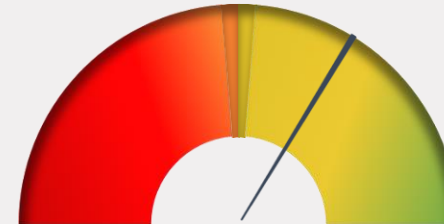
Exceeded

0.38
Accidents

Standard of 1 per 100,000 Miles

Customer Complaints ACCESS

Achieved



Not Achieved

Exceeded

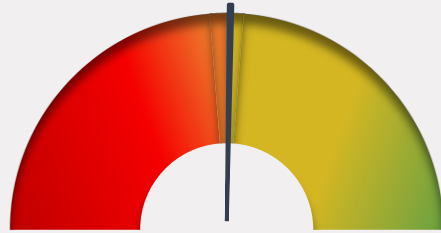
0.99
Complaints

Standard of 1.5 per 1,000 boarding

Reliability

On-Time Performance ACCESS

Achieved



Not Achieved

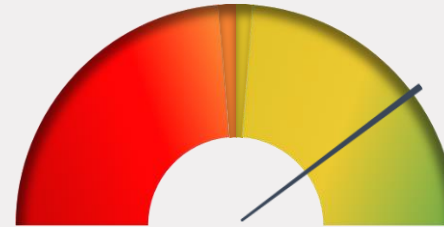
Exceeded

94.5%
OTP

Standard of 94%

Miles Between Road Calls ACCESS

Achieved



Not Achieved

Exceeded

39,646
MBRC

Standard of 25,000 MBRC

Summary

- All three modes of service exceeded the safety and courtesy standards
- Since last quarter, miles between road calls has improved by 13.5%.
- Staff continues to focus on improving customer service and miles between road calls
- OC Bus 360° Plan was approved in March 2016, highlights include:
 - Improving bus travel times and frequencies
 - Introducing mobile ticketing
 - Evaluating fare structure
 - OC bus branding