

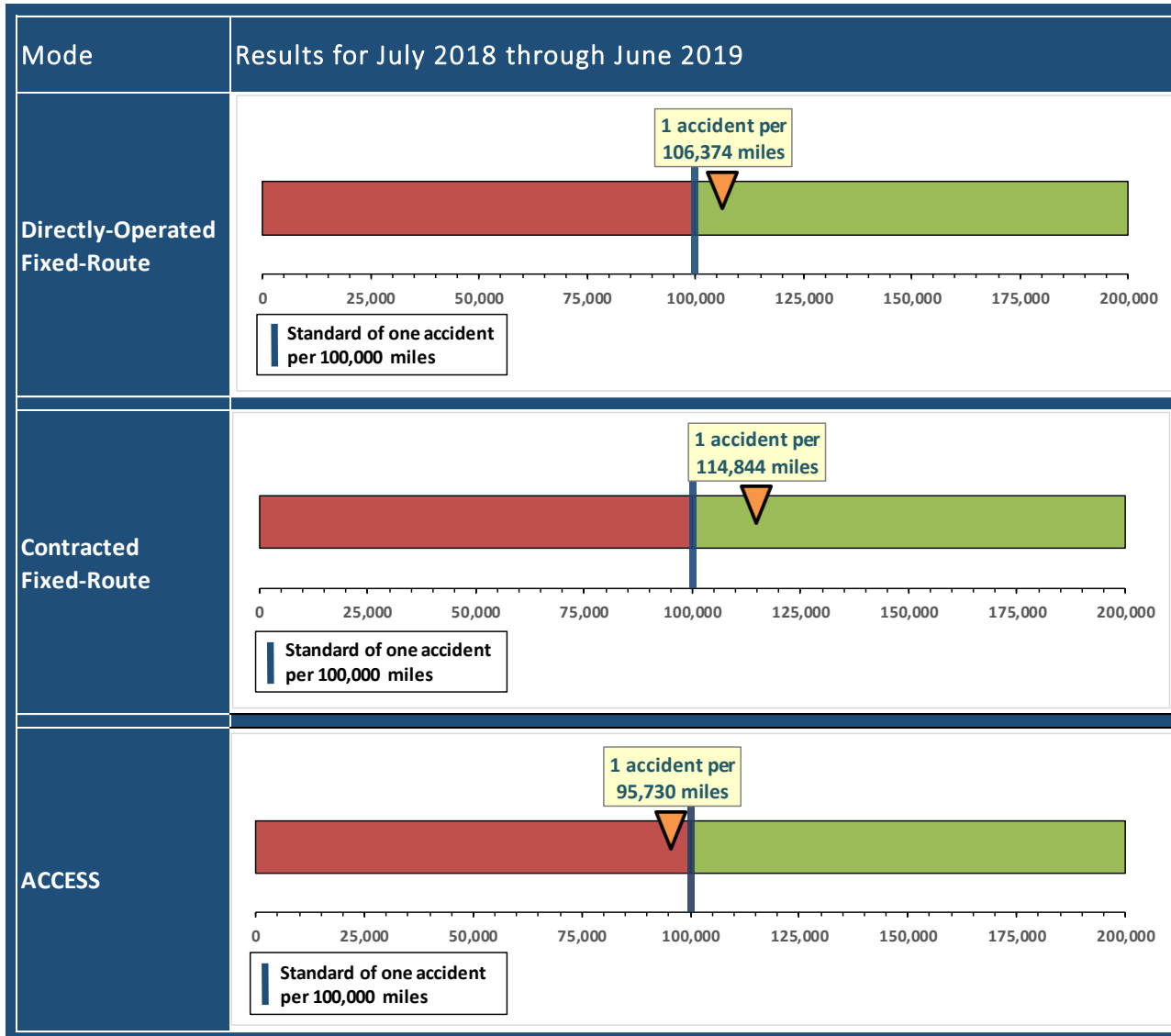
BUS OPERATIONS PERFORMANCE MEASUREMENTS REPORT

**For the Fourth Quarter of
Fiscal Year 2018-19**

Performance Measurements

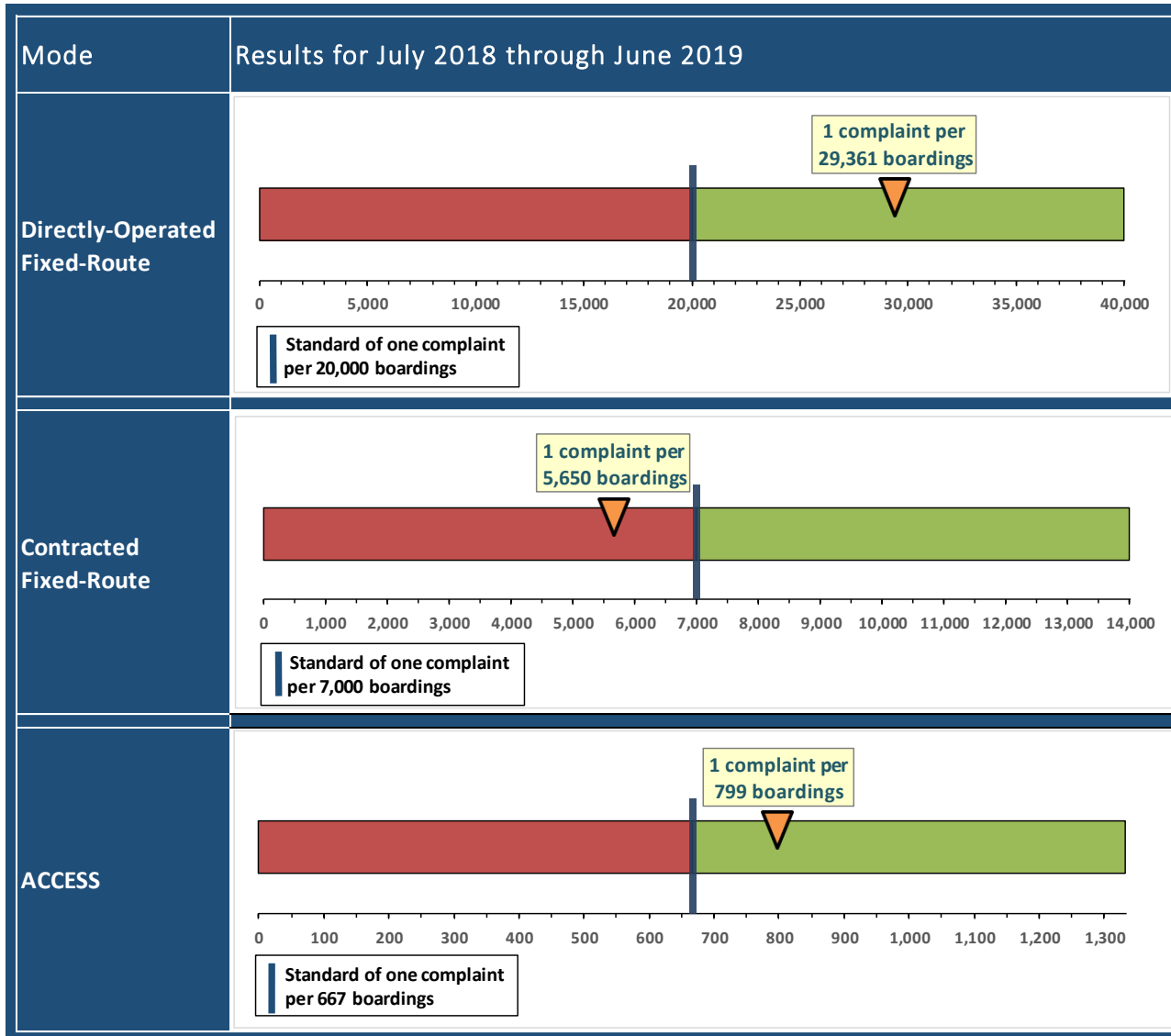
- Safety – Preventable Vehicle Accidents
- Courtesy – Customer Complaints
- Reliability – On-Time Performance (OTP) and Miles Between Road Calls (MBRC)
- Ridership and Productivity
- Farebox Recovery Ratio (FRR)
- Operating Cost per Revenue Vehicle Hour (RVH)
- Performance by Route

Safety



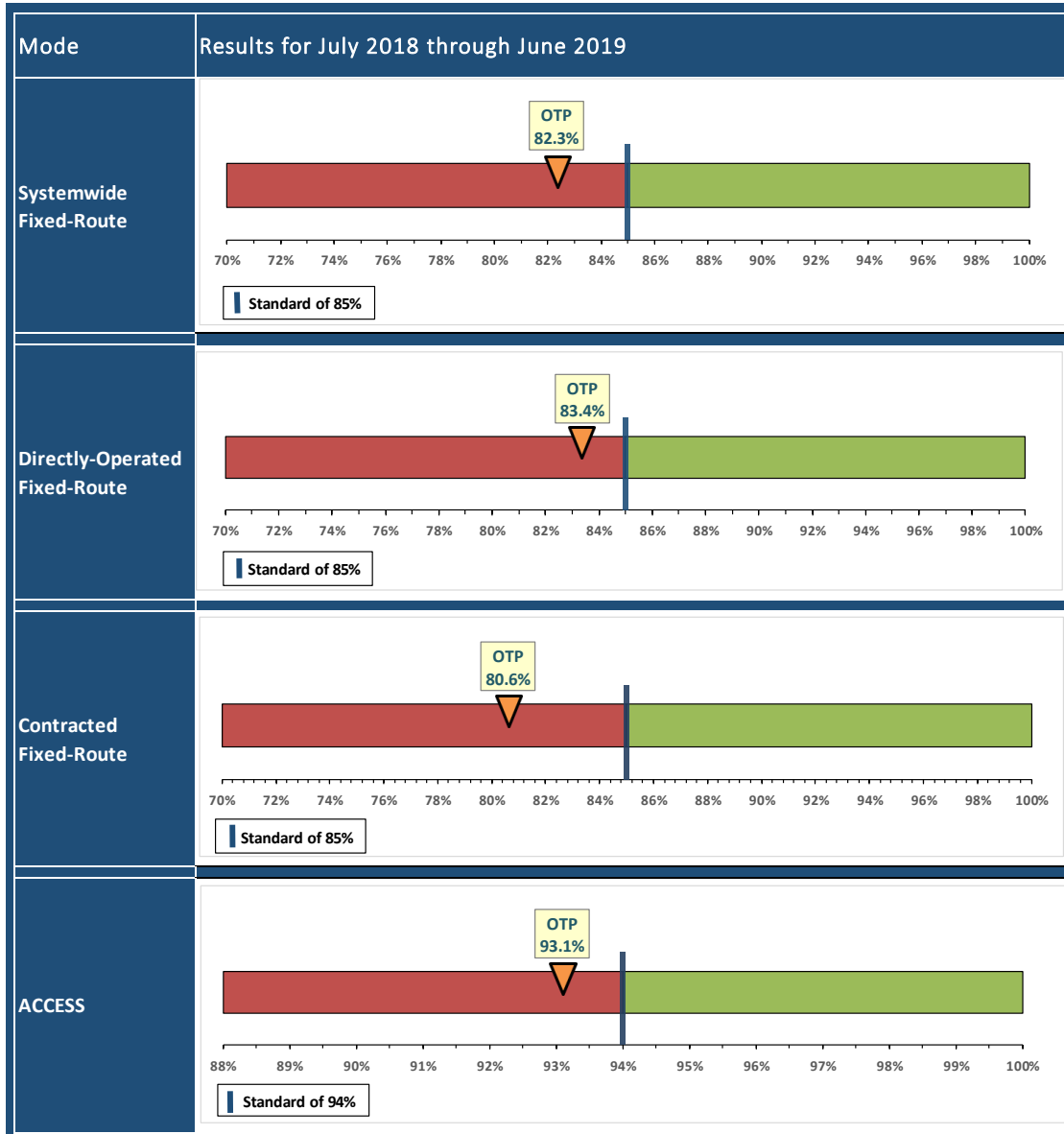
- Directly-operated fixed-route (DOFR) and contracted fixed-route (CFR) exceeded the safety standard
- OC ACCESS fell slightly below the standard

Courtesy



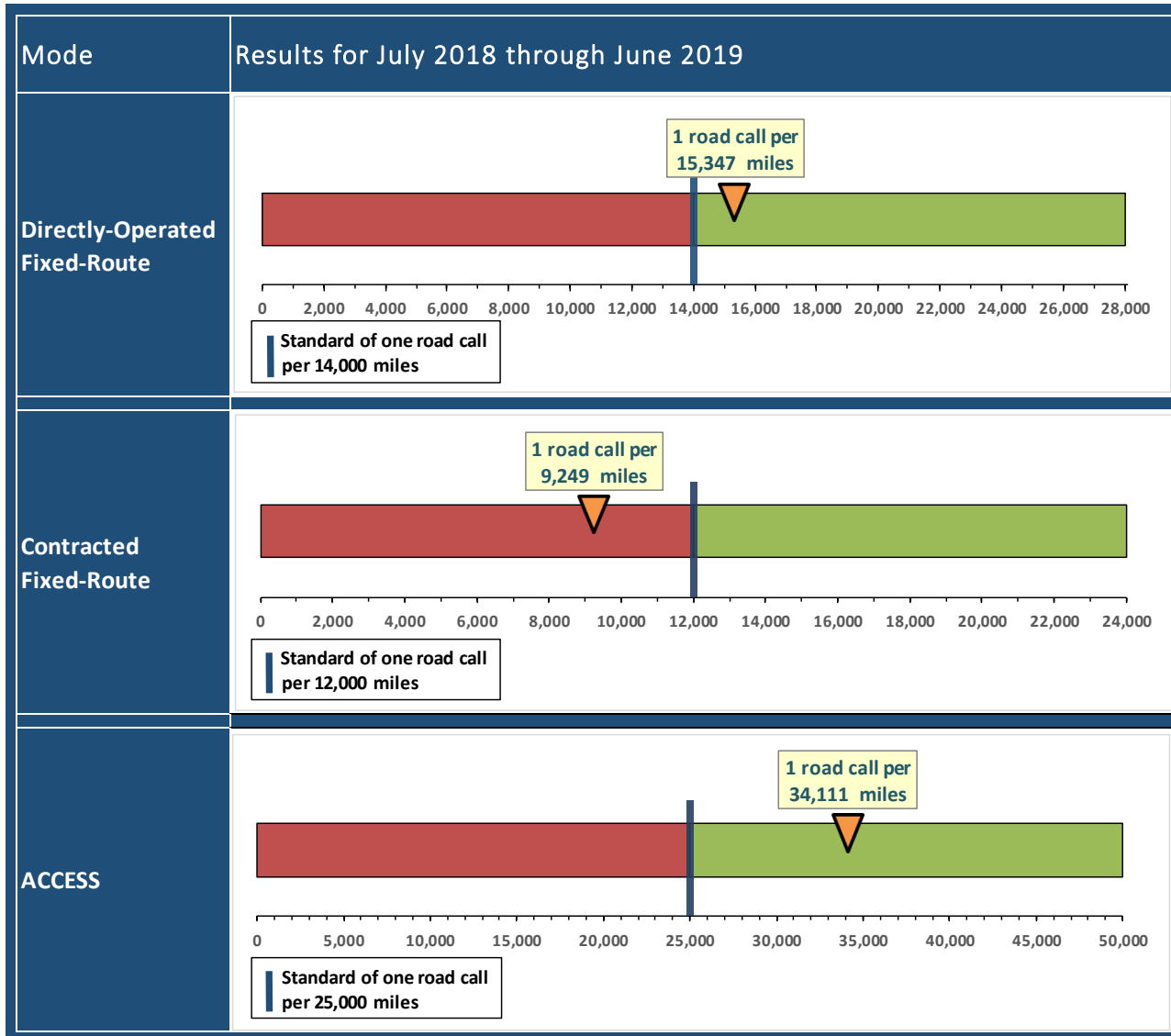
- DOFR and OC ACCESS exceeded the courtesy standard
- CFR was below the standard.

Reliability - OTP



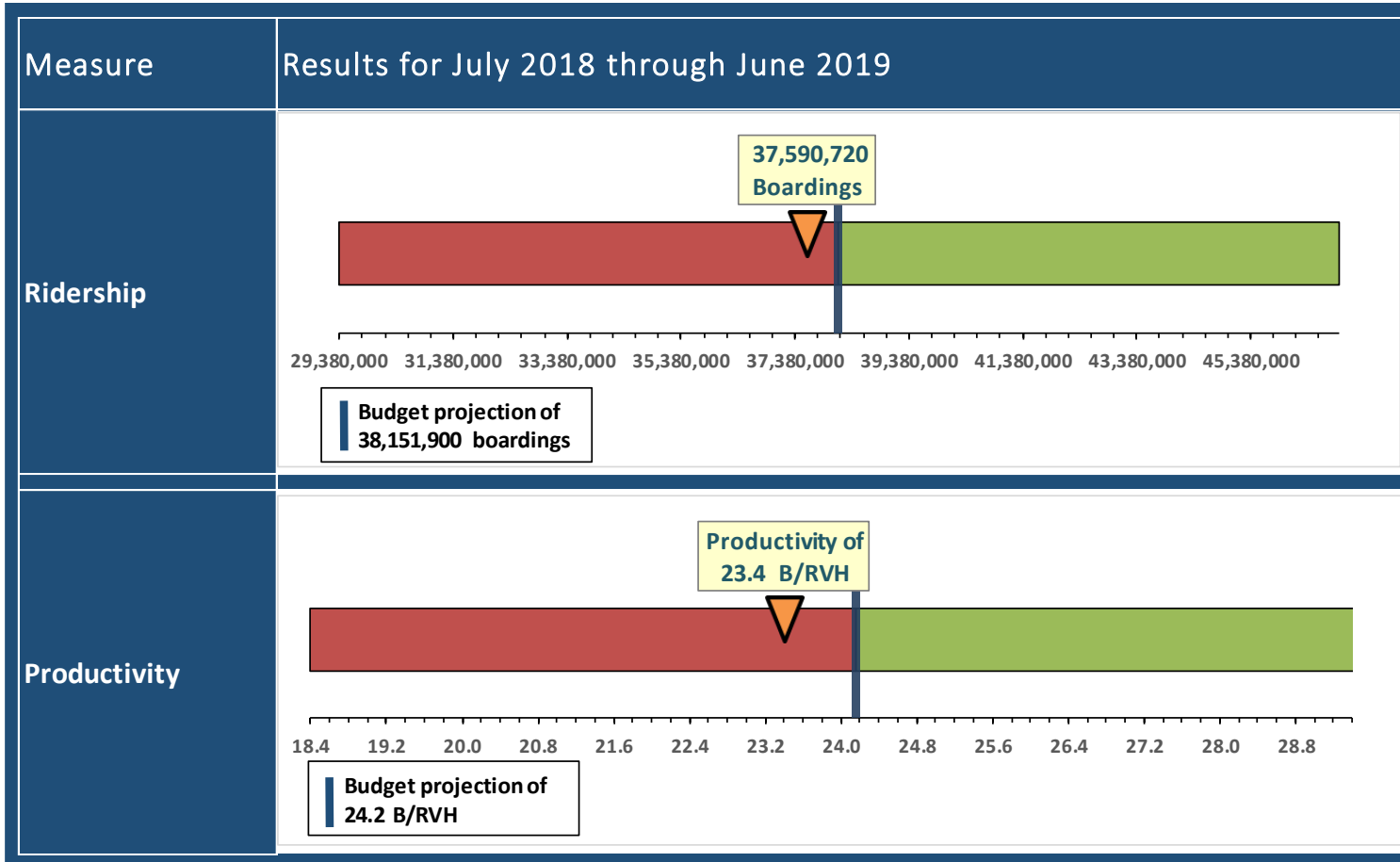
- Systemwide fixed-route service was 2.7 percent below the standard
- DOFR service was 1.6 percent below the standard
- CFR service was within 4.4 percent below the standard
- OC ACCESS service was 0.9 percent below the standard

Reliability - MBRC



- DOFR and OC ACCESS services exceeded the MBRC standard
- CFR did not meet the standard

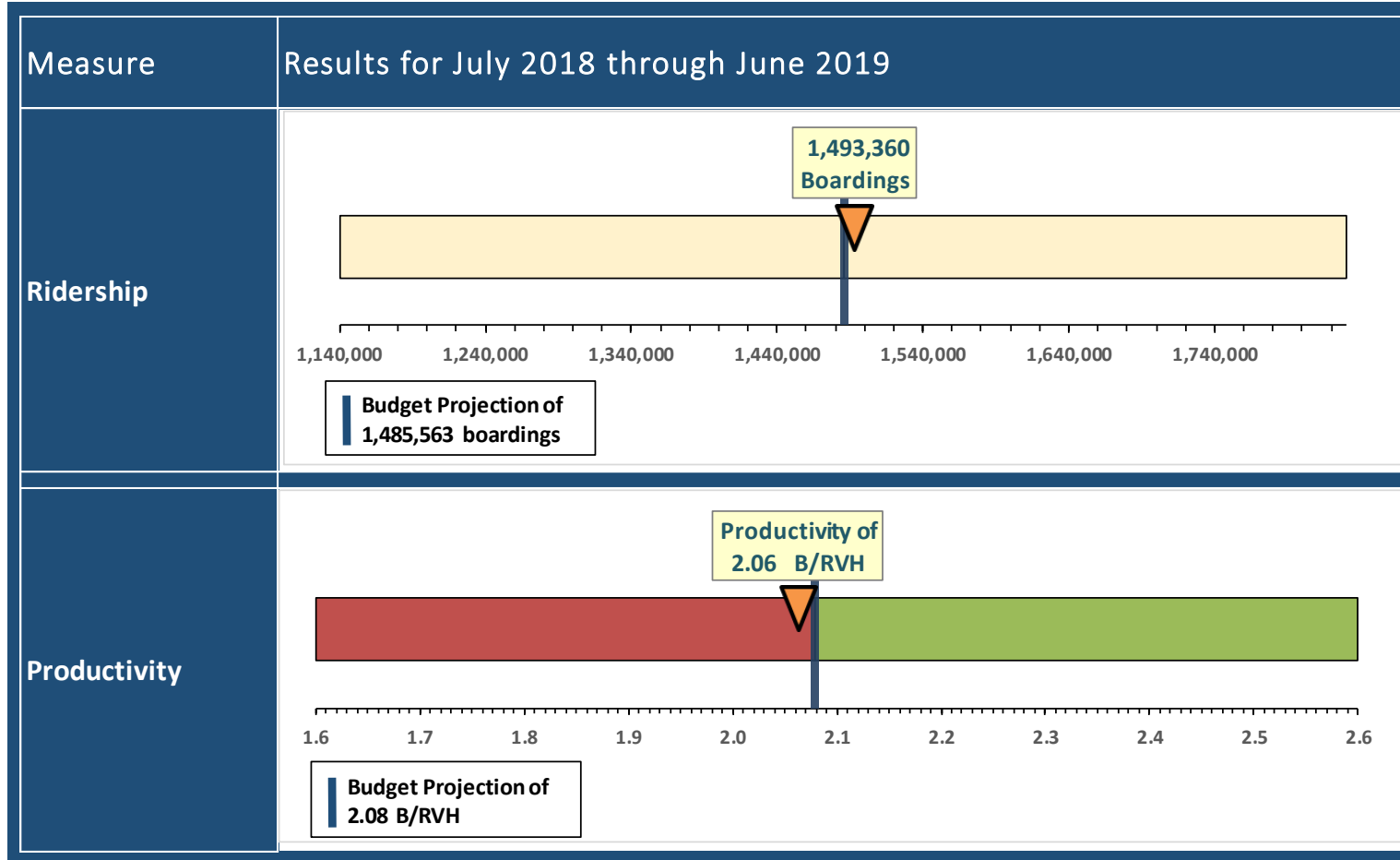
Fixed-Route - Ridership and Productivity



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

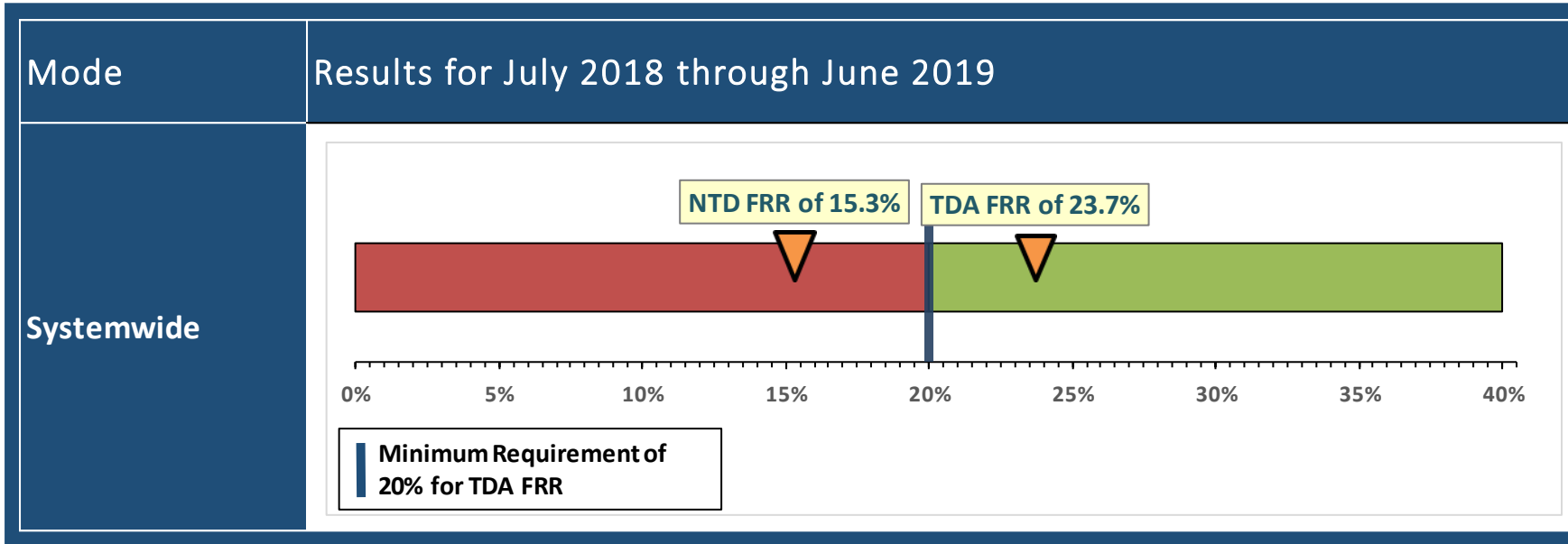
B/RVH - boardings per revenue vehicle hour

OC ACCESS - Ridership and Productivity



- OC ACCESS service exceeded budget projection for ridership.
- Productivity is one percent below the budgeted projections.

Farebox Recovery Ratio

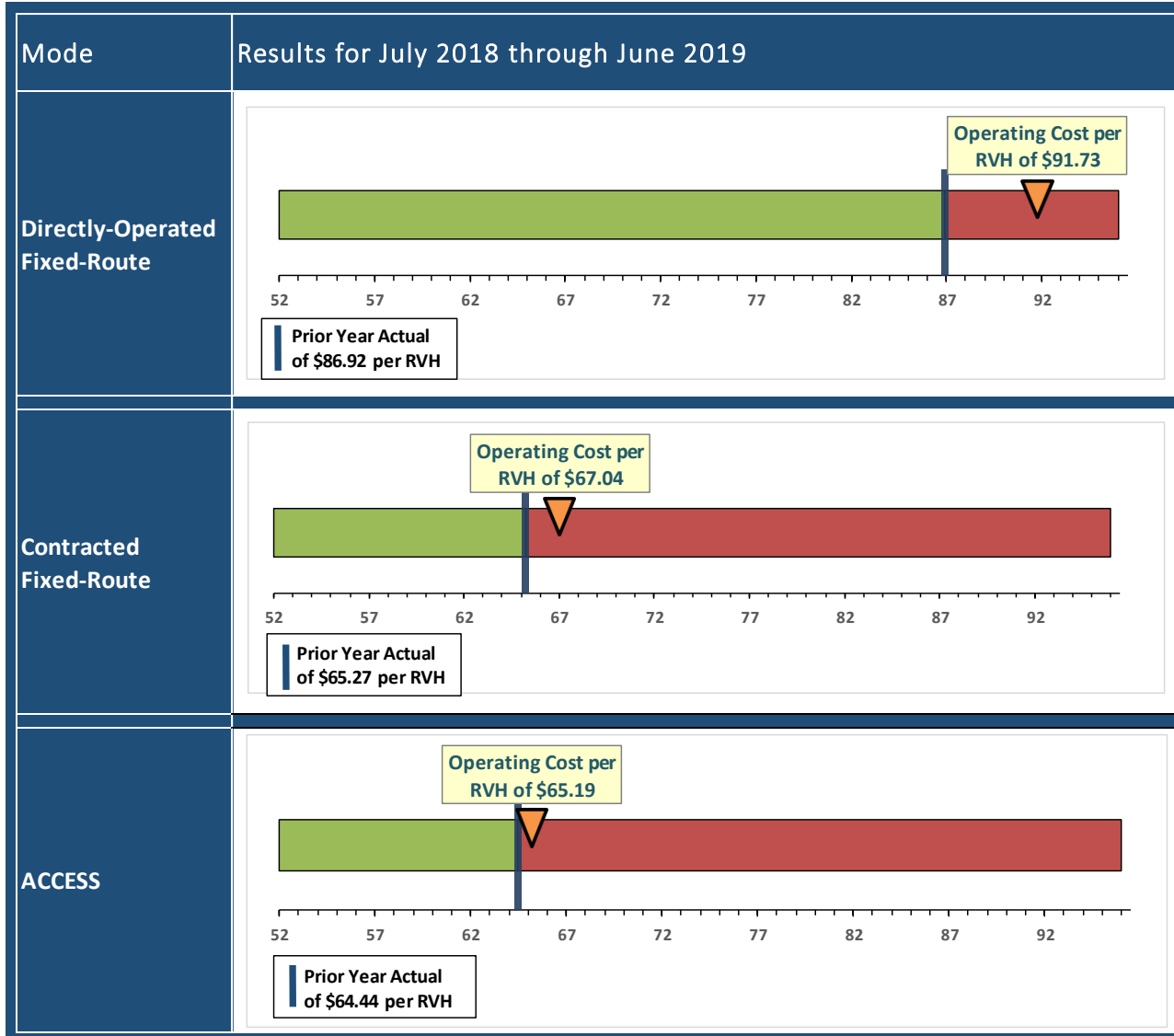


Note:

- 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

- NTD FRR was 4.7 percent under the standard, and
- TDA FRR exceeded the standard by 3.7 percent

Cost per RVH



- DOFR operating cost increased 5.5 percent from the prior year actuals
- CFR operating cost increased 2.7 percent from the prior year actuals
- OC ACCESS operating cost increased 1.2 percent from the prior year actuals

Performance: Local Routes

Route	Farebox	Subsidy per Boarding	Boardings	BoardVSH	VSH	40 FT	32 FT	60 FT
021	7.4%	\$ 14.27	62,946	8.36	7,531	1	2	-
529	7.3%	14.07	121,571	12.38	9,820	6	4	-
085	8.6%	12.86	68,017	8.38	8,118	2	-	-
001	7.6%	11.89	558,491	12.89	43,331	6	-	-
087	8.7%	11.60	67,172	9.76	6,879	-	2	-
076	9.3%	10.81	86,502	13.17	6,570	2	-	-
083	11.5%	8.17	617,939	17.98	34,374	10	-	-
086	13.1%	7.83	143,398	13.16	10,892	3	-	-
091	14.2%	7.66	390,773	13.46	29,029	8	-	-
024	14.9%	7.34	123,619	14.19	8,710	3	-	-
090	15.5%	7.00	325,438	15.27	21,310	6	-	-
056	12.9%	6.58	417,674	20.81	20,070	4	-	-
050	12.7%	6.52	1,219,499	22.60	53,965	11	-	-
079	15.4%	6.40	438,354	15.40	28,466	6	-	-
560	14.3%	6.40	772,805	22.87	33,793	6	7	-
082	18.9%	6.34	82,003	19.57	4,191	3	-	-
089	15.7%	6.21	347,150	16.03	21,658	5	-	-
059	16.0%	6.20	551,857	16.93	32,592	11	-	-
055	16.1%	6.17	1,288,216	22.27	57,853	18	-	-
072	15.3%	6.01	498,965	22.11	22,568	6	-	-
054	15.2%	5.98	1,204,423	23.41	51,446	17	-	-
025	16.6%	5.84	366,601	17.07	21,473	5	-	-

Route	Farebox	Subsidy per Boarding	Boardings	BoardVSH	VSH	40 FT	32 FT	60 FT
037	15.3%	\$ 5.80	1,090,725	24.37	44,752	14	-	-
071	16.7%	\$ 5.59	693,541	17.43	39,781	8	-	-
026	16.6%	\$ 5.47	436,160	17.77	24,544	4	-	-
029	16.1%	\$ 5.32	1,852,018	25.27	73,286	5	-	7
047	19.0%	\$ 4.87	2,084,732	26.91	77,461	20	-	-
030	17.8%	\$ 4.72	649,329	20.21	32,134	6	-	-
543	18.5%	\$ 4.69	953,471	28.81	33,100	6	4	-
035	18.6%	\$ 4.64	800,787	22.04	36,334	12	-	-
057	19.2%	\$ 4.57	1,961,526	30.55	64,211	8	-	4
070	20.1%	\$ 4.56	917,393	22.12	41,479	12	-	-
033	18.6%	\$ 4.40	380,214	21.63	17,579	4	-	-
060	19.0%	\$ 4.32	1,902,206	30.35	62,675	16	-	-
053X	21.0%	\$ 4.10	663,354	28.56	23,228	6	-	-
053	20.3%	\$ 4.08	1,403,386	32.55	43,119	10	-	-
046	21.9%	\$ 4.04	639,251	23.27	27,470	7	-	-
038	20.7%	\$ 3.99	1,065,887	24.78	43,020	14	-	-
043	21.4%	\$ 3.99	2,095,510	31.08	67,414	13	-	-
057X	23.7%	\$ 3.70	1,105,807	30.98	35,697	5	-	2
066	23.6%	\$ 3.52	2,025,989	34.44	58,823	12	-	-
042	22.7%	\$ 3.38	1,521,160	27.41	55,490	13	-	-
064	23.9%	\$ 3.16	1,539,228	38.67	39,800	7	-	-
064X	26.0%	\$ 2.74	619,337	37.95	16,321	3	-	-

VSH - vehicle service hour

BoardVSH - boardings per vehicle service hour

Performance: Community Routes

Route	Farebox	Subsidy per Boarding	Boardings	BoardVSH	VSH	40 FT	32 FT	60 FT
153	10.0%	\$ 10.69	112,865	9.61	11,746	2	-	-
178	10.7%	10.11	87,439	10.31	8,481	2	-	-
177	13.0%	8.53	86,223	11.93	7,228	-	2	-
167	14.1%	7.37	202,283	13.85	14,607	4	-	-
129	15.1%	6.77	191,789	14.87	12,900	2	-	-
143	14.9%	6.53	182,401	14.91	12,237	2	-	-
150	17.9%	5.98	174,724	17.63	9,911	4	-	-

Performance: Express/Stationlink Routes

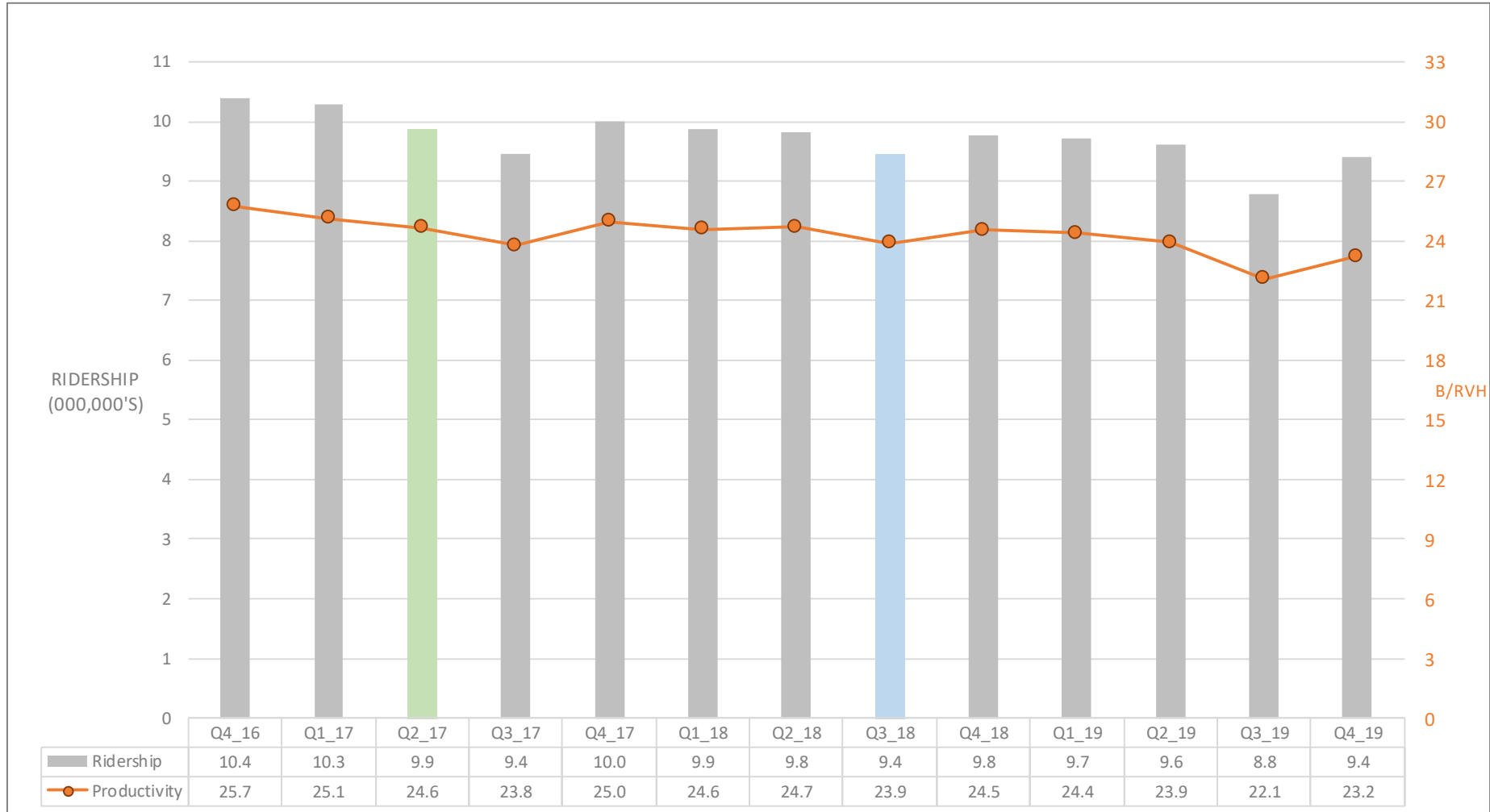
Route	Zone	Farebox	Subsidy per Boarding	Boardings	BoardVSH	VSH	40 FT	32 FT	60 FT
211	C	1.9%	\$ 65.05	14,173	2.49	5,681	-	4	-
213	N	2.5%	47.23	14,588	4.14	3,525	-	4	-
721	N	4.5%	44.17	21,967	5.77	3,810	3	-	-
701	C	7.0%	32.00	23,396	9.23	2,536	3	-	-
206	C	4.4%	29.32	13,025	7.49	1,740	-	3	-
794	C	20.7%	26.82	31,034	7.77	3,992	4	-	-

Route	Zone	Farebox	Subsidy per Boarding	Boardings	BoardVSH	VSH	40 FT	32 FT	60 FT
463	C	3.8%	\$ 30.07	21,503	7.06	3,048	4	-	-
480	C	8.2%	12.90	26,719	15.60	1,713	2	-	-
453	N	7.9%	11.65	29,472	17.68	1,667	2	-	-
472	C	10.1%	11.51	34,759	17.82	1,951	3	-	-
473	C	13.1%	8.41	45,493	23.71	1,918	2	-	-
462	C	12.6%	7.68	37,363	20.85	1,792	1	-	-

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

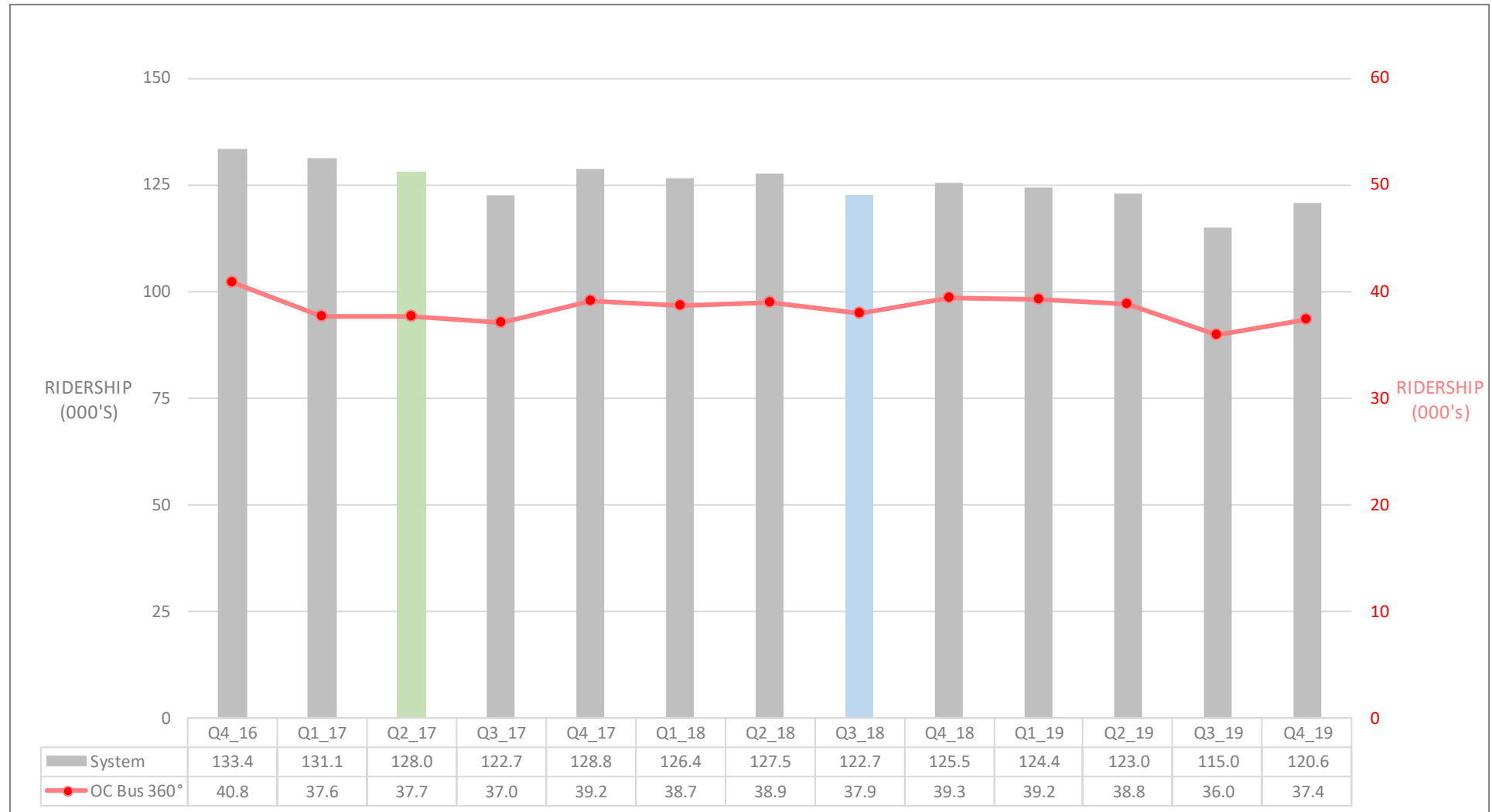
Performance: Systemwide Trends

RIDERSHIP and PRODUCTIVITY: 13-Quarter Trend



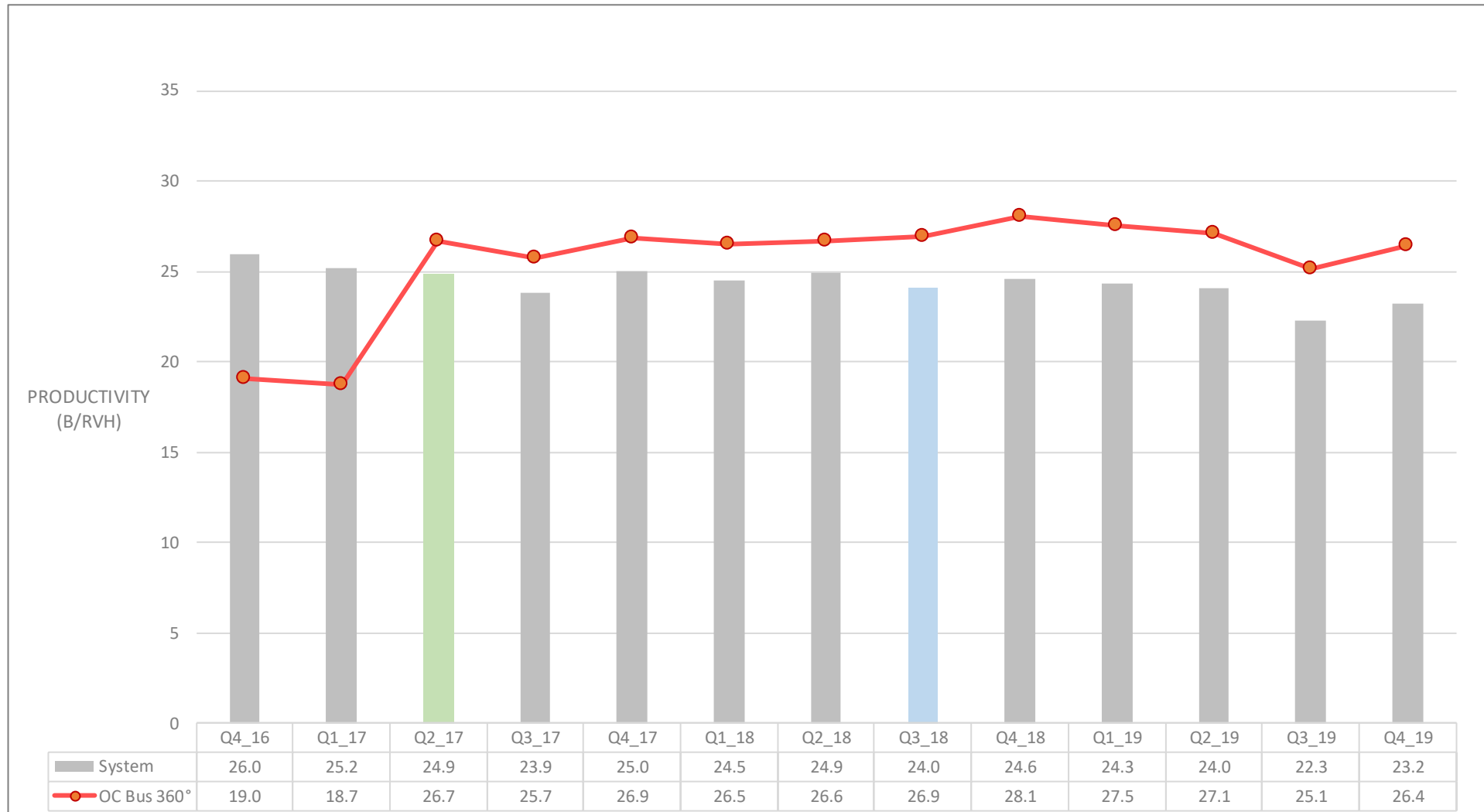
Performance: OC Bus 360° Improvements

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

January 9, 2020, Transit Committee

- First Quarter FY 2019-20 Bus Operations Performance Measurements Report

February 13, 2020, Transit Committee

- OC Flex Pilot Program Findings and Recommendations