



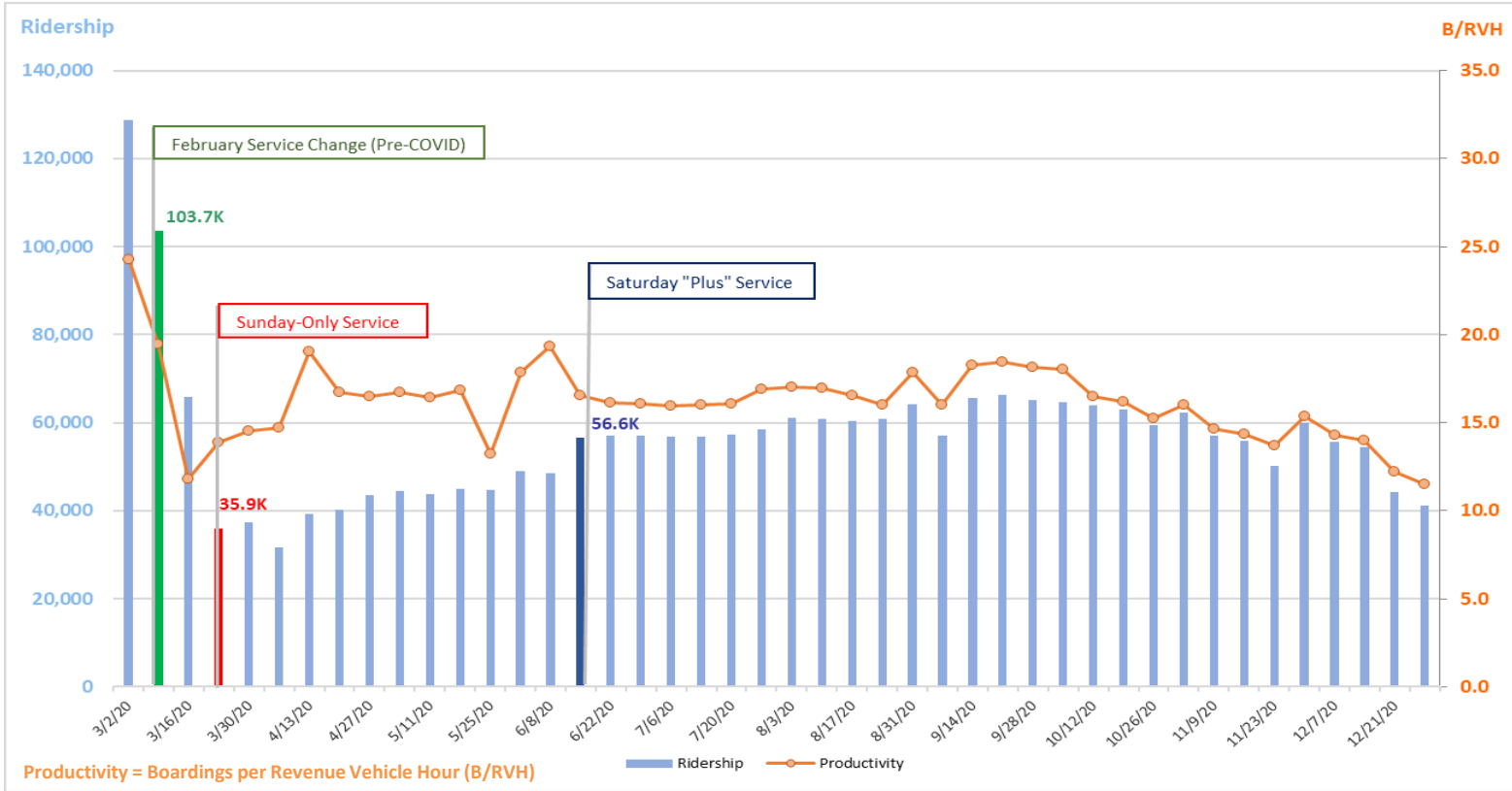
OC Bus Service Update

Key Metrics:

- **Ridership**
 - Trending at 51,000 (43 percent of the pre-pandemic average weekday ridership of 120,000); productivity is at 11.5 boardings per revenue vehicle hour (b/rvh) or 48 percent of the pre-pandemic level of 25 b/rvh.
- **Pass-Bys**
 - Occur when passenger loads on a 40-foot bus reach 20 or more (35 passengers on a 60-foot bus)
- **Trippers**
 - Unscheduled trips dispatched to provide service to pass-bys created by overloads (20+ passengers)
 - Deployed based on data, coach operator input, and customer comment
- **On-Time Performance**
 - Measuring service quality as impacted by the pandemic
- **Customer Comments**
 - Trends, feedback, and issues reported

OC BUS RIDERSHIP AND PRODUCTIVITY

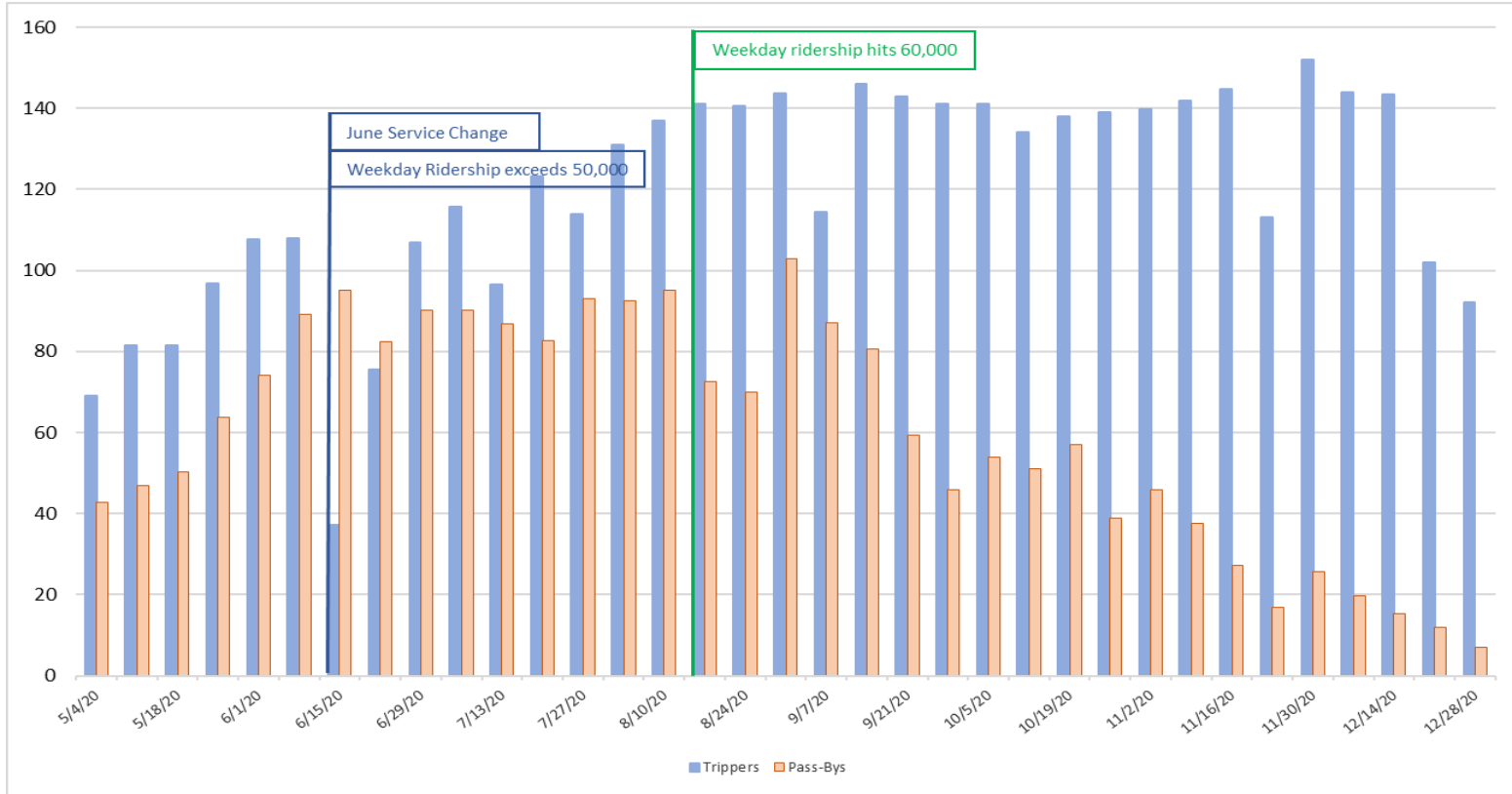
(AVERAGE WEEKDAY)



OC BUS TRENDS: TRIPPERS AND PASS-BYS

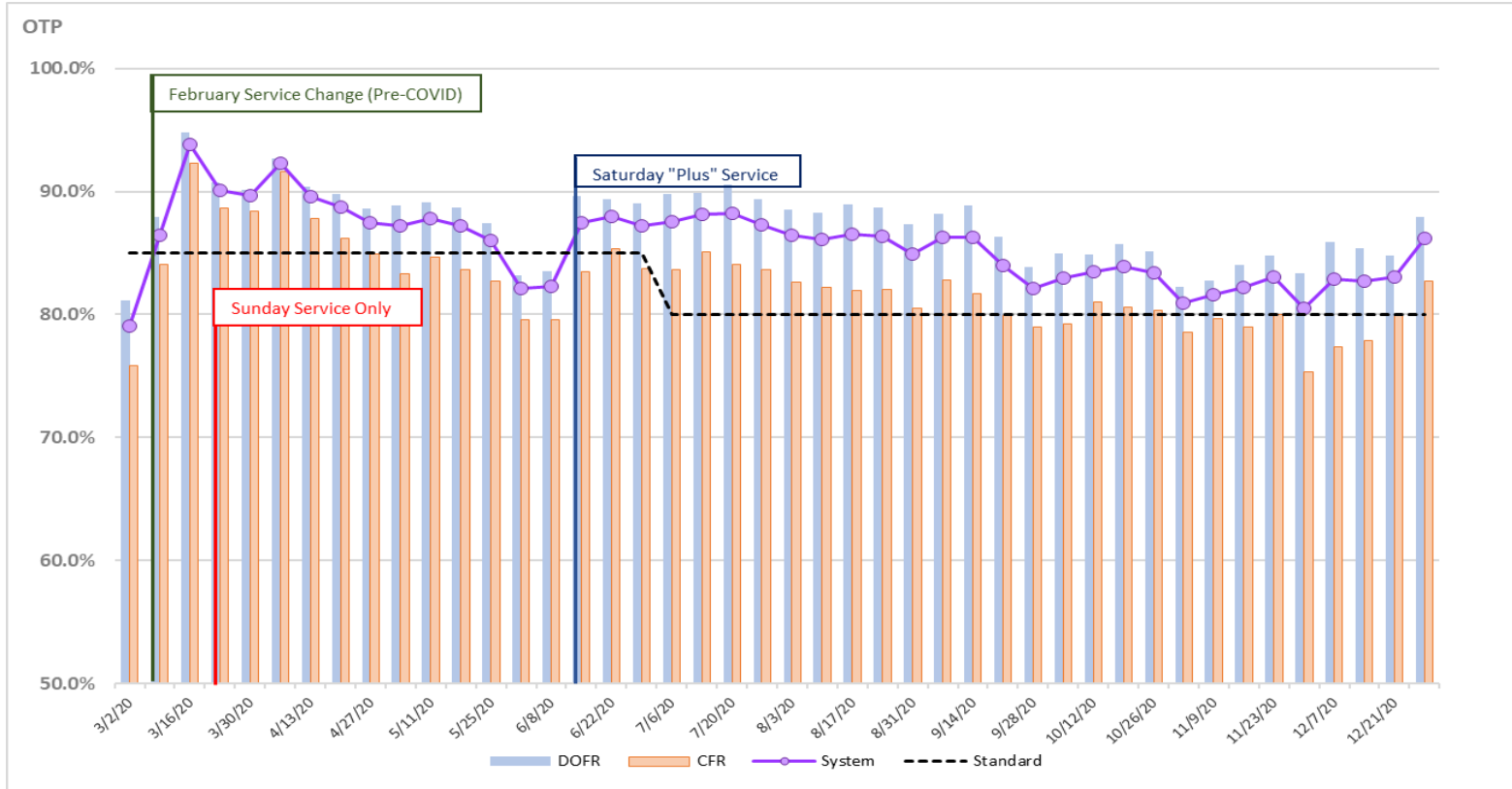


(AVERAGE WEEKDAY)



OC BUS TRENDS: ON-TIME PERFORMANCE

(AVERAGE WEEKDAY)



CUSTOMER COMMUNICATION AND FEEDBACK

COVID-19 Safety Measure

Safety Information

- OCTA continued to reinforce COVID-19 related safety messages using multilingual communications for updated website content, social media posts, and on-board messages.



Customer Comments

Bus Pass-bys

- Complaints on pass-bys per week dropped, from an average of 7.6 complaints in November to 7 complaints in December.

Overcrowding

- Passenger overcrowding complaints per week decreased, from an average of 2.75 complaints in November to an average of 1.4 in December.

Front Door Boarding

- Comments on front door boarding and fare collection remained low, with 5 comments in November and December, compared to 26 comments in October.



NEXT STEPS

- Continue to track service performance and COVID-19 pandemic impacts
- Monitor changes to stay-at-home orders, school, and business activities
- Implement February 2021 Service Change