

Transit Division Performance Measurements



Fiscal Year 2016-17
Second Quarter Report

About This Report

The Orange County Transportation Authority (OCTA) operates a countywide network of local, community, rail connector, and express bus routes serving over 5,000 bus stops. OCTA also operates federally-mandated paratransit service (ACCESS), a shared-ride program available for people unable to use the regular fixed-route bus service because of functional limitations. Fixed-route bus service operated by OCTA is referred to as directly-operated fixed-route (DOFR) service, while routes operated under contract are referred to as contracted fixed-route (CFR) service. The ACCESS program is a contract-operated demand-response service mandated by the Americans with Disabilities Act that is complementary to the fixed-route service and predominately accounts for the overall paratransit services operated by OCTA. These three services make up the bus transit system and are evaluated by the performance measurements summarized in this report.

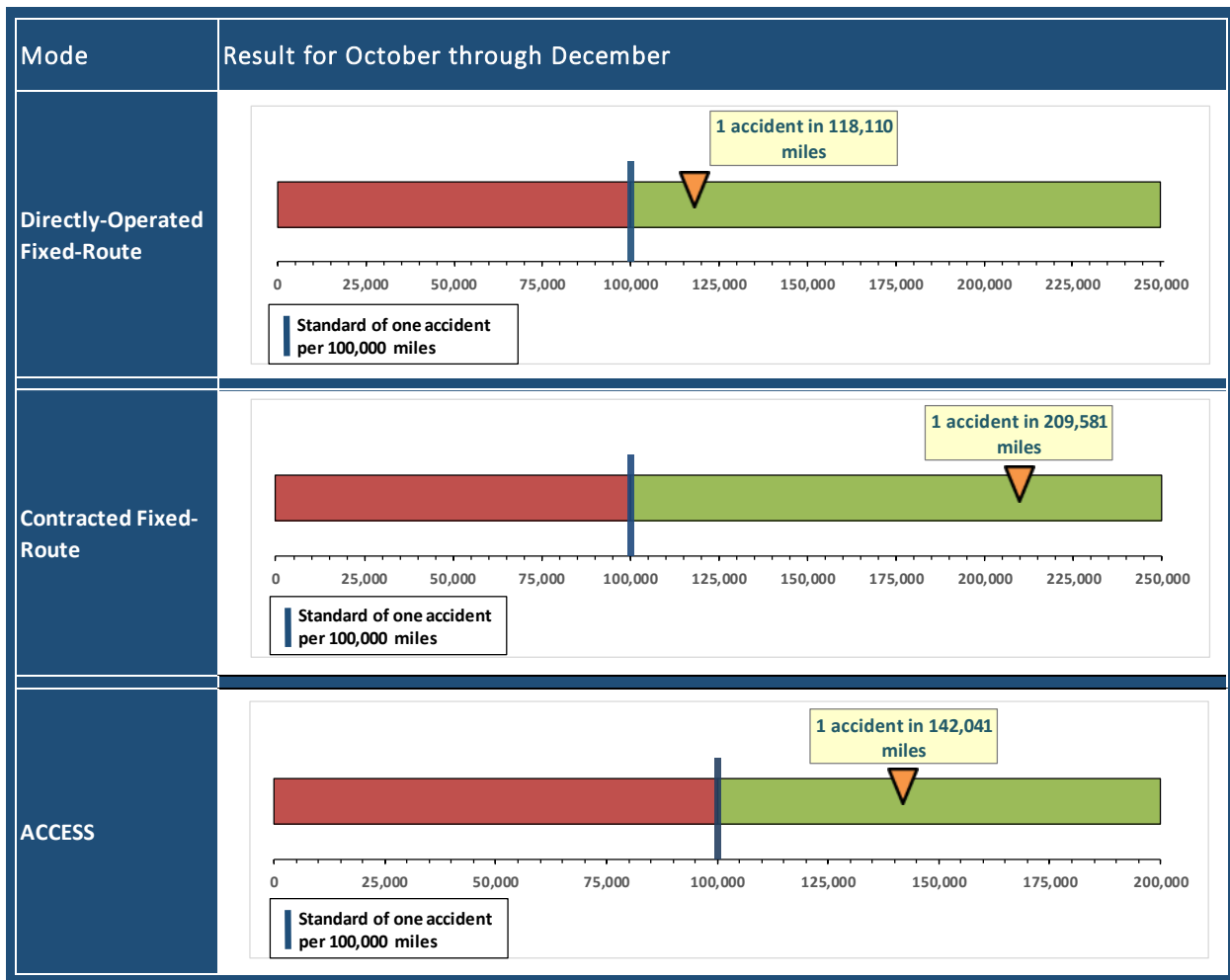
This report tracks transit system safety, courtesy, and reliability in the areas of preventable vehicle accidents, customer complaints, on-time performance (OTP), and miles between road calls (MBRC). Along with these metrics, industry standard measurements are tracked to assess OCTA transit operations; these measurements are ridership, productivity, farebox recovery ratio (FRR), and cost per revenue vehicle hour (RVH). Graphs accompany the details of each indicator showing the standards or goals and the values for the current reporting period. The following sections provide performance information for DOFR, CFR, and ACCESS services.

Safety: Preventable Vehicle Accidents

Preventable vehicle accidents are counts of incidents concerning physical contact between vehicles used for public transit and other vehicles, objects, or pedestrians, where a coach operator failed to do everything reasonable to prevent the accident. The safety standard for DOFR, CFR, and ACCESS services is no more than one vehicle accident per 100,000 miles.

All three modes of service exceeded the safety standard in the second quarter.

Safety is a top priority in the delivery of public transit services. Efforts to include education, campaigns, oversight, and process improvements, are carried out daily to ensure the focus on safety is maintained.

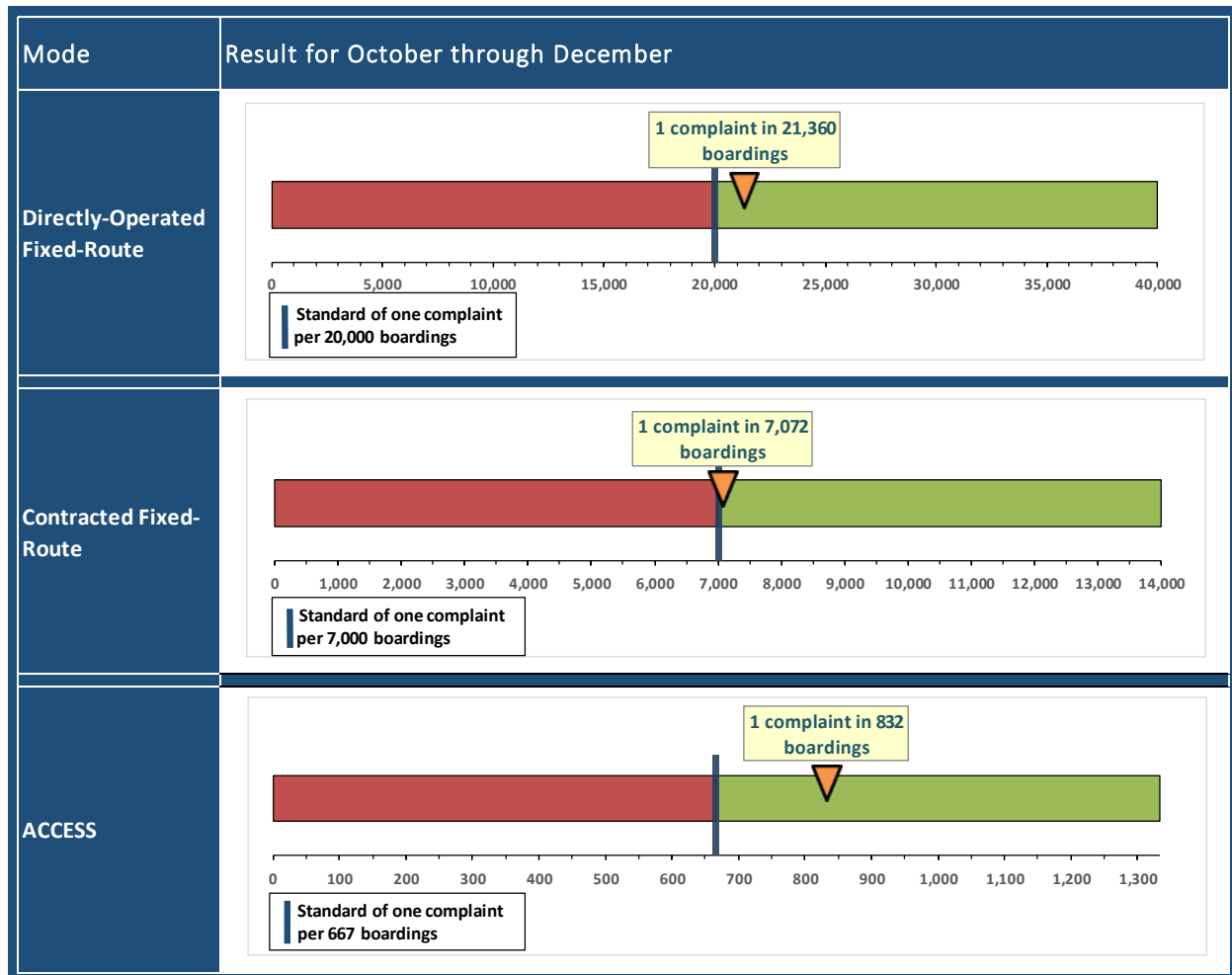


Courtesy: Customer Complaints

Customer complaints are counts of incidents when a rider reports dissatisfaction with the service. The standard adopted by OCTA for DOFR service is no more than one customer complaint per 20,000 boardings; the contractual standard for CFR service is no more than one complaint per 7,000 boardings; and the contractual standard for ACCESS is no more than one complaint per 667 boardings.

All three modes of service exceeded the courtesy standard in the second quarter.

For CFR service, the contractor reviews customer comments with OCTA staff weekly to identify areas for improvement and review progress on an action plan developed to address complaints received. In addition, route-level analysis is conducted, to better understand where specific improvements can be made, including the use of ride-alongs and spot checks at time points. As a result of these efforts, the number of customer complaints for CFR service has met the standard in the second quarter.



Reliability: On-Time Performance

OTP is a measure of performance evaluating a revenue vehicle's adherence to a planned schedule. For fixed-route service, a trip is considered on-time if it departs the time-point no more than five minutes late. OCTA's system standard for OTP is 85 percent. For ACCESS service, OTP is a measure of performance evaluating a revenue vehicle's adherence to a scheduled pick-up time for transportation on a demand-response trip. A trip is considered on-time as long as the vehicle arrives within a 30-minute window. The ACCESS OTP standard is 94 percent.

DOFR service exceeded the standard; ACCESS service was within one percent of the standard, and CFR service was within four percent of the standard.

For CFR service, the contractor has developed an On Time Performance Improvement Plan, which includes an incentive program for coach operators to give feedback on their routes, road supervisors assigned to closely monitor low performance routes, and data analysis to pinpoint focus areas for improvement. OTP for CFR improved to 83 percent in December 2016. Systemwide, fixed-route service was within one percent of the standard.

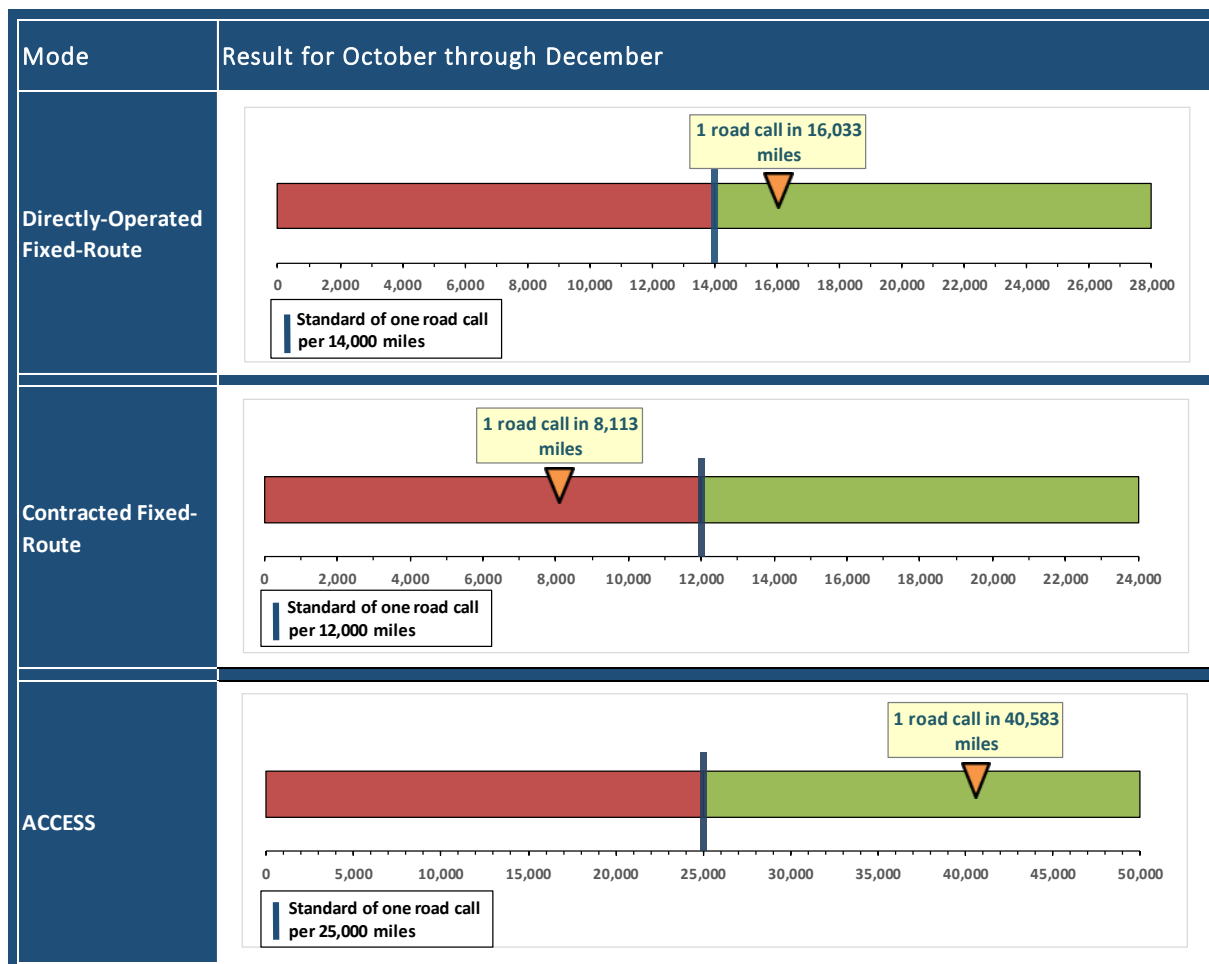


Reliability: Miles Between Road Calls

MBRC is a vehicle reliability performance indicator that measures the average distance in miles that a transit vehicle travels before failure of a vital component forces removal of the vehicle from service. Valid mechanical road calls usually cause a delay in service. The standard adopted by OCTA for DOFR service is 14,000 MBRC; the contractual standard for CFR service is 12,000 MBRC; and the contractual standard for ACCESS is 25,000 MBRC.

In the second quarter, DOFR service met the standard with 16,033 MBRC, which represents a 23 percent improvement over the previous quarter. This increase was influenced in part by the continued replacement of older vehicles in the vehicle fleet. CFR service completed the quarter with 8,113 MBRC, a 19 percent increase from the first quarter. ACCESS service exceeded the standard with 40,583 MBRC.

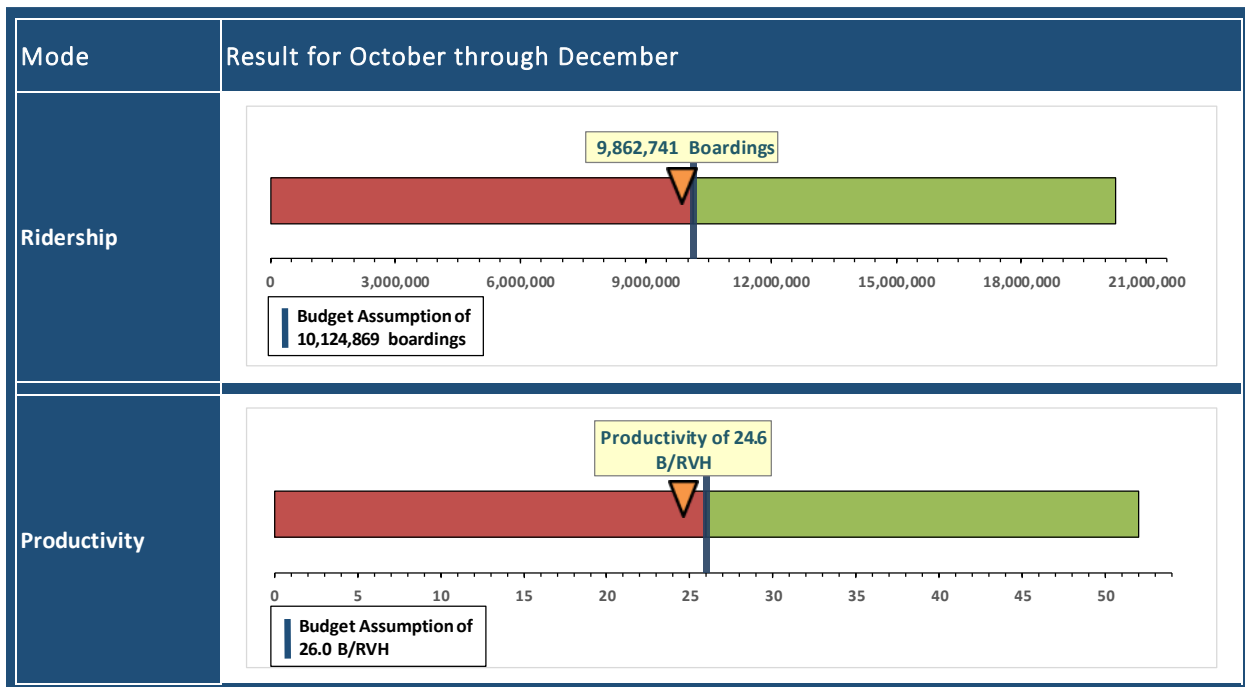
Overall, the majority of the fixed-route road calls were related to engine failures, electrical issues, and charging system failures. Generally, engine and transmission failures are indicative of the age of the fleet. The liquefied natural gas (LNG) vehicles are currently in the process of being replaced and new vehicle deliveries are scheduled to be completed by July 2017. The average age of these LNG vehicles is 15 years.



Ridership and Productivity – Fixed-Route

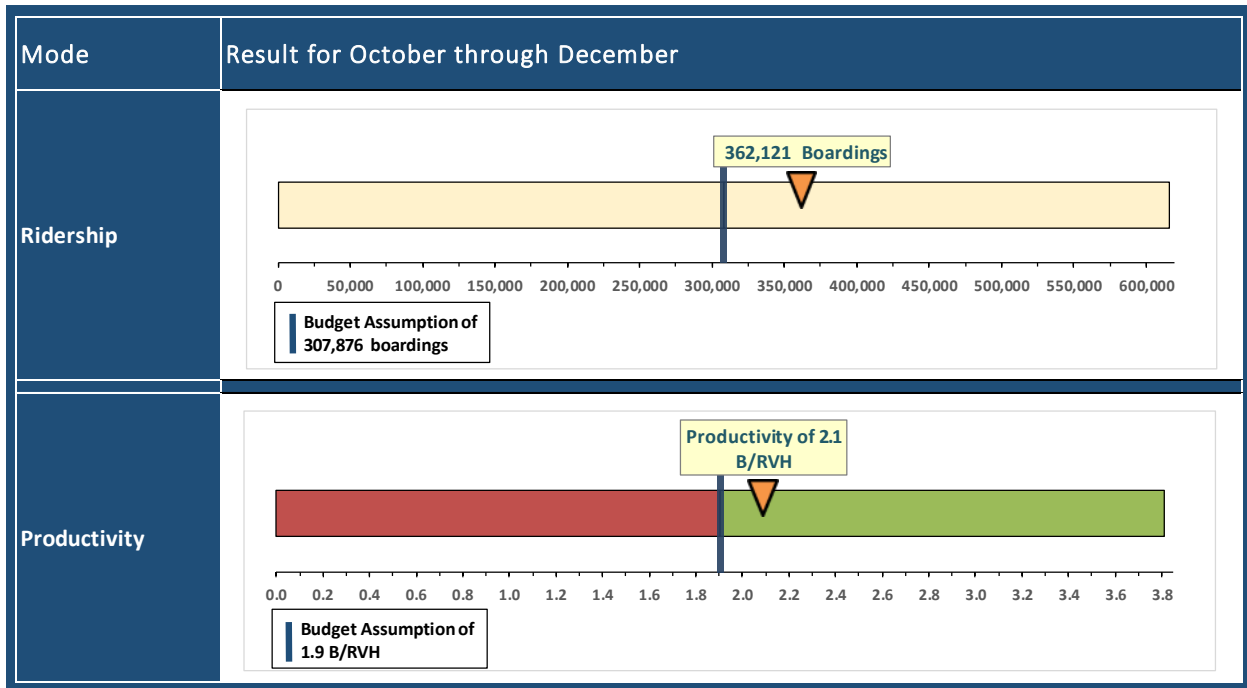
Ridership (or boardings) is the number of rides taken by passengers using public transit and is influenced by the weather, economy, and seasonal variations in demand. Productivity is an industry measure that counts the average number of boardings for each RVH that is provided. This metric is calculated by taking the boardings (B), and dividing it by the number of RVH (B/RVH).

For the second quarter, ridership and productivity for total fixed-route service came in under the goal. Productivity was within one percent of the budget assumption. In an effort to meet community needs and increase ridership, the OC Bus 360° Plan was implemented in June 2016. The plan reallocates resources from low demand areas to those with higher demand, offering faster travel times to more customers.



Ridership and Productivity – ACCESS

For the second quarter, ridership and productivity for ACCESS service exceeded the goal.

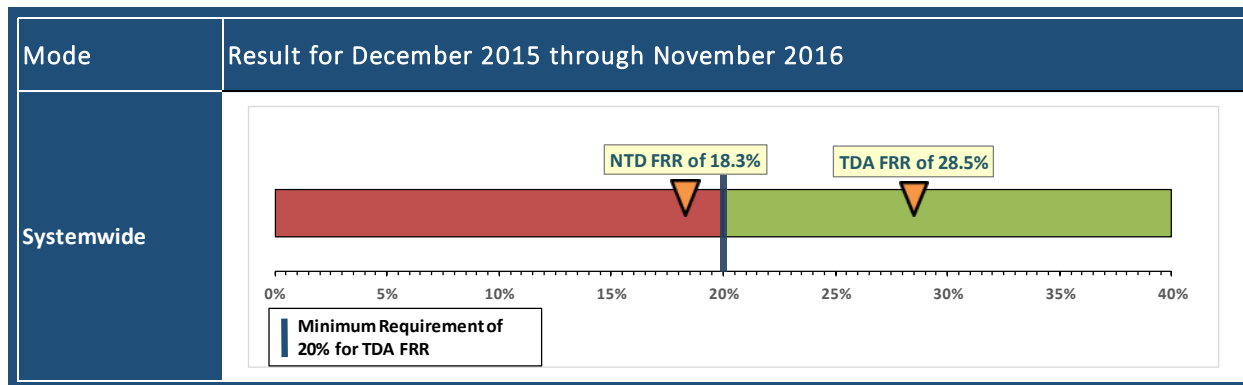


Farebox Recovery Ratio

FRR is a measure of the proportion of operating costs recovered by passenger fares, calculated by dividing the farebox revenue by total operating expenses. As part of the budget development process, a goal is established for each of the modes, as shown in the charts below. A minimum FRR of 20 percent for all service is required by the Transportation Development Act in order for transit agencies to receive their full share of the state sales tax available for public transit purposes.

In an effort to minimize seasonal fluctuations, data shown below reflects actuals over the last 12 months, from December 2015 through November 2016.

FRR, based on the National Transit Database definition in which only passenger fares are included under revenue, did not meet the 20 percent goal. However, as a result of the passage of Senate Bill No. 508 (SB 508), OCTA was able to adjust the FRR to include local funds. SB 508 states, "If fare revenues are insufficient to meet the applicable ratio of fare revenues to operating cost required by this article, an operator may satisfy that requirement by supplementing its fare revenues with local funds. As used in this section, "local funds" means any nonfederal or non-state grant funds or other revenue generated by, earned by, or distributed to an operator." After incorporating property tax revenue, advertising revenue, and Measure M fare stabilization, the adjusted FRR was 28.5 percent.



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

Subsidy per Boarding

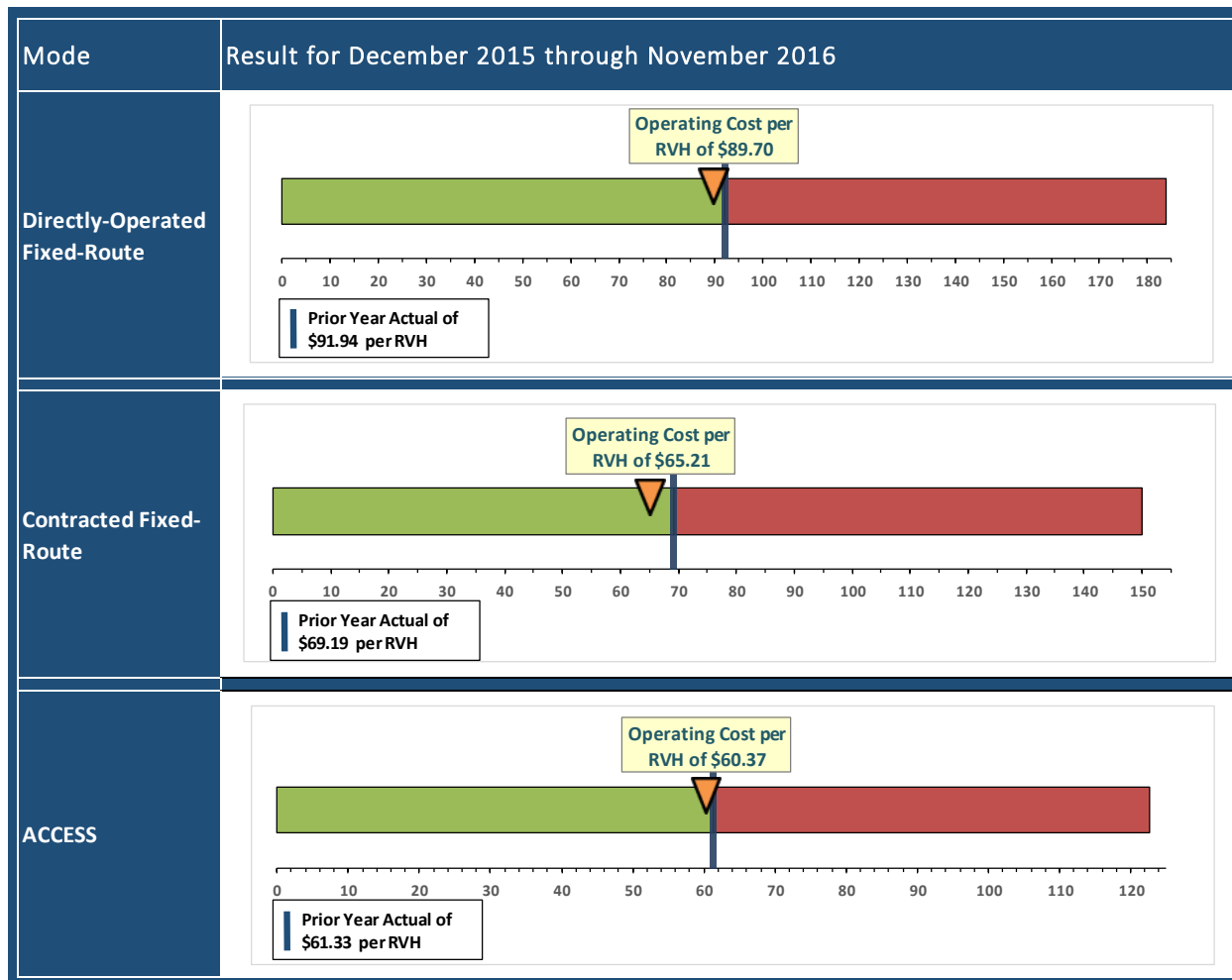
When considered route by route, this measure may be used to compare the performance of the routes within the system relative to the cost effectiveness of each route. The type of route influences the subsidy per boarding, for example, longer distance routes with fewer stops (i.e., express routes) likely have a higher subsidy per boarding when compared to local routes that have frequent stops allowing passengers to board and alight more often, which turns seats over to multiple riders compared to a longer distance route. On a single route, subsidy per boarding may vary during the service day, with lower subsidies per boarding during peak travel times and higher subsidies per boarding at other times. This measure is helpful when considering opportunities to improve overall system performance. The attached report includes two sets of charts, one sorted by subsidy per boarding and one sorted by boardings; other route

level data is also provided. When considering adjustments to the overall service plan, this information is critical to the development of the plan.

Operating Cost per Revenue Vehicle Hour

Cost per RVH is one of the industry standards used to measure the cost efficiency of transit service. It is derived by dividing operating expenses by RVH. In order to provide a more comparable illustration, all metrics below are calculated based on direct operating cost, which excludes capital, general administrative, and other overhead costs.

Similar to the FRR, statistics below depict actuals over the last 12 months. All three services exceed the goal.



Performance Evaluation by Route

Continuing efforts are underway to better understand and address ridership trends. The OC Bus 360° Plan, approved by the Board of Directors in March 2016, identifies several strategies to stimulate fixed-route ridership, including targeted marketing, a discounted summer youth pass, development of a mobile ticketing application, re-branding the fixed-route fleet, and improved travel time through the use of express-type service on local routes. In addition, route adjustments were implemented in both June and October 2016 as part of the OC Bus 360° service plan. These adjustments were developed after considering route-level performance. For the remainder of this fiscal year, staff will monitor the impact that these adjustments have had on route performance. In addition, staff will consider other strategies for future implementation to further improve service performance. Performance evaluation is important because it provides:

- A better understanding of where resources are being applied;
- A measure of how well services are being delivered;
- A measure of how well these services are used; and
- An objective basis for decisions regarding future service changes and service deployment.

The tables on the following pages summarize route-level performance through the second three months of fiscal year 2016-17. The first two tables present the route-level performance sorted by routes with the highest net subsidy per boarding to routes with a lower net subsidy per boarding, and the remaining two tables present the same information sorted by routes that have the highest boardings to routes with a lower level of boardings.

A route guide listing all of the routes and their points of origins and destinations is provided on the last page of this report. Route types are grouped by route numbers as follows:

- Routes 1 to 99: Local routes
- Routes 100 to 199: Community routes
- Routes 200 to 299: Intra-county express routes
- Routes 400 to 499: Stationlink routes
- Routes 500 to 599: Bravo! routes
- Routes 600 to 699: Seasonal routes (these are not included on the following charts)
- Routes 700 to 799: Inter-county express routes



OCTA Operating Statistics By Route for Local and Community Services (Sort by Subsidy per Boarding)
Fiscal Year 2016-17 Through Q2

Route	Zone	Farebox	Subsidy per Boarding	Direct Subsidy	Indirect Subsidy	"Capital Subsidy" Per Boarding	Revenue per Boarding	Boardings	CostVSH	Direct CostVSH	CostVSM	BoardVSH	VSH	40 FT	32 FT	60 FT
021	N	10.1%	\$ 11.79	\$ 6.42	\$ 3.02	\$ 2.34	\$ 1.06	36,587	\$ 105,45	\$ 64.79	\$ 7.73	10.04	3,645	2	-	-
085	S	12.1%	10.22	5.72	2.69	1.81	1.16	70,994	97.65	62.83	7.26	10.21	6,955	3	-	-
001	S	10.3%	9.82	5.83	2.77	1.22	0.99	317,045	133.63	90.48	8.14	13.93	22,766	9	-	-
076	C	12.6%	8.92	4.89	2.32	1.22	1.04	50,237	126.23	84.56	11.00	15.29	3,292	2	-	-
178	S	12.7%	8.79	4.72	2.17	1.89	1.01	67,935	97.91	62.93	7.70	12.39	5,482	3	-	-
177	S	14.6%	8.60	4.68	2.15	1.77	1.16	48,384	96.87	62.71	7.51	12.12	3,993	2	-	-
167	C	14.2%	8.42	4.45	2.04	1.93	1.07	88,919	96.51	62.63	7.68	12.77	6,965	4	-	-
150	C	15.0%	8.32	4.44	1.91	1.97	1.12	87,078	131.33	87.80	12.97	17.57	4,955	4	-	-
087	S	14.4%	8.11	4.31	2.03	1.77	1.07	48,423	98.55	63.25	6.31	13.30	3,640	2	-	-
153	N	13.7%	8.06	4.73	2.17	1.16	1.09	73,934	95.30	62.36	7.46	11.93	6,199	2	-	-
082	S	17.5%	7.63	3.74	1.76	2.12	1.17	60,562	104.41	64.44	7.03	15.64	3,872	3	-	-
086	C	14.9%	7.46	3.97	1.87	1.63	1.02	79,007	96.40	62.61	7.48	14.06	5,620	3	-	-
079	C	13.4%	7.22	3.98	1.87	1.37	0.91	187,037	96.84	62.68	8.18	14.34	13,045	6	-	-
083	C	15.1%	7.12	3.83	1.82	1.47	1.01	349,711	134.72	91.15	7.47	20.25	17,270	12	-	-
072	C	16.2%	6.49	3.59	1.71	1.19	1.03	179,555	127.27	85.05	10.27	20.12	8,926	5	-	-
070	C	25.2%	6.40	2.16	1.02	3.22	1.07	186,312	104.12	64.71	8.49	24.51	7,600	14	-	-
059	C	19.0%	6.36	3.08	1.45	1.84	1.06	280,018	99.66	63.35	8.19	17.86	15,677	12	-	-
560	C	17.0%	6.30	3.30	1.57	1.43	1.00	390,090	135.21	90.75	11.45	23.04	16,928	13	-	-
091	S	20.0%	6.12	3.30	1.55	1.27	1.21	202,918	98.51	63.18	6.82	16.25	12,485	6	-	-
090	S	19.5%	6.06	3.19	1.50	1.37	1.14	156,978	102.11	64.03	6.89	17.51	8,966	5	-	-
071	N	18.3%	5.98	3.22	1.52	1.24	1.06	310,788	97.35	62.85	7.94	16.78	18,522	9	-	-
024	N	18.9%	5.89	3.22	1.51	1.15	1.10	74,251	96.11	62.52	7.79	16.46	4,511	2	-	-
143	N	18.1%	5.87	3.43	1.58	0.86	1.10	99,668	95.68	62.41	8.36	15.65	6,368	2	-	-
129	N	18.5%	5.74	3.44	1.58	0.72	1.14	118,389	97.24	62.79	7.96	15.79	7,496	2	-	-
026	N	20.5%	5.57	2.79	1.31	1.47	1.06	204,015	97.21	62.71	8.97	18.84	10,830	7	-	-
050	N	17.4%	5.55	2.99	1.42	1.14	0.93	615,901	133.91	89.93	11.58	25.10	24,537	4	-	8
056	N	17.5%	5.51	3.05	1.45	1.01	0.95	212,305	126.82	85.03	11.57	23.27	9,124	5	-	-
037	N	18.2%	5.47	3.09	1.47	0.90	1.01	617,071	136.64	91.65	11.49	24.51	25,173	13	-	-
034	N	19.4%	5.32	2.79	1.33	1.20	0.99	464,616	128.56	85.85	10.22	25.14	18,484	13	-	-
055	C	20.2%	5.28	2.94	1.40	0.94	1.10	685,642	129.66	87.03	11.44	23.83	28,772	15	-	-
030	N	20.1%	5.14	2.74	1.29	1.10	1.01	310,742	96.58	62.67	7.41	19.14	16,236	8	-	-
089	S	22.2%	4.50	2.60	1.22	0.68	1.09	189,293	97.13	62.77	7.68	19.76	9,579	3	-	-
543	N	22.1%	4.39	2.39	1.13	0.87	1.00	592,729	132.37	88.92	11.55	29.28	20,241	12	-	-
070	C	18.6%	4.36	2.96	1.40	0.00	1.00	328,896	130.19	88.84	10.20	24.28	13,545	-	-	-
025	N	23.8%	4.36	2.34	1.10	0.91	1.08	234,405	97.69	62.91	7.75	21.60	10,851	5	-	-
029	N	22.3%	4.24	2.39	1.14	0.71	1.01	1,026,219	131.47	88.32	11.26	28.97	35,419	14	-	2
033	N	23.3%	4.15	2.82	1.33	1.23	0.97	209,804	96.29	62.57	7.71	24.06	8,720	6	-	-
035	N	22.4%	4.15	2.82	1.33	0.00	1.00	429,465	100.49	63.62	8.89	22.25	18,977	9	-	-
047	C	24.6%	3.96	2.23	1.06	0.67	1.07	1,152,912	131.03	87.99	11.30	30.04	38,376	18	-	-
057	C	26.0%	3.83	2.00	0.95	0.87	1.04	1,419,809	133.67	89.80	12.08	33.46	42,429	3	-	17
046	N	26.8%	3.82	1.92	0.90	1.00	1.03	342,550	96.88	62.69	8.33	25.17	13,609	8	-	-
057X	C	27.7%	3.68	1.87	0.89	0.93	1.05	279,832	119.12	79.72	10.84	31.32	8,935	1	-	3
053	C	26.5%	3.44	1.88	0.89	0.67	1.00	1,089,629	128.78	86.20	14.12	34.09	31,962	17	-	-
043	N	26.7%	3.34	1.93	0.92	0.50	1.04	1,122,535	126.27	84.62	12.51	32.53	34,507	13	-	-
038	N	28.0%	3.28	1.72	0.81	0.76	0.98	622,518	98.06	63.00	7.91	27.95	22,276	11	-	-
060	C	25.1%	3.15	1.94	0.92	0.30	0.96	1,016,533	129.73	87.16	11.42	34.00	29,897	7	-	-
066	C	29.4%	3.11	1.68	0.80	0.63	1.03	1,084,011	128.59	86.23	12.06	36.70	29,541	16	-	-
042	N	29.9%	2.86	1.50	0.71	0.65	0.94	857,766	97.50	62.82	8.73	30.90	27,760	13	-	-
064	C	30.0%	2.60	1.51	0.72	0.37	0.95	1,146,624	128.74	86.32	12.86	40.47	28,334	10	-	-

(1) Total bus count (531) is based on PM weekday equipment requirements.
 (2) Bus count for route 57X is estimate based on total route 57 equipment requirement.
 (3) Routes 20,175,187,188,191,193,464,757,758 removed due to elimination of the routes during October service change. This accounts for roughly 112K boardings and 15K RVH in FY 2017.
 (4) C under Zone is Central County, N is North County and S is South County.



OCTA Operating Statistics By Route for Express Service (Sort by Subsidy per Boarding)
Fiscal Year 2016-17 Through Q2

Route	Zone	Farebox	Subsidy per Boarding	Direct Subsidy	Indirect Subsidy	"Capital Subsidy" Per Boarding	Revenue per Boarding	Boardings	CostVSH	Direct CostVSH	CostVSM	BoardVSH	VSH	40 FT	32 FT	60 FT
794	C	17.4%	\$ 35.76	\$ 12.28	\$ 8.99	\$ 14.50	\$ 4.48	17,740	\$ 173.19	\$ 109.71	\$ 6.39	6.73	2,637	6	-	-
701	C	8.1%	35.18	16.68	7.29	11.22	2.11	11,457	224.75	153.40	9.54	8.62	1,329	3	-	-
721	N	6.1%	32.65	17.08	7.46	8.11	1.59	15,846	197.23	135.02	6.94	7.55	2,100	3	-	-
211	C	5.5%	31.79	10.24	7.49	14.05	1.04	15,250	120.79	73.90	6.68	6.43	2,370	5	-	-
216	S	5.3%	30.91	10.90	7.98	12.04	1.05	2,373	158.43	94.07	7.03	7.95	298	-	1	-
212	S	5.4%	28.58	10.23	7.49	10.86	1.02	5,263	144.26	82.88	7.38	7.70	684	-	2	-
206	C	6.6%	26.76	8.64	6.33	11.79	1.05	10,906	150.28	85.23	7.55	9.38	1,163	3	-	-
213	N	8.6%	19.55	6.24	4.56	8.75	1.01	19,588	130.58	74.83	7.43	11.06	1,772	4	-	-

(1) Total bus count (531) is based on PM weekday equipment requirements.

(2) Bus count for route 57X is estimate based on total route 57 equipment requirement.

(3) Routes 20, 175, 187, 188, 191, 193, 464, 757, 758 removed due to elimination of the routes during October service change. This accounts for roughly 112K boardings and 15K RVH in FY 2017.

(4) C under Zone is Central County, N is North County and S is South County.



OCTA Operating Statistics By Route for Stationlink Service (Sort by Subsidy per Boarding)
Fiscal Year 2016-17 Through Q2

Route	Zone	Farebox	Subsidy per Boarding	Direct Subsidy	Indirect Subsidy	"Capital Subsidy" Per Boarding	Revenue per Boarding	Boardings	CostVSH	Direct CostVSH	CostVSM	BoardVSH	VSH	40 FT	32 FT	60 FT
430	N	2.5%	\$ 56.94	\$ 21.06	\$ 16.30	\$ 19.58	\$ 0.95	2,919	\$ 133.54	\$ 74.69	\$ 15.21	3.48	838	-	2	-
490	S	3.9%	37.58	13.33	10.32	13.92	0.95	4,104	136.62	75.63	12.62	5.55	739	-	2	-
463	C	5.5%	35.53	9.20	7.12	19.21	0.96	11,156	135.12	76.03	13.21	7.82	1,426	5	-	-
411	N	4.8%	30.04	10.62	8.22	11.20	0.96	2,552	117.58	71.00	13.04	5.94	430	-	1	-
480	C	8.4%	17.71	5.42	4.20	8.08	0.88	10,602	132.37	74.81	11.37	12.60	841	2	-	-
472	C	12.8%	14.52	3.64	2.82	8.05	0.95	15,972	127.65	73.66	10.32	17.22	928	3	-	-
473	C	13.7%	11.97	3.22	2.49	6.26	0.91	20,542	133.75	74.71	12.49	20.21	1,016	3	-	-
454	N	13.8%	10.92	3.13	2.42	5.37	0.88	23,939	141.43	76.58	18.68	21.99	1,088	3	-	-
453	N	15.8%	9.54	2.80	2.17	4.57	0.93	18,755	137.59	75.88	20.62	23.29	805	2	-	-
462	C	17.6%	8.56	2.52	1.95	4.09	0.96	20,947	119.39	71.37	18.13	22.03	951	2	-	-

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OCTA Operating Statistics By Route for Local and Community Services (Sort by Boardings)
 Fiscal Year 2016-17 Through Q2

Route	Zone	Farebox	Subsidy per Boarding	Direct Subsidy	Indirect Subsidy	"Capital Subsidy" Per Boarding	Revenue per Boarding	Boardings	CostVSH	Direct CostVSH	CostVSM	BoardVSH	VSH	40 FT	32 FT	60 FT
057	C	26.0%	\$ 3.83	\$ 2.00	\$ 0.95	\$ 0.87	\$ 1.04	1,419,809	\$ 133.67	\$ 89.80	\$ 12.08	33.46	42,429	3	-	17
047	C	24.6%	3.96	2.23	1.06	0.67	1.07	1,152,912	131.03	87.99	11.30	30.04	38,376	18	-	-
064	C	30.0%	2.60	1.51	0.72	0.37	0.95	1,146,624	128.74	86.32	12.86	40.47	28,334	10	-	-
043	N	26.7%	3.34	1.93	0.92	0.50	1.04	1,122,535	126.27	84.62	12.51	32.53	34,507	13	-	-
053	C	26.5%	3.44	1.88	0.89	0.67	1.00	1,089,629	128.78	86.20	14.12	34.09	31,962	17	-	-
066	C	29.4%	3.11	1.68	0.80	0.63	1.03	1,084,011	128.59	86.23	12.06	36.70	29,541	16	-	-
029	N	22.3%	4.24	2.39	1.14	0.71	1.01	1,026,219	131.47	88.32	11.26	28.97	35,419	14	-	2
060	C	25.1%	3.15	1.94	0.92	0.30	0.96	1,016,533	129.73	87.16	11.42	34.00	29,897	7	-	-
042	N	29.9%	2.86	1.50	0.71	0.65	0.94	857,766	97.50	62.82	8.73	30.90	27,760	13	-	-
055	C	20.2%	5.28	2.94	1.40	0.94	1.10	685,642	129.66	87.03	11.44	23.83	28,772	15	-	-
038	N	28.0%	3.28	1.72	0.81	0.76	0.98	622,518	98.06	63.00	7.91	27.95	22,276	11	-	-
054	N	18.2%	5.47	3.09	1.47	0.90	1.01	617,071	136.64	91.65	11.49	24.51	25,173	13	-	-
050	N	17.4%	5.55	2.99	1.42	1.14	0.93	615,901	133.91	89.93	11.58	25.10	24,537	4	-	8
543	N	22.1%	4.39	2.39	1.13	0.87	1.00	592,729	132.37	88.92	11.55	29.28	20,241	12	-	-
037	N	19.4%	5.32	2.79	1.33	1.20	0.99	464,616	128.56	85.85	10.22	25.14	18,484	13	-	-
035	N	22.4%	4.15	2.82	1.33	0.00	0.97	429,465	100.49	63.62	8.89	22.25	18,977	9	-	-
560	C	17.0%	6.30	3.30	1.57	1.43	1.00	390,090	135.21	90.75	11.45	23.04	16,928	13	-	-
083	C	15.1%	7.12	3.83	1.82	1.47	1.01	349,711	134.72	91.15	7.47	20.25	17,270	12	-	-
046	N	26.8%	3.82	1.92	0.90	1.00	1.03	342,550	96.88	62.69	8.33	25.17	13,609	8	-	-
070	C	18.6%	4.36	2.96	1.40	0.00	1.00	328,896	130.19	88.84	10.20	24.28	13,545	-	-	-
001	S	10.3%	9.82	5.83	2.77	1.22	0.99	317,045	133.63	90.48	8.14	13.93	22,765	9	-	-
071	N	18.3%	5.98	3.22	1.52	1.24	1.06	310,788	97.35	62.85	7.94	16.78	18,522	9	-	-
071	N	20.1%	5.14	2.74	1.29	1.10	1.01	310,742	96.58	62.67	7.41	19.14	16,236	8	-	-
059	C	19.0%	6.36	3.08	1.45	1.84	1.06	280,018	99.66	63.35	8.19	17.86	15,677	12	-	-
057X	C	27.7%	3.68	1.87	0.89	0.93	1.05	279,832	119.12	79.72	10.84	31.32	8,936	1	-	3
025	N	23.8%	4.36	2.34	1.10	0.91	1.08	234,405	97.69	62.91	7.75	21.60	10,851	5	-	-
056	N	17.5%	5.51	3.05	1.45	1.01	0.95	212,305	126.82	85.03	11.57	23.27	9,124	5	-	-
033	N	23.3%	4.15	2.82	1.33	1.23	0.97	209,804	96.29	62.57	7.71	24.06	8,720	6	-	-
026	N	20.5%	5.57	2.79	1.31	1.47	1.06	204,015	97.21	62.71	8.97	18.84	10,830	7	-	-
091	S	20.0%	6.12	3.30	1.55	1.27	1.21	202,918	98.51	63.18	6.82	16.25	12,485	6	-	-
089	S	22.2%	4.50	2.60	1.22	0.68	1.09	189,293	97.13	62.77	7.68	19.76	9,579	3	-	-
079	C	13.4%	7.22	3.98	1.87	1.37	0.91	187,037	96.84	62.68	8.18	14.34	13,045	6	-	-
070	C	25.2%	6.40	2.16	1.02	3.22	1.07	186,312	104.12	64.71	8.49	24.51	7,600	14	-	-
072	C	16.2%	6.49	3.59	1.71	1.19	1.03	179,565	127.27	85.05	10.27	20.12	8,926	5	-	-
090	S	19.5%	6.06	3.19	1.50	1.37	1.14	156,978	102.11	64.03	6.89	17.51	8,966	5	-	-
129	N	18.5%	5.74	3.44	1.58	0.72	1.14	118,389	97.24	62.79	7.96	15.79	7,496	2	-	-
143	N	18.1%	5.87	3.43	1.58	0.86	1.10	99,668	95.68	62.41	8.36	15.65	6,368	2	-	-
167	C	14.2%	8.42	4.45	2.04	1.93	1.07	88,919	96.51	62.63	7.68	12.77	6,965	4	-	-
150	C	15.0%	8.32	4.44	1.91	1.97	1.12	87,078	131.33	87.80	12.97	17.57	4,955	4	-	-
086	C	14.9%	7.46	3.97	1.87	1.63	1.02	79,007	96.40	62.71	7.48	14.06	5,620	3	-	-
024	N	18.9%	5.89	3.22	1.51	1.15	1.10	74,251	96.11	62.52	7.79	16.46	4,511	2	-	-
153	N	13.7%	8.06	4.73	2.17	1.16	1.09	73,934	95.30	62.36	7.46	11.93	6,199	2	-	-
085	S	12.1%	10.22	5.72	2.69	1.81	1.16	70,994	97.65	62.83	7.26	10.21	6,955	3	-	-
178	C	12.7%	8.79	4.72	2.17	1.89	1.01	67,935	97.91	62.93	7.70	12.39	5,482	3	-	-
082	S	17.5%	7.63	3.74	1.76	2.12	1.17	60,562	104.41	64.44	7.03	15.64	3,872	3	-	-
076	C	12.6%	8.92	4.89	2.32	1.70	1.04	50,337	126.23	84.56	11.00	15.29	3,292	2	-	-
087	S	14.4%	8.11	4.31	2.03	1.77	1.07	48,423	98.55	63.25	6.31	13.30	3,640	2	-	-
177	S	14.6%	8.60	4.68	2.15	1.77	1.16	48,384	96.87	62.71	7.51	12.12	3,993	2	-	-
021	N	10.1%	11.79	6.42	3.02	2.34	1.06	36,587	105.45	64.79	7.73	10.04	3,646	2	-	-

(1) Total bus count (531) is based on PM weekday equipment requirements.

(2) Bus count for route 57X is estimate based on total route 57 equipment requirement.

(3) Routes 20,175,187,188,191,193,464,757,758 removed due to elimination of the routes during October service change. This accounts for roughly 112K boardings and 15K RVH in FY 2017.

(4) C under Zone is Central County, N is North County and S is South County.



OCTA Operating Statistics By Route for Express Service (Sort by Boardings)

Fiscal Year 2016-17 Through Q2

Route	Zone	Farebox	Subsidy per Boarding	Direct Subsidy	Indirect Subsidy	"Capital Subsidy" Per Boarding	Revenue per Boarding	Boardings	CostVSH	Direct CostVSH	CostVSM	BoardVSH	VSH	40 FT	32 FT	60 FT
213	N	8.6%	\$ 19.55	\$ 6.24	\$ 4.56	\$ 8.75	\$ 1.01	19,588	\$ 130.58	\$ 74.83	7.43	11.06	1,772	4	-	-
794	C	17.4%	35.76	12.28	8.99	14.50	4.48	17,740	173.19	109.71	6.39	6.73	2,637	6	-	-
721	N	6.1%	32.65	17.08	7.46	8.11	1.59	15,846	197.23	135.02	6.94	7.55	2,100	3	-	-
211	C	5.5%	31.79	10.24	7.49	14.05	1.04	15,250	120.79	73.90	6.68	6.43	2,370	5	-	-
701	C	8.1%	35.18	16.68	7.29	11.22	2.11	11,457	224.75	153.40	9.54	8.62	1,329	3	-	-
206	C	6.6%	26.76	8.64	6.33	11.79	1.05	10,906	150.28	85.23	7.55	9.38	1,163	3	-	-
212	S	5.4%	28.58	10.23	7.49	10.86	1.02	5,263	144.26	82.88	7.38	7.70	684	-	2	-
216	S	5.3%	30.91	10.90	7.98	12.04	1.05	2,373	158.43	94.07	7.03	7.95	298	-	1	-

(1) Total bus count (531) is based on PM weekday equipment requirements.

(2) Bus count for route 57X is estimate based on total route 57 equipment requirement.

(3) Routes 20, 175, 187, 188, 191, 193, 464, 757, 758 removed due to elimination of the routes during October service change. This accounts for roughly 112K boardings and 15K RVH in FY 2017.

(4) C under Zone is Central County, N is North County and S is South County.



OCTA Operating Statistics By Route for Stationlink Service (Sort by Boardings)

Fiscal Year 2016-17 Through Q2

Route	Zone	Farebox	Subsidy per Boarding	Direct Subsidy	Indirect Subsidy	"Capital Subsidy" Per Boarding	Revenue per Boarding	Boardings	CostVSH	Direct CostVSH	CostVSM	BoardVSH	VSH	40 FT	32 FT	60 FT
454	N	13.8%	\$ 10.92	\$ 3.13	\$ 2.42	\$ 5.37	\$ 0.88	23,939	\$ 141.43	\$ 76.58	18.68	21.99	1,088	3	-	-
462	C	17.6%	8.56	2.52	1.95	4.09	0.96	20,947	119.39	71.37	18.13	22.03	951	2	-	-
473	C	13.7%	11.97	3.22	2.49	6.26	0.91	20,542	133.75	74.71	12.49	20.21	1,016	3	-	-
453	N	15.8%	9.54	2.80	2.17	4.57	0.93	18,755	137.59	75.88	20.62	23.29	805	2	-	-
472	C	12.8%	14.52	3.64	2.82	8.05	0.95	15,972	127.65	73.66	10.32	17.22	928	3	-	-
463	C	5.5%	35.53	9.20	7.12	19.21	0.96	11,156	135.12	76.03	13.21	7.82	1,426	5	-	-
480	C	8.4%	17.71	5.42	4.20	8.08	0.88	10,602	132.37	74.81	11.37	12.60	841	2	-	-
490	S	3.9%	37.58	13.33	10.32	13.92	0.95	4,104	136.62	75.63	12.62	5.55	739	-	2	-
430	N	2.5%	56.94	21.06	16.30	19.58	0.95	2,919	133.54	74.69	15.21	3.48	838	-	2	-
411	N	4.8%	30.04	10.62	8.22	11.20	0.96	2,552	117.58	71.00	13.04	5.94	430	-	1	-

(1) Total bus count (531) is based on PM weekday equipment requirements.

(2) Bus count for route 57X is estimate based on total route 57 equipment requirement.

(3) Routes 20, 175, 187, 188, 191, 193, 464, 757, 758 removed due to elimination of the routes during October service change. This accounts for roughly 112K boardings and 15K RVH in FY 2017.

(4) C under Zone is Central County, N is North County and S is South County.

Special Services: The Little Saigon Shuttle

In addition to the regular services, OCTA has provided special services to accommodate the need of the community. In the second quarter, OCTA has partnered with the City of Westminster to offer new Project V shuttle service.

The Little Saigon Shuttle in Westminster was implemented on October 31, 2016. The service consists of approximately sixteen daily revenue vehicle hours, which connect passengers to more than four hundred restaurants and three thousand five hundred businesses. In an effort to promote the Little Saigon Shuttle, OCTA launched a Little Saigon Event on October 29 to introduce the new service to the community.



Special Services: The MV Shuttle

On October 10, 2016, the City of Mission Viejo, partnering with OCTA, and its Project V Community-Based Transit grant program, began transporting passengers as part of a citywide program to meet the needs of the community. The City of Mission Viejo was one of a handful of Orange County cities to offer this kind of transit shuttle for residents.

The MV Shuttle provides transportation from the Norman P. Murray Community and Senior Center to the Laguna Niguel/Mission Viejo train station using La Paz and Felipe roads, Marguerite Parkway, Medical Center Road and Crown Valley Parkway. The route also includes service to Mission Hospital, The Shops at Mission Viejo, Saddleback College and Capistrano Valley High School (at start and dismissal times).

The service includes two shuttles running between the Norman P. Murray Community and Senior Center and Metrolink station around every 45 minutes. Service will run Monday through Friday from 6 a.m. to 6:30 p.m. and will be free for the first 90 days to encourage folks to ride.



Special Services: The Tamale Festival Shuttle

The La Habra shuttle, funded through Project V, offered free service to La Habra's Tamale Festival on November 27, 2016. Free admission was offered to all the attendees. The festival featured: tamale vendors, food vendors, two stages of entertainment, DJ/Emcee Jimmy Reyes, kids area, pictures with Santa, tamale making demonstrations hosted by Northgate Market, a tree lighting ceremony, dance performances, contests, and more! There were musical performances by: Power House, Samantha Elizondo, Soto Band, and the Grammy Winning Mariachi Divas.

Route Reference Table

Route	Route Description	Main Street	Route Category
1	Long Beach - San Clemente	via Pacific Coast Hwy	LOCAL
20*	La Habra - Brea	via Imperial Hwy	LOCAL
21	Buena Park - Huntington Beach	via Valley View St/ Bolsa Chica Rd	LOCAL
24	Buena Park - Mall of Orange	via Malvern Ave/ Chapman Ave/ Tustin Ave	LOCAL
25	Fullerton - Huntington Beach	via Knott Ave/ Goldenwest St	LOCAL
26	Buena Park - Yorba Linda	via Commonwealth Ave/ Yorba Linda Blvd	LOCAL
29	La Habra - Huntington Beach	via Beach Blvd	LOCAL
30	Cerritos - Anaheim	via Orangethorpe Ave	LOCAL
33	Fullerton - Huntington Beach	via Magnolia St	LOCAL
35	Fullerton - Huntington Beach	via Brookhurst St	LOCAL
37	La Habra - Fountain Valley	via Euclid St	LOCAL
38	Lakewood - Anaheim Hills	via Del Amo Blvd/ La Palma Ave	LOCAL
42	Orange - Seal Beach	via Seal Beach Blvd/ Los Alamitos Blvd/ Lincoln Ave	LOCAL
43	Fullerton - Costa Mesa	via Harbor Blvd	LOCAL
46	Long Beach - Orange	via Ball Road/ Taft Ave	LOCAL
47	Fullerton - Newport Beach	via Anaheim Blvd/ Fairview St	LOCAL
50	Long Beach - Orange	via Katella Ave	LOCAL
53	Orange - Irvine	via Main St	LOCAL
54	Garden Grove - Orange	via Chapman Ave	LOCAL
55	Santa Ana - Newport Beach	via Standard Ave/ Bristol St/ Fairview St/ 17th St	LOCAL
56	Garden Grove - Orange	via Garden Grove Blvd	LOCAL
57	Brea - Newport Beach	via State College Blvd/ Bristol St	LOCAL
59	Anaheim - Irvine	via Kraemer Blvd/ Glassell St/ Grand Ave/ Von Karman Ave	LOCAL
60	Long Beach - Tustin	via Westminster Ave/ 17th St	LOCAL
64	Huntington Beach - Tustin	via Bolsa Ave/ 1st St	LOCAL
66	Huntington Beach - Irvine	via McFadden Ave/ Walnut Ave	LOCAL
70	Sunset Beach - Tustin	via Edinger Ave	LOCAL
71	Yorba Linda - Newport Beach	via Tustin Ave/ Red Hill Ave/ Newport Blvd	LOCAL
72	Sunset Beach - Tustin	via Warner Ave	LOCAL
76	Huntington Beach - Newport Beach	via Talbert Ave/ MacArthur Blvd	LOCAL
79	Tustin - Newport Beach	via Irvine Blvd/ Culver Dr/ University Ave	LOCAL
82	Mission Viejo - Rancho Santa Margarita	via Portola Pkwy/ Santa Margarita Pkwy/ Antonio Pkwy/ Crown Valley Pkwy	LOCAL
83	Anaheim - Laguna Hills	via 5 Fwy/ Main St	LOCAL
85	Mission Viejo - Dana Point	via Marguerite Pkwy/ Crown Valley Pkwy	LOCAL
86	Costa Mesa - Mission Viejo	via Alton Pkwy/ Jeronimo Rd	LOCAL
87	Rancho Santa Margarita - Laguna Niguel	via Alicia Pkwy	LOCAL
89	Lake Forest - Laguna Beach	via El Toro Rd/ Laguna Canyon Rd	LOCAL
90	Tustin - Dana Point	via Irvine Center Dr/ Moulton Pkwy/ Golden Lantern St	LOCAL
91	Mission Viejo - Laguna Hills	via Paseo de Valencia/ Camino Capistrano/ Del Obispo St	LOCAL
129	La Habra - Anaheim	via La Habra Blvd/ Brea Blvd/ Birch St/ Kraemer Blvd	COMMUNITY
143	La Habra - Brea	via Whittier Blvd/ Harbor Blvd/ Brea Blvd/ Birch St	COMMUNITY
150	Santa Ana to Costa Mesa	via Fairview St/ Flower St	COMMUNITY
153	Brea - Orange	via Placentia Ave	COMMUNITY
167	Anaheim - Irvine	via Tustin Ave/ Hewes St/ Bryan Ave	COMMUNITY
175*	Irvine	via Yale Ave/ Campus Dr	COMMUNITY
177	Foothill Ranch - Laguna Hills	via Lake Forest Dr/ Muirlands Blvd/ Los Alisos Blvd	COMMUNITY
178	Huntington Beach - Irvine	via Adams Ave/ Birch St/ Campus Dr	COMMUNITY
187*	Laguna Hills - Dana Point	via El Toro Rd/ Aliso Creek Rd/ Niguel Rd	COMMUNITY
188*	Laguna Hills - Irvine	via Moulton Pkwy/ Irvine Center Dr/ Alton Pkwy/ Ridge Route	COMMUNITY
191*	Mission Viejo - San Clemente	via Rancho Viejo Rd/ Camino Capistrano/ El Camino Real	COMMUNITY
193*	Contracted Community	via Camino de los Mares/ Camino Vera Cruz/ Avenida Pico	COMMUNITY
206	Santa Ana Depot - Lake Forest	via 5 Fwy	EXPRESS BUS
211	Irvine - Seal Beach	via 405 Fwy	EXPRESS BUS
212	Irvine - San Juan Capistrano	via 405 Fwy	EXPRESS BUS
213	Brea - Fullerton - Placentia - Irvine	via 55 Fwy	EXPRESS BUS
216	Costa Mesa - San Juan Capistrano	via 405 Fwy	EXPRESS BUS
411	Anaheim Canyon Metrolink Station	via Coronado St/ La Palma Ave	STATIONLINK
430	Anaheim Amtrak Station - Anaheim	via Katella Ave/ Harbor Blvd/ Ball Rd	STATIONLINK
453	Orange Metrolink Station - Orange	via Chapman Ave/ Main St/ La Veta Ave	STATIONLINK
454	Orange Metrolink Station - The Block	via Chapman Ave/ Metropolitan Dr	STATIONLINK
462	Santa Ana Depot - Civic Center	via Santa Ana Blvd/ Civic Center Dr	STATIONLINK
463	Santa Ana Depot to Imperial Promenade	via Grand Ave	STATIONLINK
464*	Santa Ana Depot - Costa Mesa	via 5 Fwy/ 55 Fwy/ Sunflower Ave	STATIONLINK
472	Tustin Metrolink Station to Irvine	via Edinger Ave/ Red Hill Ave/ Campus Dr/ Jamboree Rd	STATIONLINK
473	Tustin Metrolink Station to UCI	via Edinger Ave/ Harvard Ave	STATIONLINK
480	Irvine Metrolink Station - Irvine Spectrum	via Alton Pkwy/ Bake Pkwy/ Lake Forest Dr	STATIONLINK
490	Laguna Niguel Train Station	via Crown Valley Pkwy/ Moulton Pkwy/ Aliso Viejo	STATIONLINK
543	Fullerton - Costa Mesa	via Harbor Blvd	BRAVO
560	Santa Ana to Long Beach	via 17th St/ Westminster Blvd	BRAVO
701	Los Angeles - Huntington Beach Express	via 405 Fwy/ 605 Fwy/ 105 Fwy/ 110 Fwy	EXPRESS BUS
721	Los Angeles - Fullerton Express	via 110 Fwy/ 91 Fwy	EXPRESS BUS
757*	Pomona - Santa Ana Express	via 57 Fwy	EXPRESS BUS
758*	Chino - Irvine Spectrum Express	via 57 Fwy/ 5 Fwy	EXPRESS BUS
794	Riverside / Corona to South Coast Metro Express	via 91 Fwy/ 55 Fwy	EXPRESS BUS