



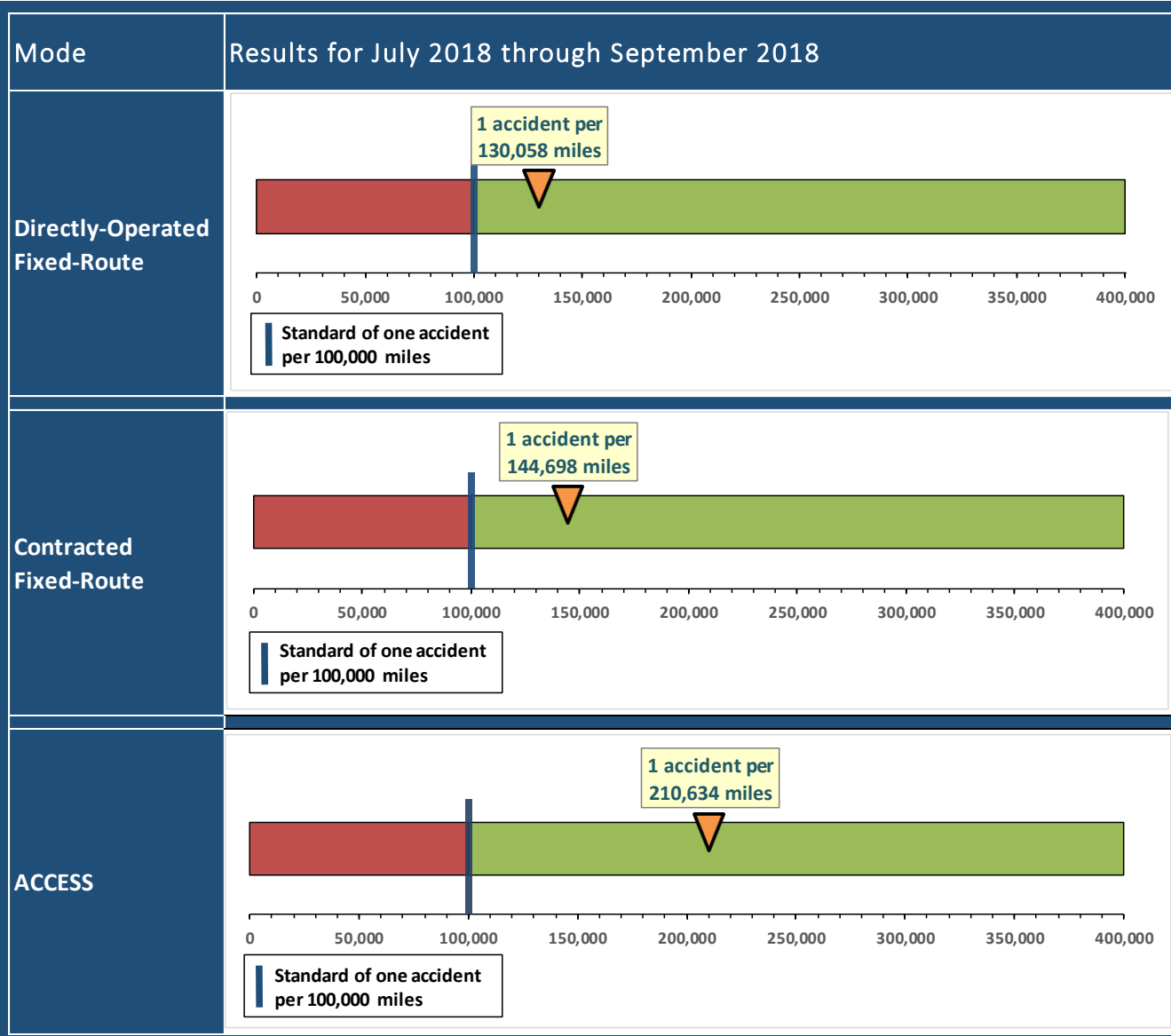
# **BUS OPERATIONS PERFORMANCE MEASUREMENTS REPORT**

**First Quarter  
Fiscal Year 2018-19**

# Performance Measurements

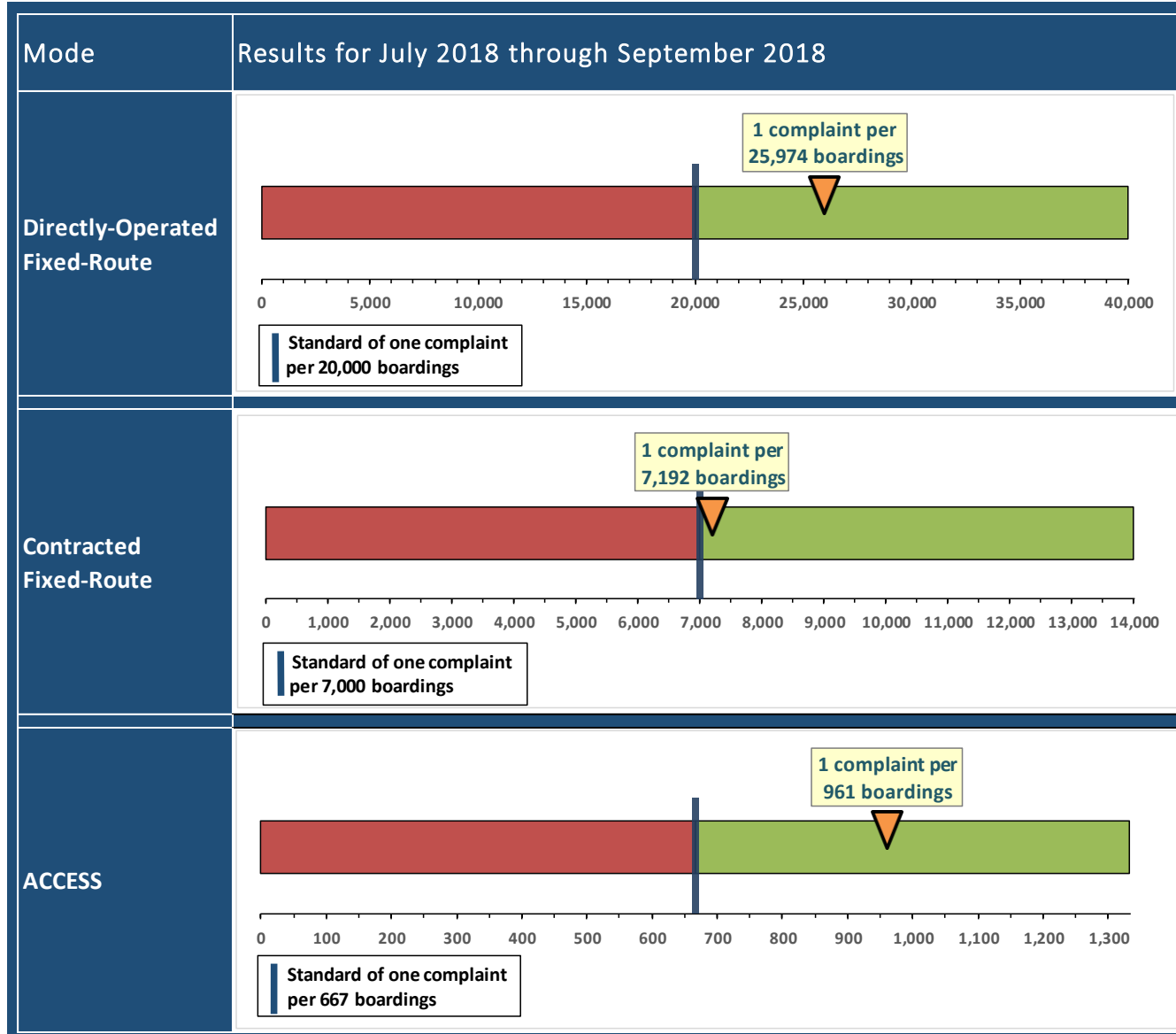
- Safety – Preventable Vehicle Accidents
- Courtesy – Customer Complaints
- Reliability – On-Time Performance (OTP) and Miles Between Road Calls (MBRC)
- Ridership and Productivity
- Farebox Recovery Ratio (FRR)
- Operating Cost per Revenue Vehicle Hour (RVH)
- Performance by Route

# Safety



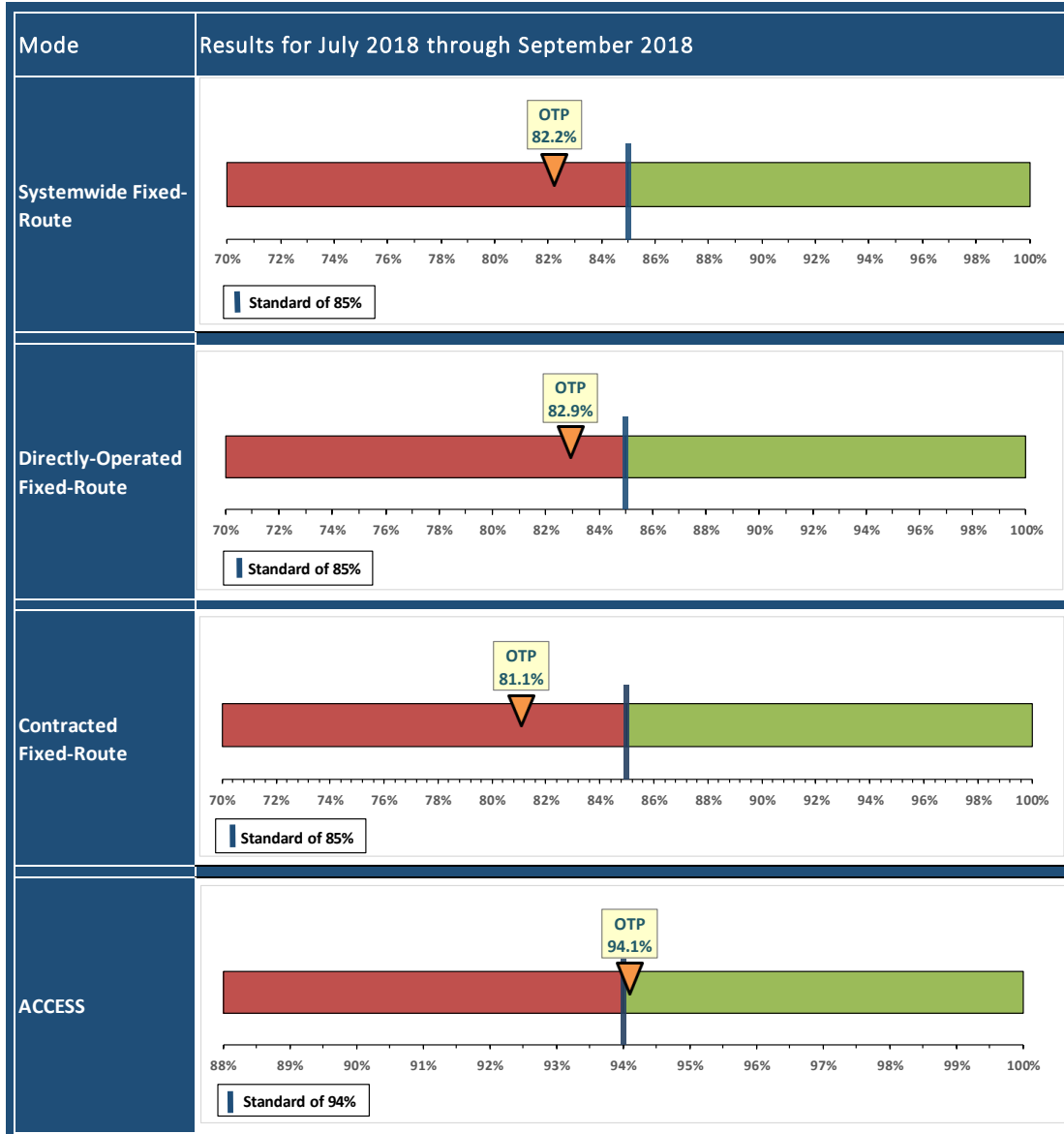
- All three modes of service exceeded the safety standard

# Courtesy



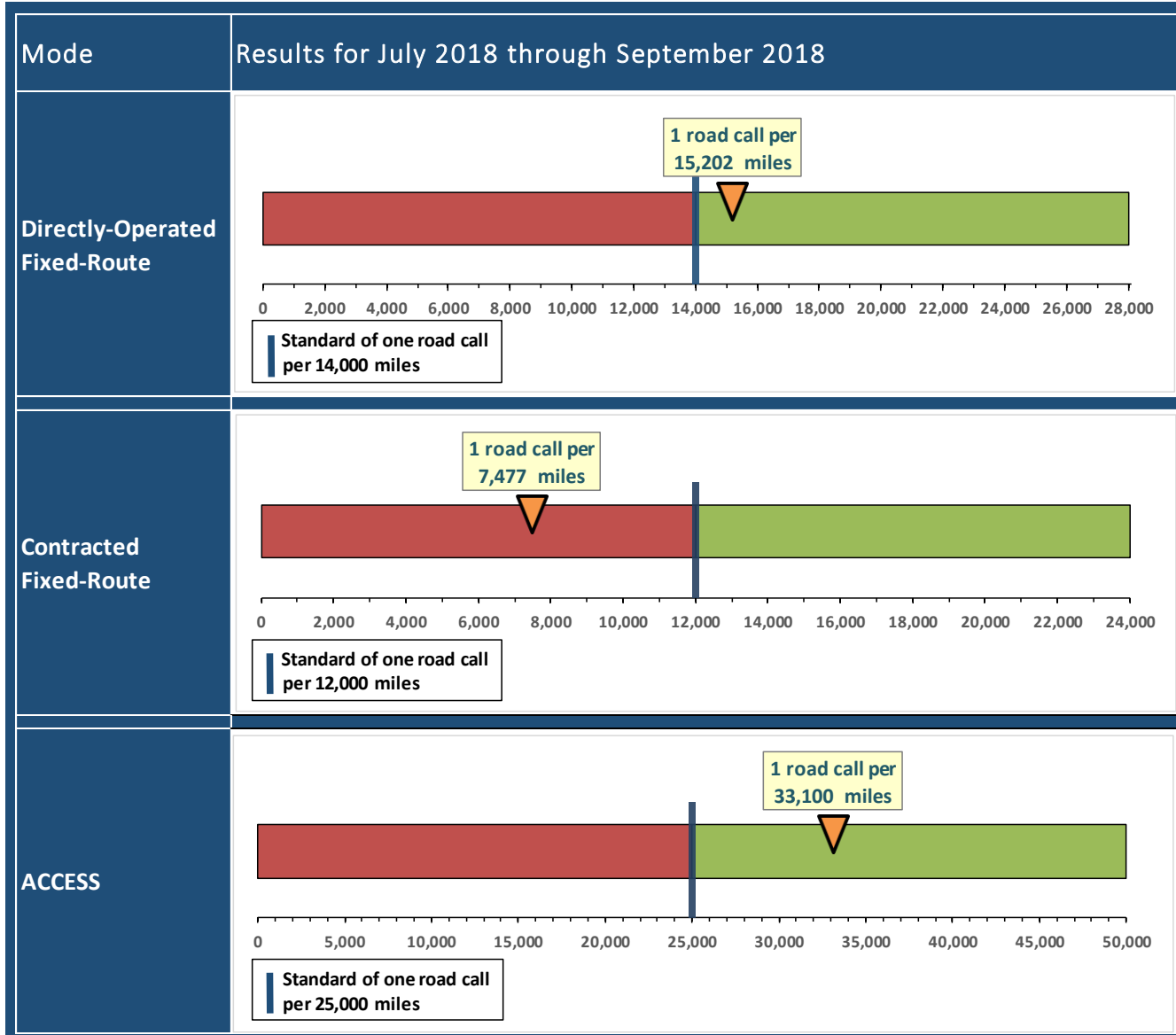
- All three modes of service exceeded the courtesy standard

# Reliability-OTP



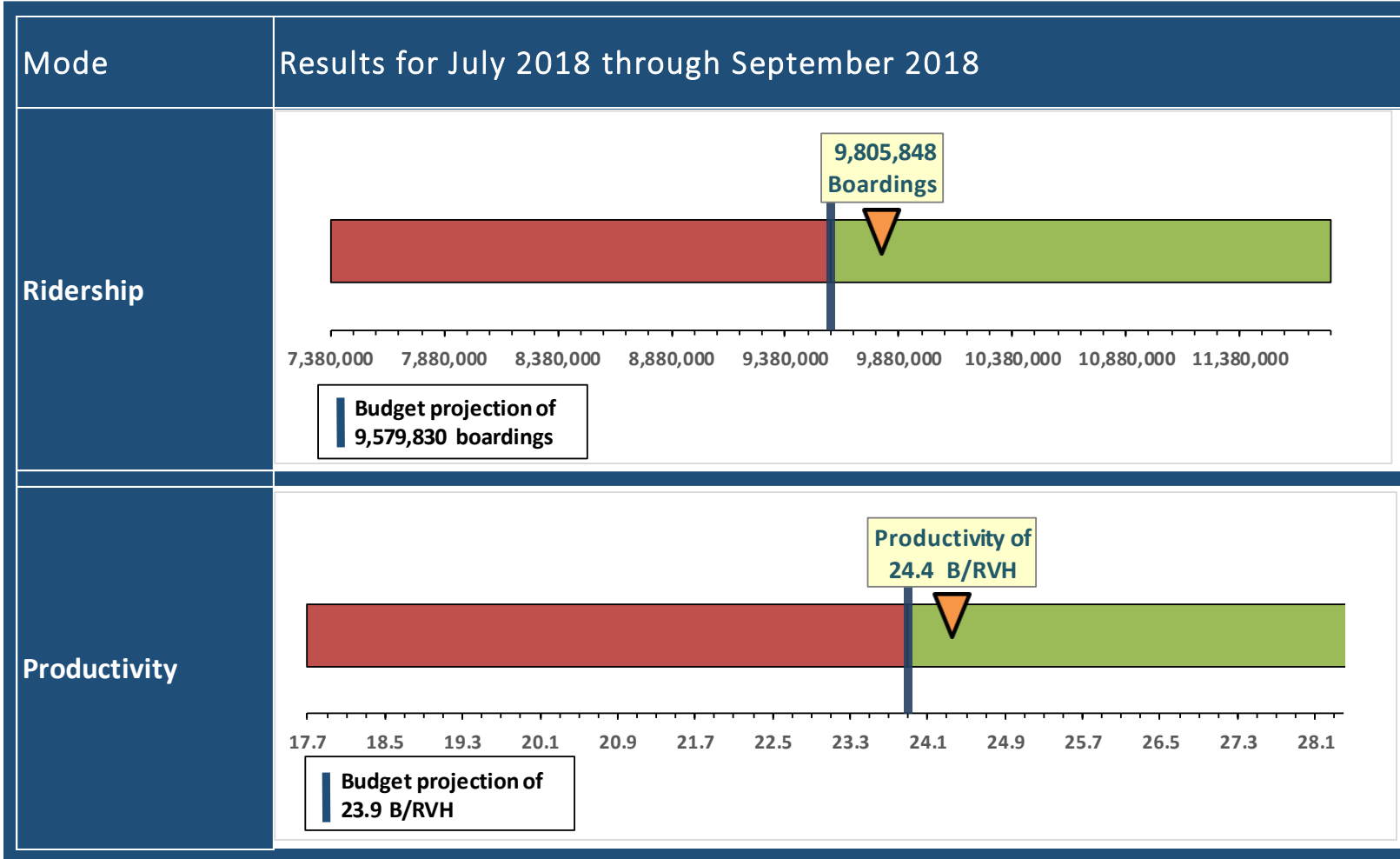
- System wide fixed-route service was 2.8 percent below the standard
- DOFR service was 2.1 percent below the standard
- CFR service was within 3.9 percent of the standard
- ACCESS service was at 94.1 percent

# Reliability-MBRC



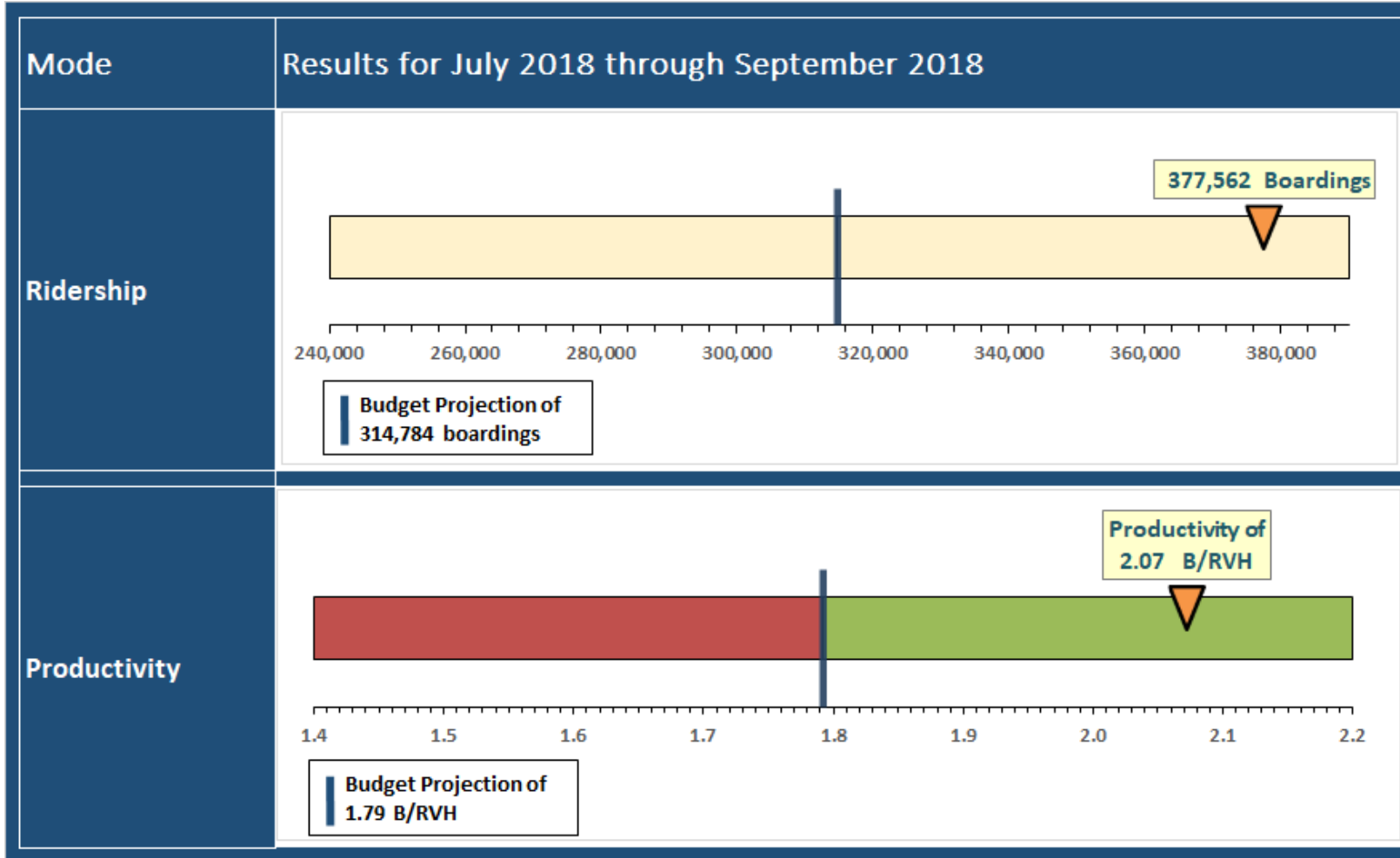
- DOFR and ACCESS services exceeded the MBRC standard
- CFR did not meet the standard
- Continued to focus on vehicle reliability

# Fixed-Route-Ridership and Productivity



- Fixed-route service was above the budget projection for ridership and productivity

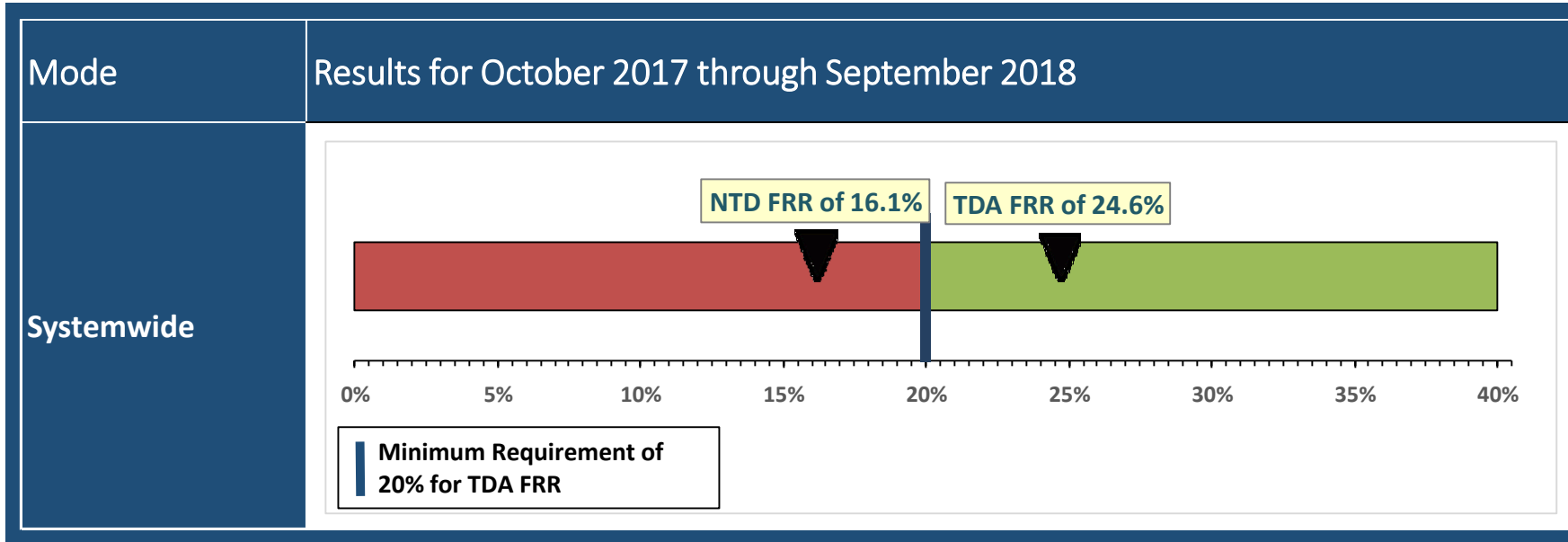
# ACCESS-Ridership and Productivity



- ACCESS service exceeded budget projections for ridership and productivity



# Farebox Recovery Ratio

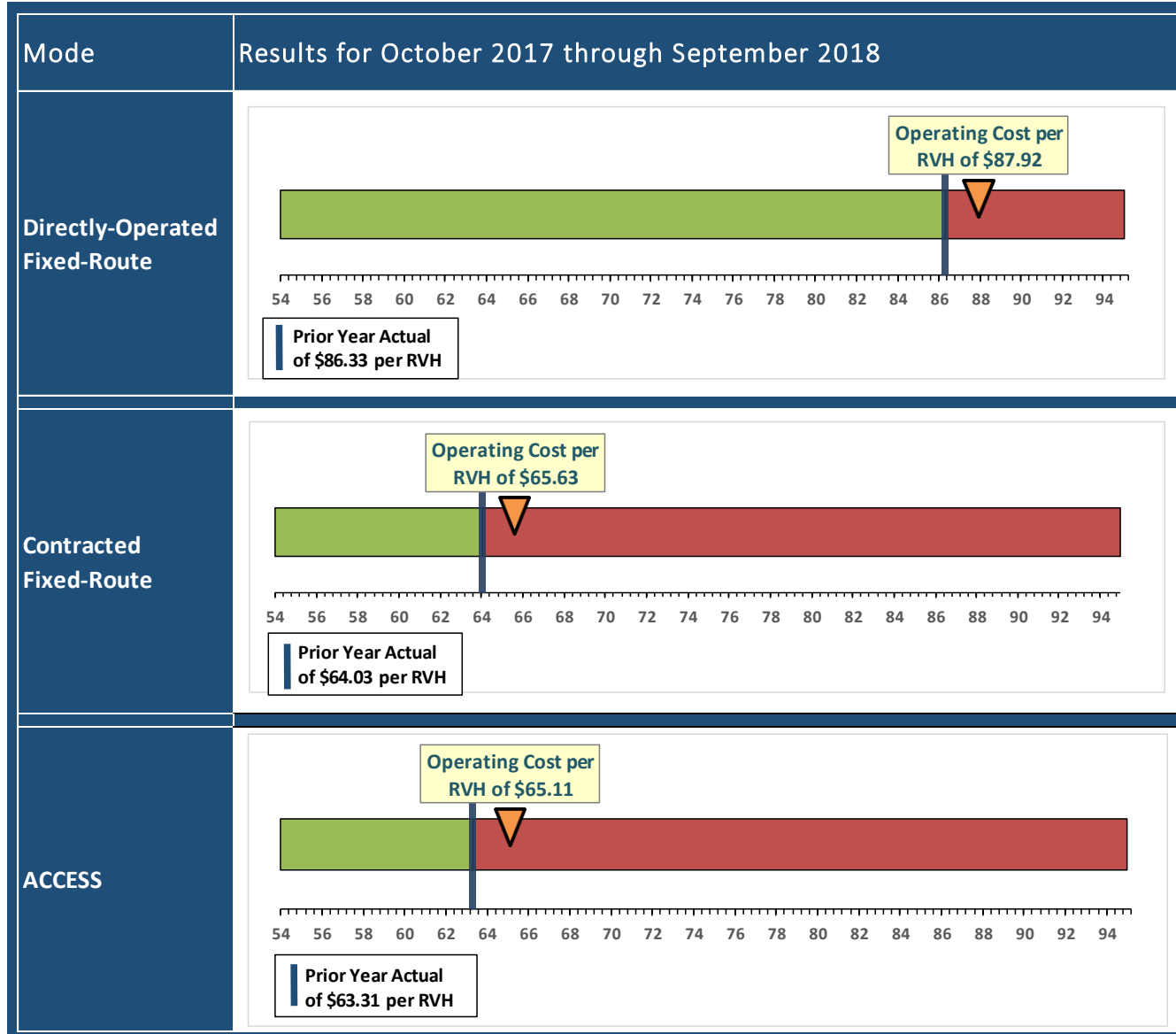


*Note:*

- National Transit Database (NTD) Farebox Recovery Ratio (FRR) consists of only passenger fares
- Transportation Development Act (TDA) FRR includes passenger fares, property tax revenue, advertising revenue and Measure M fare stabilization

- NTD FRR was 3.9 percent under the standard, and
- TDA FRR exceeded the standard by 4.6 percent

# Cost per RVH



- DOFR operating cost increased 1.84 percent from the prior year actuals
- CFR operating cost increased 2.50 percent from the prior year actuals
- ACCESS operating cost increased 2.84 percent from the prior year actuals

# Performance: Local Routes

Route	Farebox	Subsidy per Boarding	Boardings	BoardVSH	VSH	40 FT	32 FT	60 FT
021	8.4%	\$ 11.58	16,927	9.32	1,815	2	-	-
085	9.1%	11.18	17,911	8.90	2,012	2	-	-
087	8.8%	10.48	17,016	9.97	1,706	-	2	-
001	8.2%	10.24	153,627	14.00	10,977	10	-	-
076	9.5%	9.35	22,783	13.98	1,630	2	-	-
082	15.8%	7.01	17,561	16.86	1,042	3	-	-
083	11.9%	6.96	165,189	19.23	8,591	10	-	-
024	14.0%	6.85	30,848	14.18	2,176	3	-	-
086	13.8%	6.78	38,078	14.09	2,702	3	-	-
091	15.1%	6.73	101,408	13.96	7,265	7	-	-
079	13.0%	6.71	99,291	13.95	7,116	6	-	-
090	15.7%	6.43	82,859	15.57	5,323	8	-	-
050	12.5%	6.14	313,023	23.46	13,342	4	-	9
560	13.2%	6.03	190,153	22.71	8,375	13	-	-
056	12.5%	5.86	108,463	21.58	5,025	3	-	-
059	15.7%	5.69	139,771	17.10	8,173	10	-	-
054	14.5%	5.54	302,361	23.28	12,987	17	-	-
026	15.2%	5.39	104,357	17.22	6,059	5	-	-
072	15.4%	5.38	128,144	22.75	5,634	6	-	-
055	16.7%	5.37	335,056	23.14	14,481	15	-	-
089	17.2%	5.17	95,021	17.51	5,427	5	-	-
025	17.3%	5.17	97,911	18.25	5,364	7	-	-

Route	Farebox	Subsidy per Boarding	Boardings	BoardVSH	VSH	40 FT	32 FT	60 FT
037	15.2%	\$ 5.13	277,237	24.64	11,252	12	-	-
071	17.1%	4.97	179,474	18.04	9,949	8	-	-
029	17.5%	4.39	520,354	27.73	18,767	14	-	1
030	18.0%	4.29	166,668	20.75	8,034	7	-	-
543	17.9%	4.27	242,954	29.25	8,305	10	-	-
047	19.4%	4.22	550,922	28.38	19,409	20	-	-
035	18.8%	4.04	211,127	23.39	9,025	12	-	-
070	20.3%	3.95	243,319	23.43	10,385	12	-	-
057	20.0%	3.90	519,977	32.29	16,104	-	-	13
060	18.7%	3.81	496,711	31.37	15,834	14	-	-
053X	20.3%	3.78	163,926	28.51	5,750	5	-	-
033	18.7%	3.78	100,963	23.10	4,370	3	-	-
046	21.9%	3.64	163,983	23.94	6,848	7	-	-
043	21.5%	3.53	549,594	32.42	16,954	16	-	-
038	21.3%	3.50	283,105	25.41	11,141	12	-	-
053	21.0%	3.47	375,155	34.34	10,925	10	-	-
057X	22.8%	3.42	276,562	31.64	8,740	-	-	7
042	22.4%	3.09	385,948	27.74	13,913	12	-	-
066	24.3%	3.02	532,011	36.73	14,486	13	-	-
064X	24.2%	2.75	151,813	36.98	4,106	3	-	-
064	24.4%	2.69	408,089	40.84	9,993	7	-	-

Local routes operate on arterials with frequencies as often as 15 minutes throughout the day operating. Most of these route operate seven days a week, in areas of high transit propensity in the OC Bus service area

# Performance: Community Routes

Route	Farebox	Subsidy per Boarding	Boardings	BoardVSH	VSH	40 FT	32 FT	60 FT
153	10.3%	\$ 9.10	30,649	10.40	2,947	2	-	-
178	11.1%	8.40	24,243	11.52	2,104	2	-	-
177	12.8%	8.00	21,245	11.86	1,791	-	2	-
167	12.6%	7.52	46,616	12.77	3,650	4	-	-
129	16.0%	6.08	50,296	15.71	3,201	4	-	-
143	15.3%	5.77	47,586	15.57	3,056	2	-	-
150	16.9%	5.56	43,905	17.86	2,458	4	-	-

Community routes provide service to connect pockets of transit demand with major destinations and offer local circulation. Routes tend to be less direct than Local routes due to service design focused on serving neighborhoods and destinations off the arterial grid.

# Performance: Express/Stationlink Routes

Route	Farebox	Subsidy per Boarding	Boardings	BoardVSH	VSH	40 FT	32 FT	60 FT
211	2.9%	\$ 40.28	4,384	3.11	1,409	-	4	-
213	2.8%	38.91	3,511	3.99	879	-	4	-
721	5.4%	38.18	5,751	6.09	945	3	-	-
701	9.6%	27.10	6,138	9.76	629	3	-	-
206	5.5%	23.02	3,292	7.63	432	-	3	-
794	29.5%	18.15	8,115	8.20	990	4	-	-

Route	Farebox	Subsidy per Boarding	Boardings	BoardVSH	VSH	40 FT	32 FT	60 FT
463	5.4%	\$ 22.85	5,597	7.43	753	4	-	-
480	10.9%	10.24	6,529	15.35	425	2	-	-
473	12.2%	9.71	8,734	17.37	503	3	-	-
453	10.7%	9.17	7,252	17.85	406	2	-	-
472	14.0%	7.81	9,765	21.04	464	3	-	-
462	16.4%	5.86	9,510	20.40	466	1	-	-

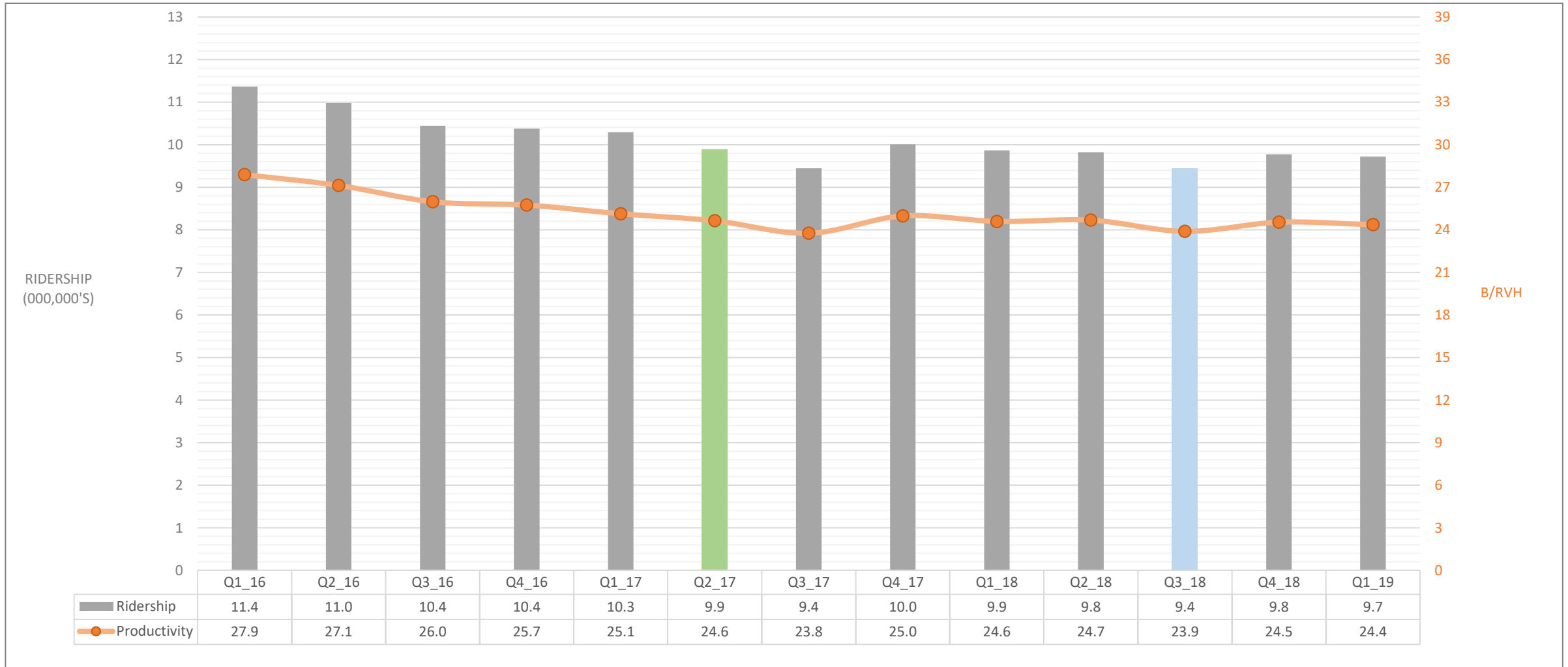
Express bus service operates on weekdays only at peak times and connects riders over long distances to destinations within and outside of Orange County, often using freeways to access destinations.

Stationlink routes are rail feeder services designed to connect Metrolink stations to nearby employment destinations. One or more Stationlink routes serves all Metrolink stations in Orange County except Buena Park, Fullerton, San Juan Capistrano, and San Clemente. They operate during weekday peak hours only, in the peak direction, from the station to destinations in the morning and the reverse in the evening.

**BUS OPERATIONS  
PERFORMANCE AND OC BUS  
360°**

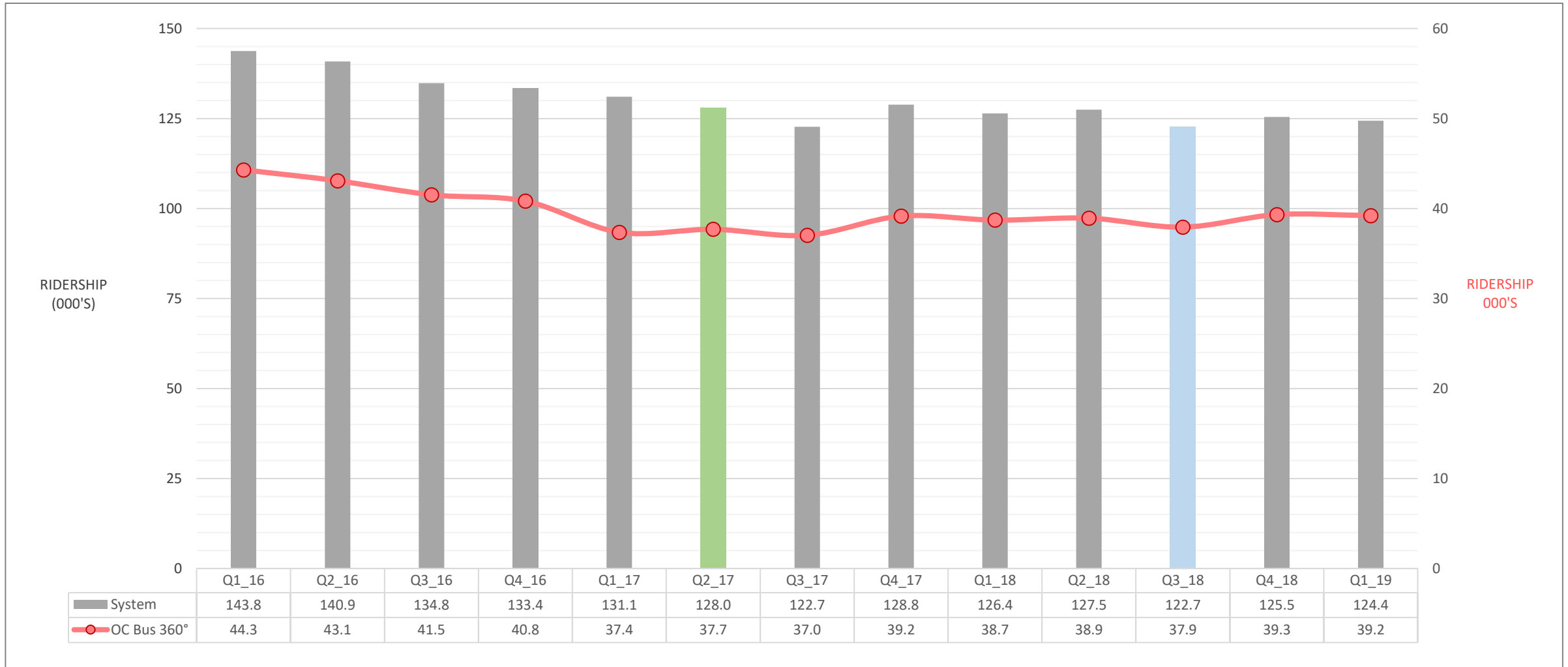
# Performance: System-wide Trends

RIDERSHIP and PRODUCTIVITY: 13-Quarter Trend



# Performance: OC Bus 360° Improvements

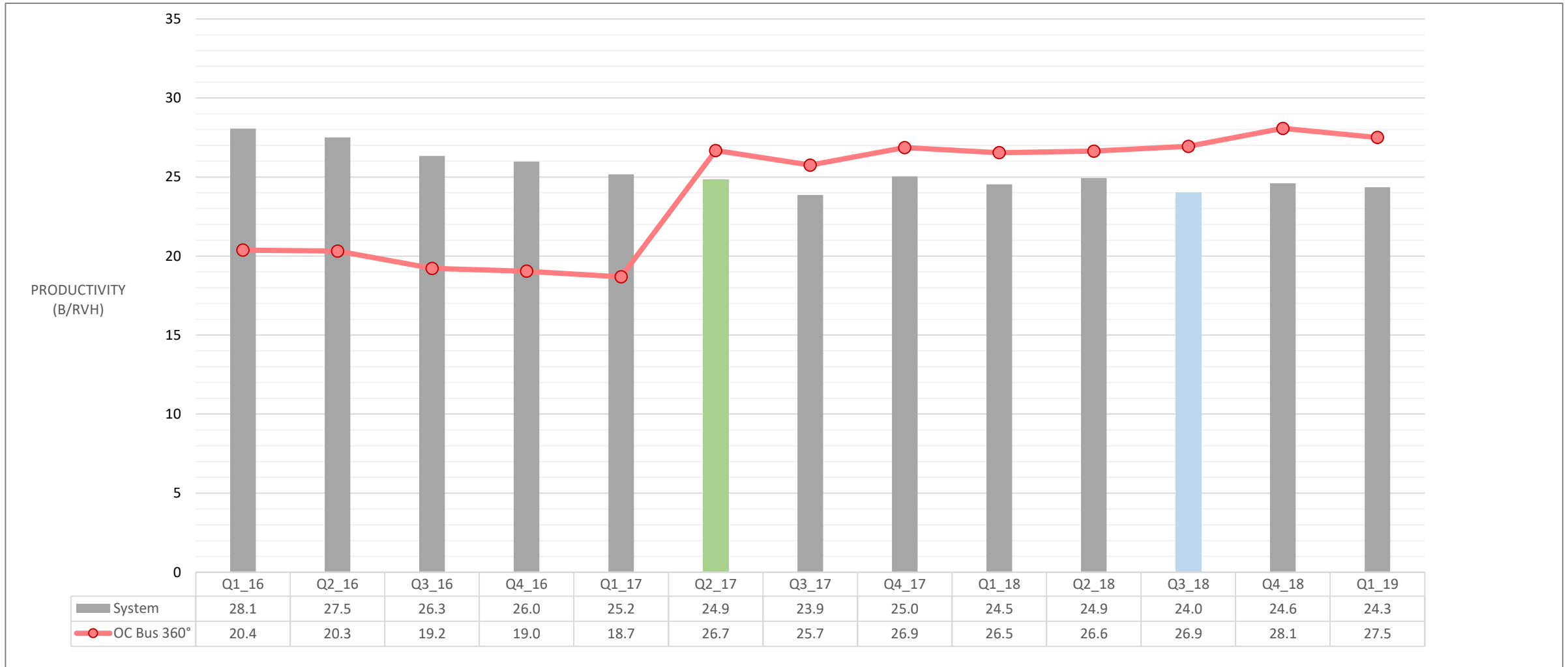
Average Weekday RIDERSHIP – System vs. OC Bus 360° Route Improvements To Date





# Performance: OC Bus 360° Reductions

Average Weekday PRODUCTIVITY – System vs. OC Bus 360° Route Reductions/Eliminations To Date



# Future Reports

March 4, 2019, Transit Committee

- Second Quarter Bus Operations Performance Measurements Report

May 9, 2019, Transit Committee

- June Service Change
- Micro-transit pilot program six-month review, OC Flex

June 13, 2019, Transit Committee

- Third Quarter Bus Operations Performance Measurements Report