



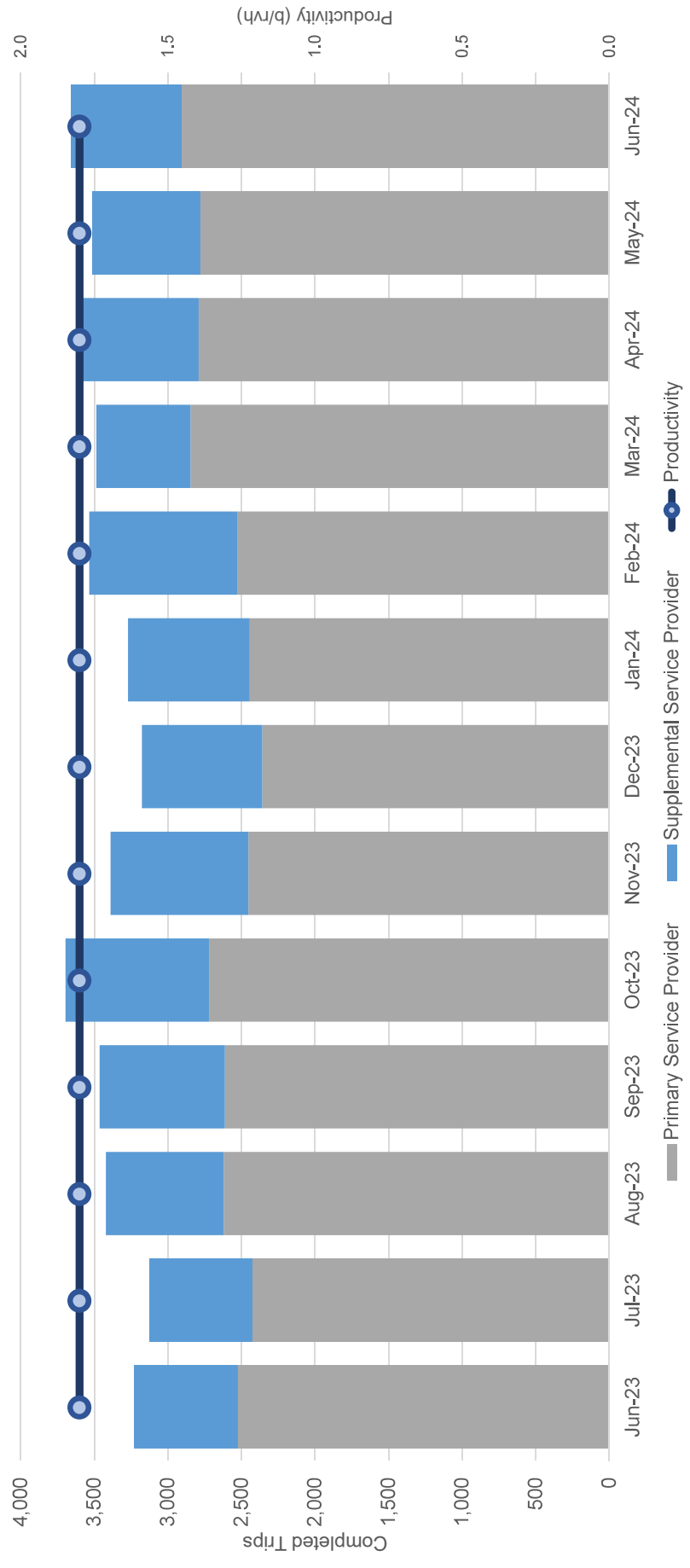
Bimonthly Transit Performance Report

July 2024



OC ACCESS

Service Demand – Ridership Trend

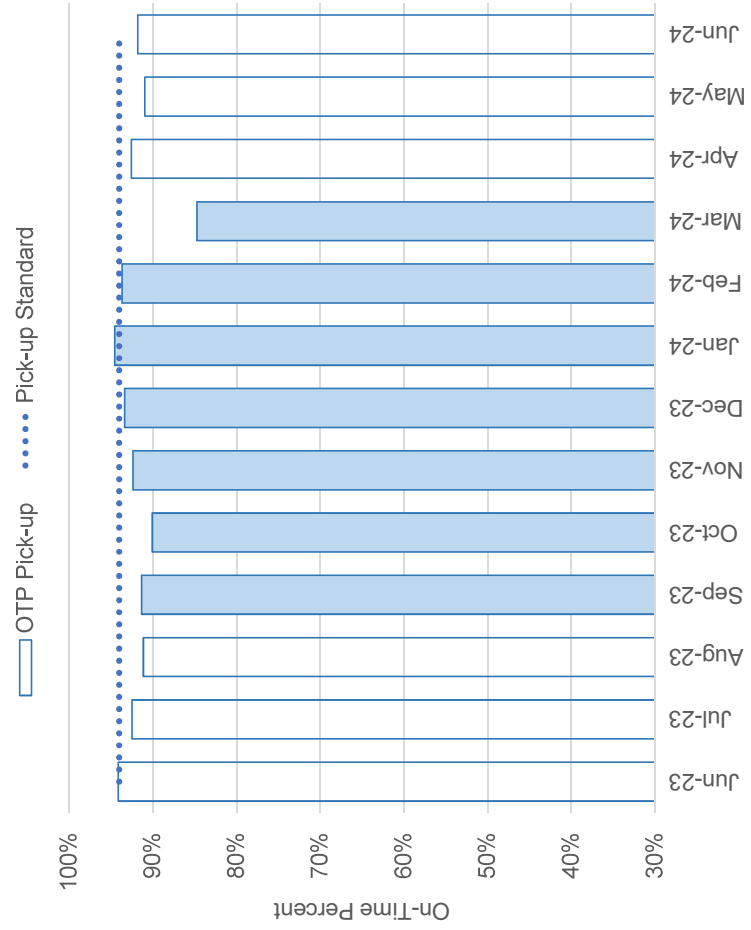


Service Demand: OC ACCESS Ridership (trips) are the number of rides passengers take using either the primary service provider (OC ACCESS buses), or the supplemental providers (wheel-chair accessible taxis) which are contracted to meet demand on the paratransit network.

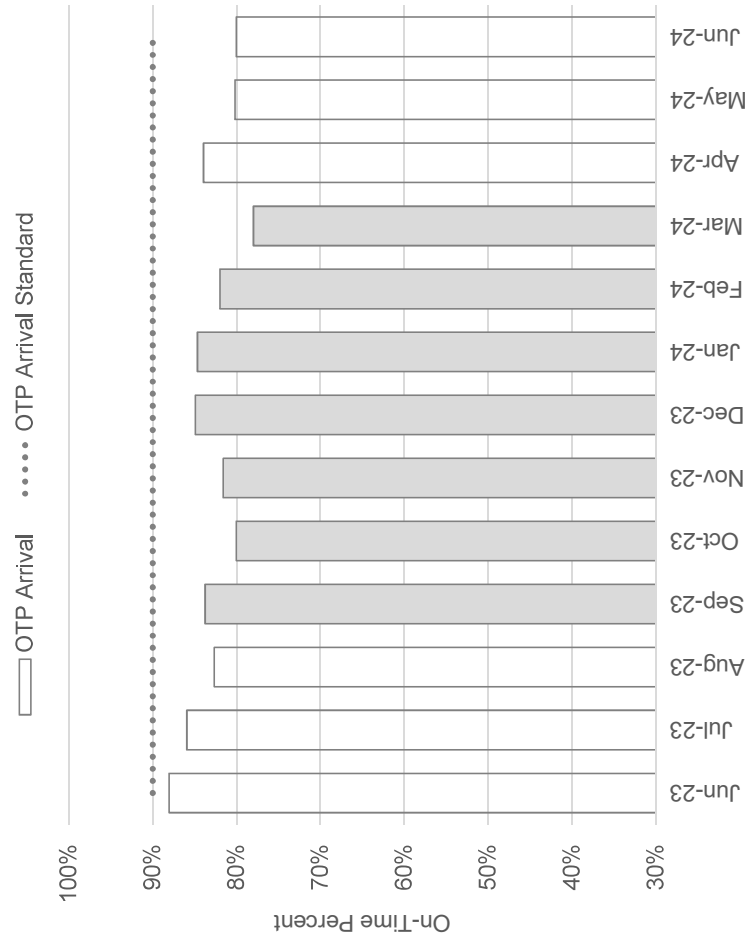


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Service Reliability – On-Time Performance (OTP)



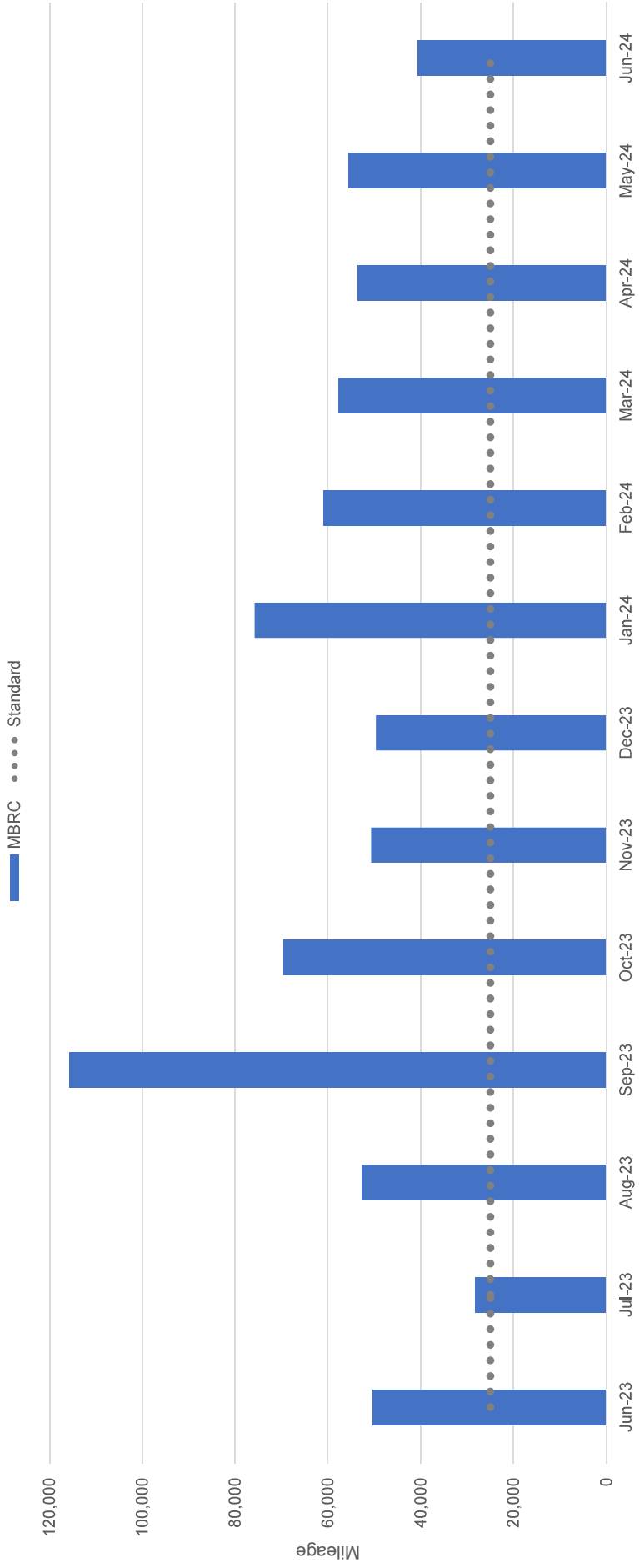
OTP Pick-up : The percentage of trips when the driver arrives within the 30-minute on-time window for scheduled pick-up trips.



OTP Arrival : The percentage of trips when the passenger arrived to their destination by or before the scheduled arrival time.

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Service Reliability – Miles Between Road Calls (MBRC)



MBRC is calculated by dividing the total miles traveled by all OC ACCESS vehicles over the calendar month by the total number of road calls or disruptions due to mechanical failures in revenue service during the same time period. The MBRC standard for OC ACCESS is 25,000 miles.

OC ACCESS

Safety – Preventable Collisions

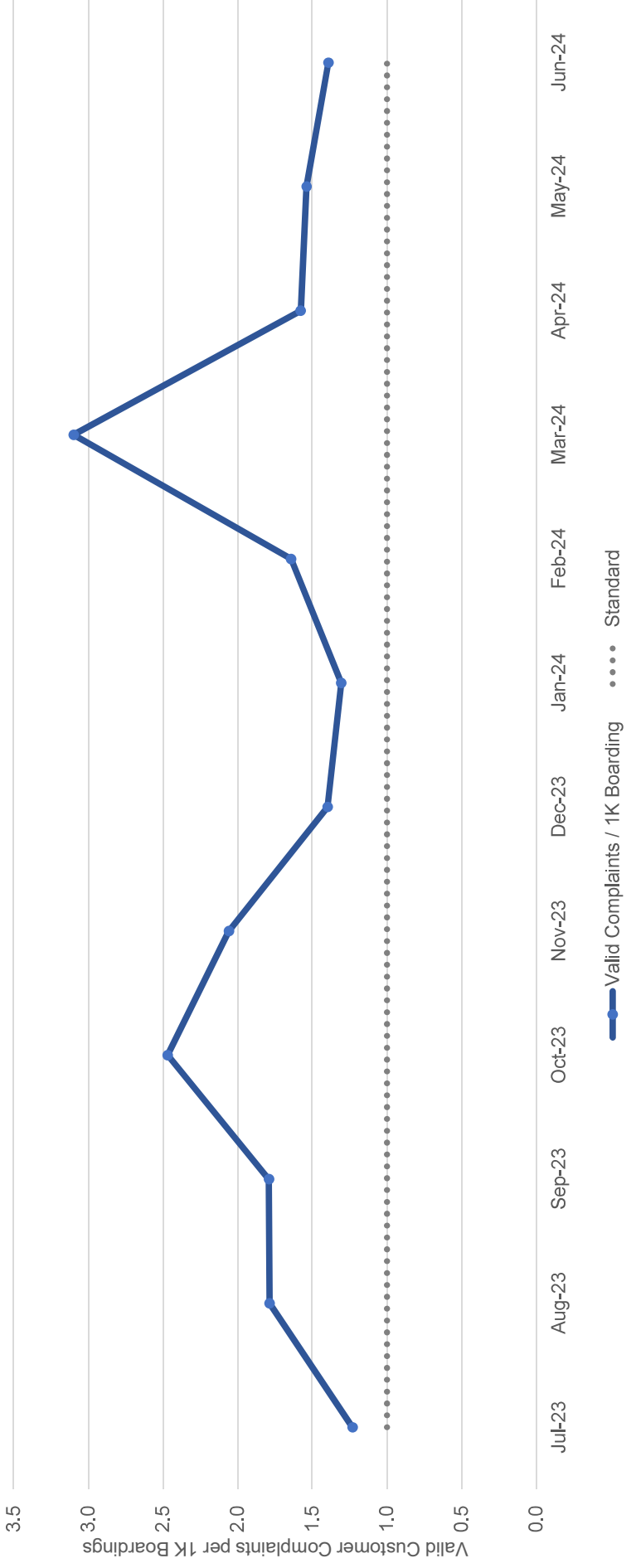


Preventable Collisions are defined as incidents when physical contact occurs between vehicles used for public transit and other vehicles, objects, or pedestrians and where a coach operator failed reasonably to prevent the accident. The performance standard is no more than one vehicle accident per 100,000 miles.



OC ACCESS

Courtesy – Customer Complaints



Customer complaints are used to measure courtesy as the standard for customer satisfaction. Customer complaints are the count of incidents when a rider reports dissatisfaction with service. The contractual standard for OC ACCESS is no more than one valid complaint per 1,000 boardings.