



Bimonthly Transit Performance Report

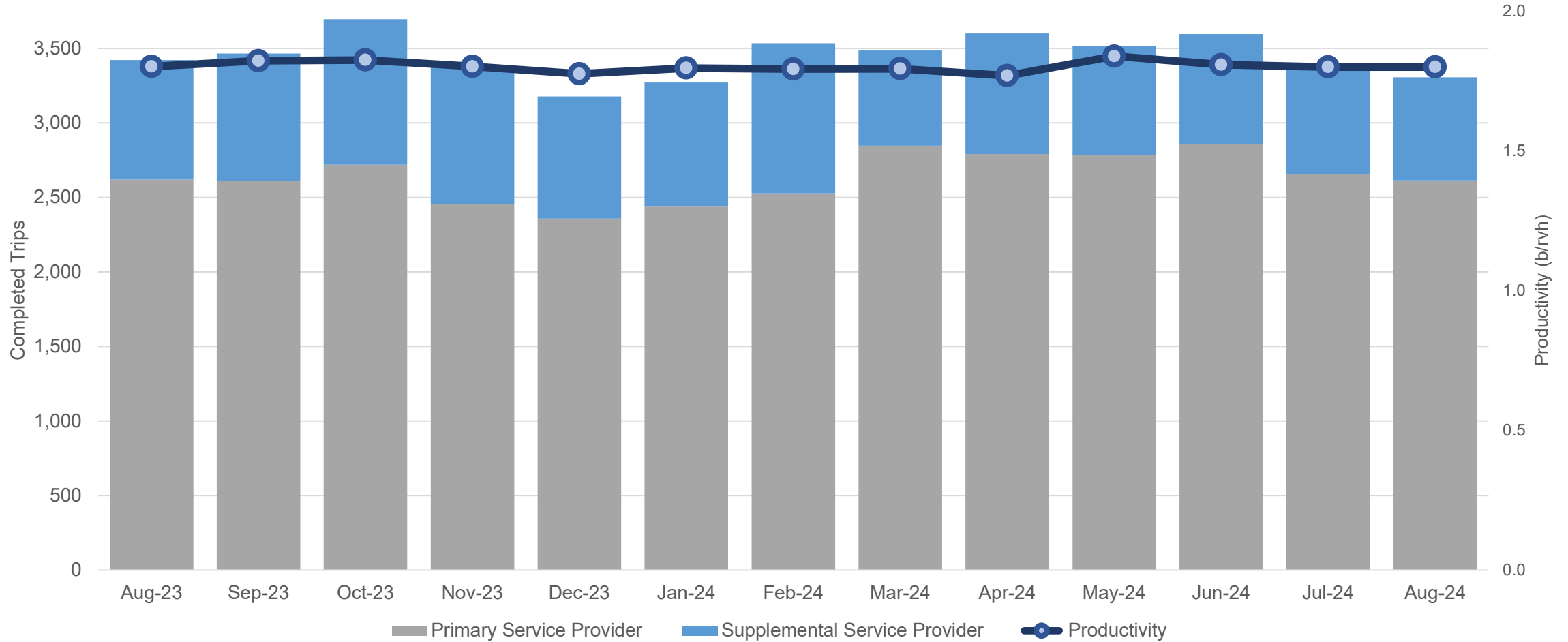
September 2024



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Service Demand – Ridership Snapshot

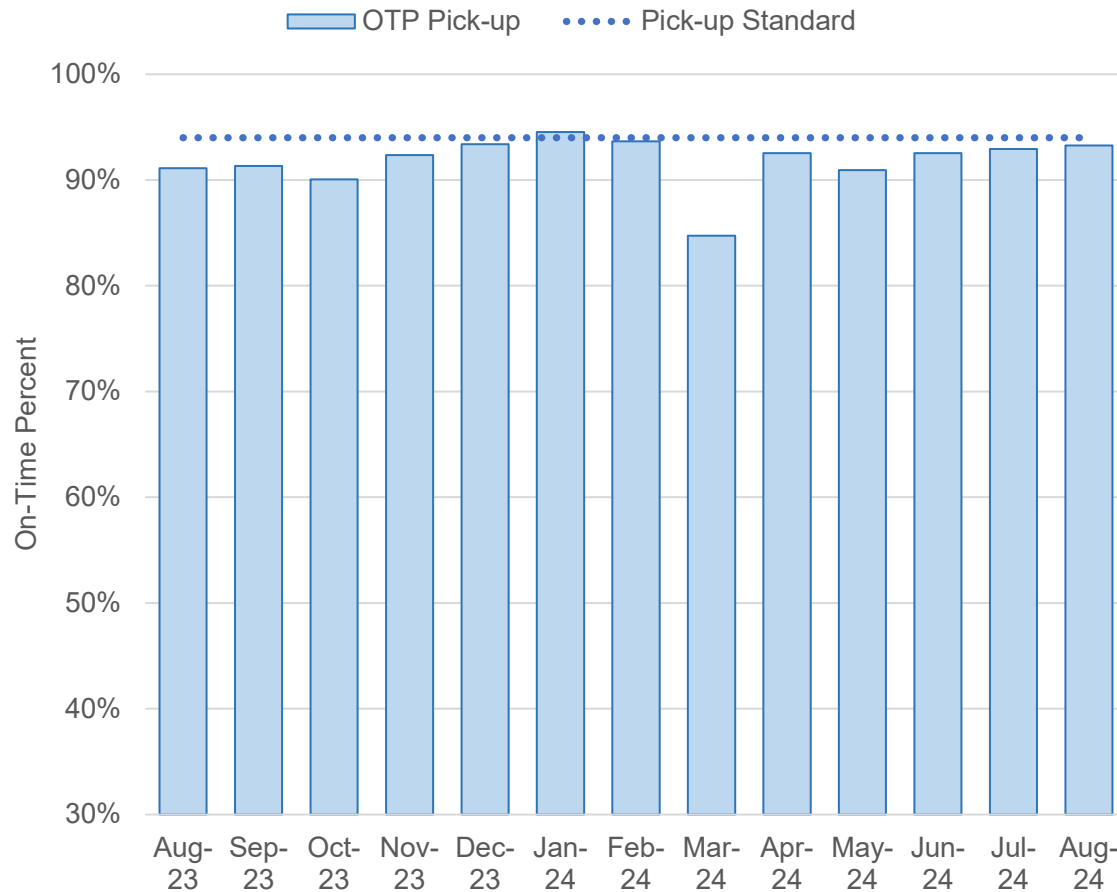


Service Provider Demand: OCTA has a primary service provider, First Transit, and supplemental providers which are contracted to meet demand on the network.

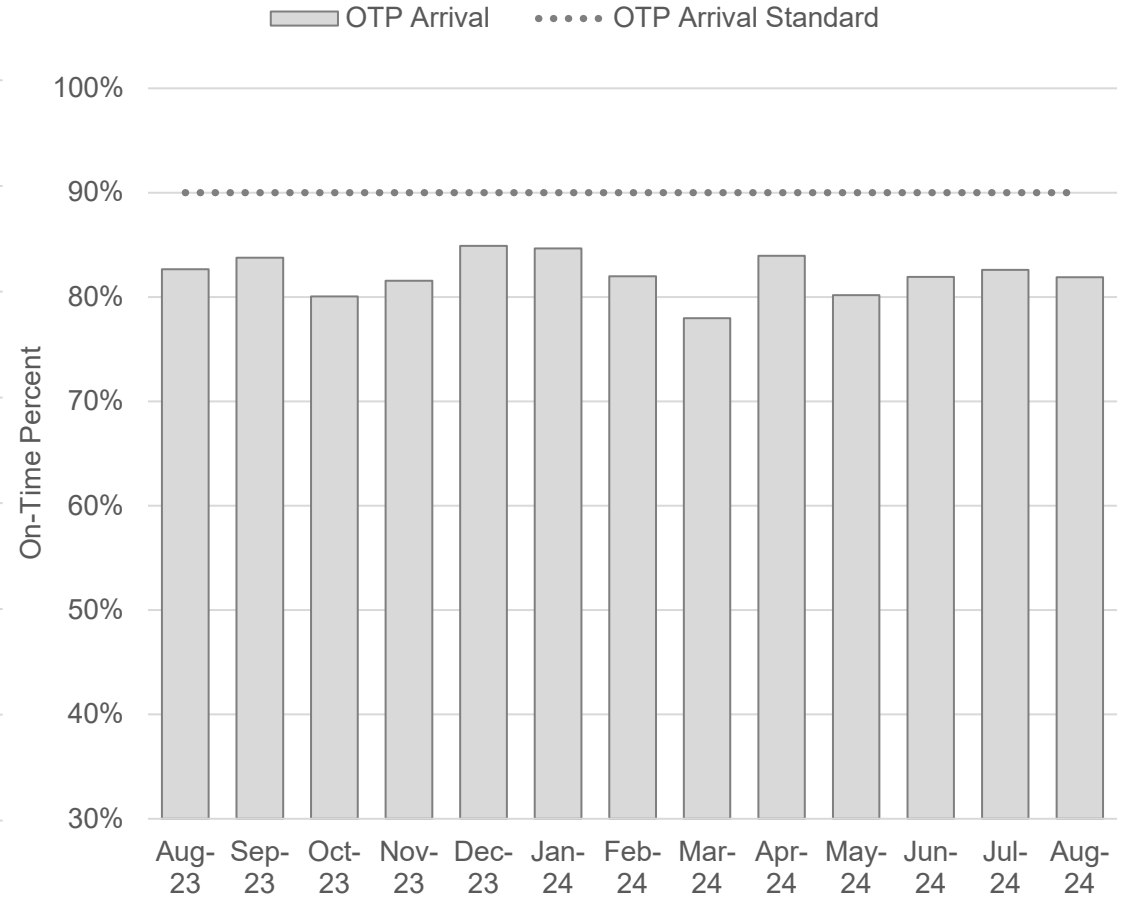
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Service Reliability – On-Time Performance (OTP)



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

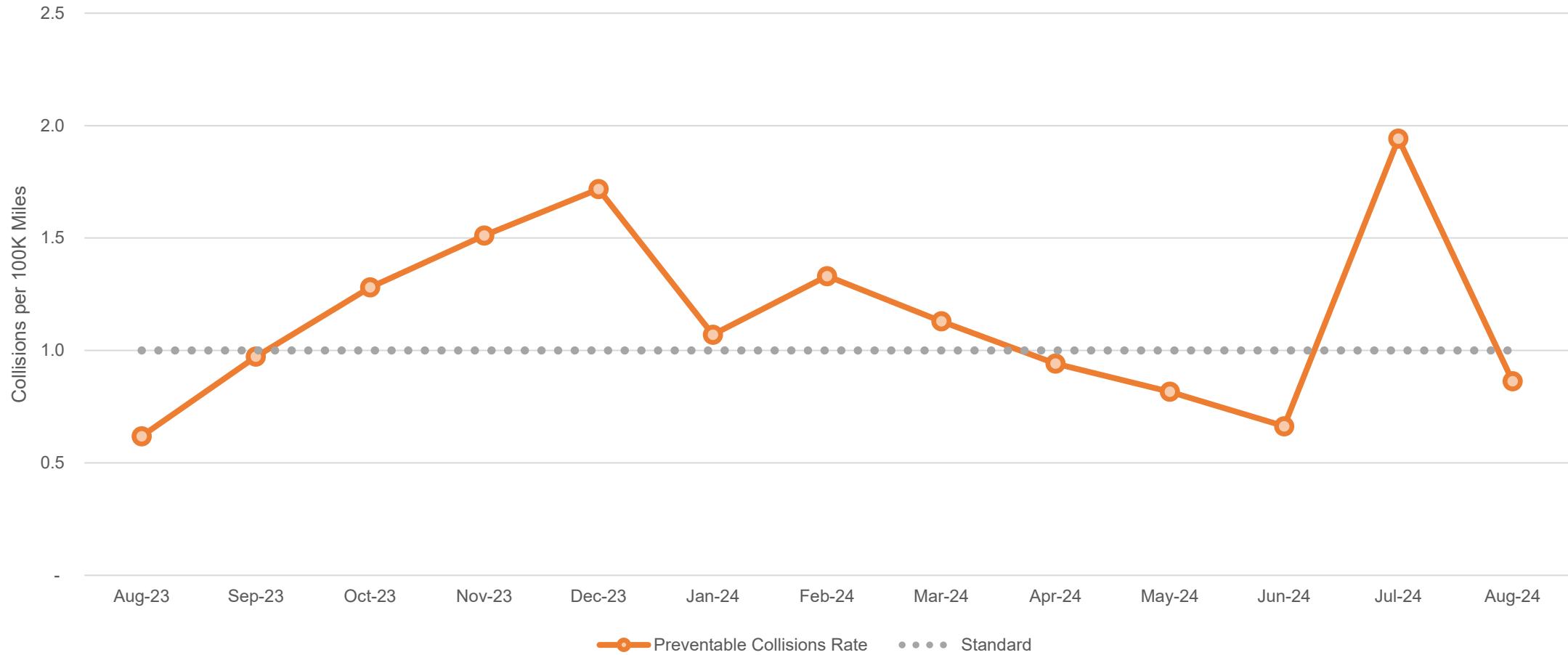


Arrival OTP: The percentage of trips when the passenger arrived at their destination by or before the scheduled arrival time.

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Safety – Preventable Collisions

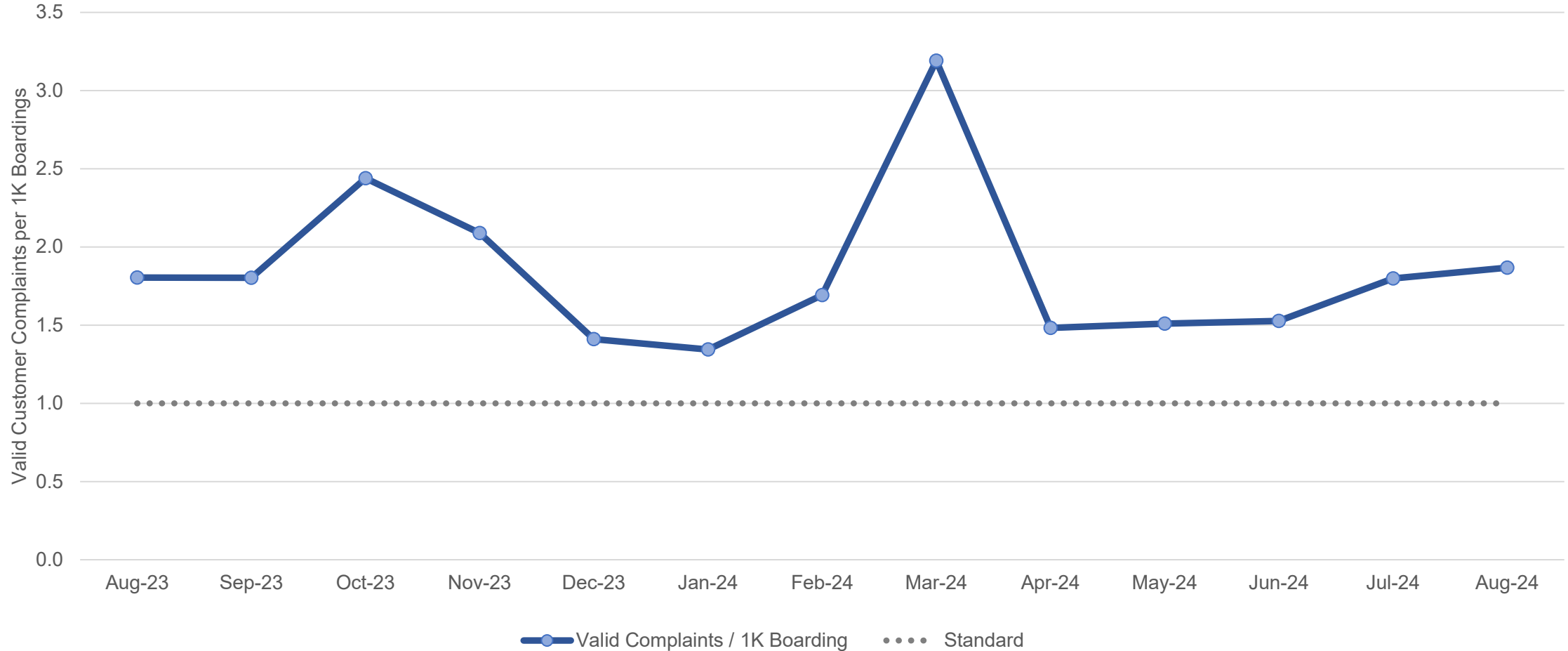


Preventable Collisions: A preventable collision is defined as an event where a driver providing revenue service could have been reasonably avoided by the driver. The performance standard is no more than one vehicle accident per 100,000 miles.

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Service Quality – Customer Complaints



Customer Satisfaction: The performance standard for customer satisfaction is courtesy, measured by the number of valid complaints received. The contractual standard for OC ACCESS is no more than one valid complaint per 1,000 boardings.