OCTA

June 11, 2020

To: Transit Committee

From: Darrell E. Johnson, Chief Executive Officer

Subject: Bus Operations Performance Measurements Report for the Third Quarter of Fiscal Year 2019-20

Overview

The Orange County Transportation Authority operates fixed-route bus and demand-response paratransit service throughout Orange County and into neighboring counties. The established measures of performance for these services assess the safety, courtesy, reliability, and overall quality of these services. This report summarizes the year-to-date performance of these services through the third quarter of fiscal year 2019-20.

Recommendation

Receive and file as an information item.

Background

The Orange County Transportation Authority (OCTA) operates a countywide network of 60 routes, including local, community, rail connector, and express bus routes serving over 5,000 bus stops. Fixed-route bus (OC Bus) service operates in a 798 square-mile area, serving more than three million residents in 34 cities and unincorporated areas, with connections to transit services in Orange, Los Angeles, and Riverside counties. OCTA provides these services through both directly-operated (DOFR) and contracted fixed-route service (CFR). OCTA also provides OC ACCESS, a federally-mandated paratransit service, which is a shared-ride program available for people unable to use the OC Bus service because of functional limitations. Performance measures for both, OC Bus and OC ACCESS services are summarized and reported quarterly (Attachment A).

Discussion

This report provides an update on the performance of the OC Bus and OC ACCESS services by presenting the current trends and comparisons with OCTA-established performance standards for transit system safety, courtesy, and reliability. OCTA counts preventable vehicle accidents to evaluate system safety, customer complaints to assess courtesy, and uses both on-time performance and miles between road calls (MBRC) to measure service reliability. This report includes year-to-date performance through the third quarter, including the months of January, February, and March of fiscal year (FY) 2019-20.

It is important to note that OCTA implemented a reduced service schedule for OC Bus on March 23, 2020 in response to the novel coronavirus (COVID-19) pandemic. The impact that COVID-19 has had on both OC Bus and OC ACCESS has been significant, but because the impacts did not begin to manifest themselves until mid-March, the impact on the performance metrics for the entire three-month period is not significant. Impacts as a result of COVID-19 will be much more evident and discussed in the performance measures report for the following quarter.

- Safety – DOFR OC Bus and OC ACCESS services both remain below the accident frequency standard as the number of preventable accidents recorded for each mode exceeded one preventable accident per 100,000 service miles for the year-to-date numbers. OCTA Operations staff have continued to focus on and stress the importance of safety, conduct safety-related campaigns, and promote the safe driving award program. Improvements were realized between January and March, moving the trend line towards meeting the standard. Improvements were realized between January and March, moving the trend line towards meeting the standard. Improvements were realized between January and March, moving the trend line towards meeting the standard. For OC ACCESS service, fixed object and curb strikes continued to pull overall performance below standard. However, the contractor did take steps to address performance in this area with the Regional Director of Safety for Southern onsite during February 2020. OCTA Operations staff will continue to focus on and stress the importance of safety, conduct safety-related campaigns, and promote the safe driving award program. CFR OC Bus service continued to improve compared to the previous quarter, resulting in year-to-date performance that exceeds the standard.

- Customer Service – Customer service is measured by evaluating the number of valid customer complaints received compared to boardings. During the first quarter, all modes of service performed above the respective standards.

- Reliability – On-time performance (OTP) for OC Bus and OC ACCESS remain below target but showed improvement between January and March. The improvement in fixed-route OTP is likely a result of the OTP for March. In March, OTP for fixed-route services was 87.4 percent, an increase of 6.6 percent. OTP for OC ACCESS improved slightly by 0.2 percent.

  The MBRC for all modes of service exceeded the standard through the reporting period. OCTA staff will continue to monitor performance in this area and work with the contractor to sustain or improve overall performance.

The report also includes:

- An assessment of the efficiency of OCTA transit operations based on industry standards for ridership, productivity, farebox recovery, and cost per revenue vehicle hour;
- A review of contractor performance for CFR and OC ACCESS services;
- A route-level performance evaluation that includes subsidy per boarding, revenue per boarding, and resource allocation (buses); and
- A status report on the service adjustments and strategies implemented under the OC Bus 360° Program, including OC Flex and the College Pass Program.

Summary

Through the third quarter of FY 2019-20, the performance of OC Bus service and OC ACCESS exceeded the performance in the areas of courtesy and reliability (MBRC). While the safety and reliability standards continue to improve, year-to-date performance has not met the standard; staff will continue to focus efforts in both safety and reliability. The performance of OC ACCESS exceeded the standard for courtesy but fell below the performance standard for safety and reliability. OCTA staff continue to focus on continuous quality improvement in safety and reliability as detailed in the report. In addition to tracking the established key performance indicators, staff will continue to manage the service contracts pursuant to contract requirements and work to identify other strategies to improve overall system performance.

Attachment

A. Bus Operations Performance Measurements Report, Third Quarter, Fiscal Year 2019-20

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ATTACHMENT A

Bus Operations Performance Measurements Report

OCTA

Third Quarter

Fiscal Year 2019-20

About This Report

The Orange County Transportation Authority (OCTA) operates a countywide network of 61 routes including local, community, rail connector, and express bus routes serving over 5,000 bus stops known as OC Bus. OCTA also operates paratransit service (OC ACCESS), a shared-ride program available for people unable to use the standard OC Bus service because of functional limitations. OC Bus service is provided through both direct operations by OCTA referred to as directly operated fixed-route (DOFR) and contracted operations referred to as contracted fixed-route (CFR). The OC ACCESS service is a contract-operated demand-response service required 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 services make up the bus transit system and are evaluated by the performance measurements summarized in this report.

This report tracks bus system safety, as measured by vehicle accidents; courtesy, as measured by customer complaints; and reliability, as measured by on-time performance (OTP) and miles between road calls (MBRC). Along with these metrics, industry-standard measurements are tracked to assess OCTA bus operations; these measurements include 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 OC Bus service, DOFR and CFR, and OC ACCESS service.

It is important to note that OCTA implemented a reduced service schedule for OC Bus on March 23, 2020 in response to the novel coronavirus (COVID-19) pandemic. The impact that the COVID-19 pandemic has had on both OC Bus and OC ACCESS has been significant, but because the impacts did not begin to manifest themselves until mid-March, the impact on the performance metrics for the entire three-month period, is not significant. Impacts as a result of the COVID-19 pandemic will be much more evident and discussed in the performance measures report for the following quarter.

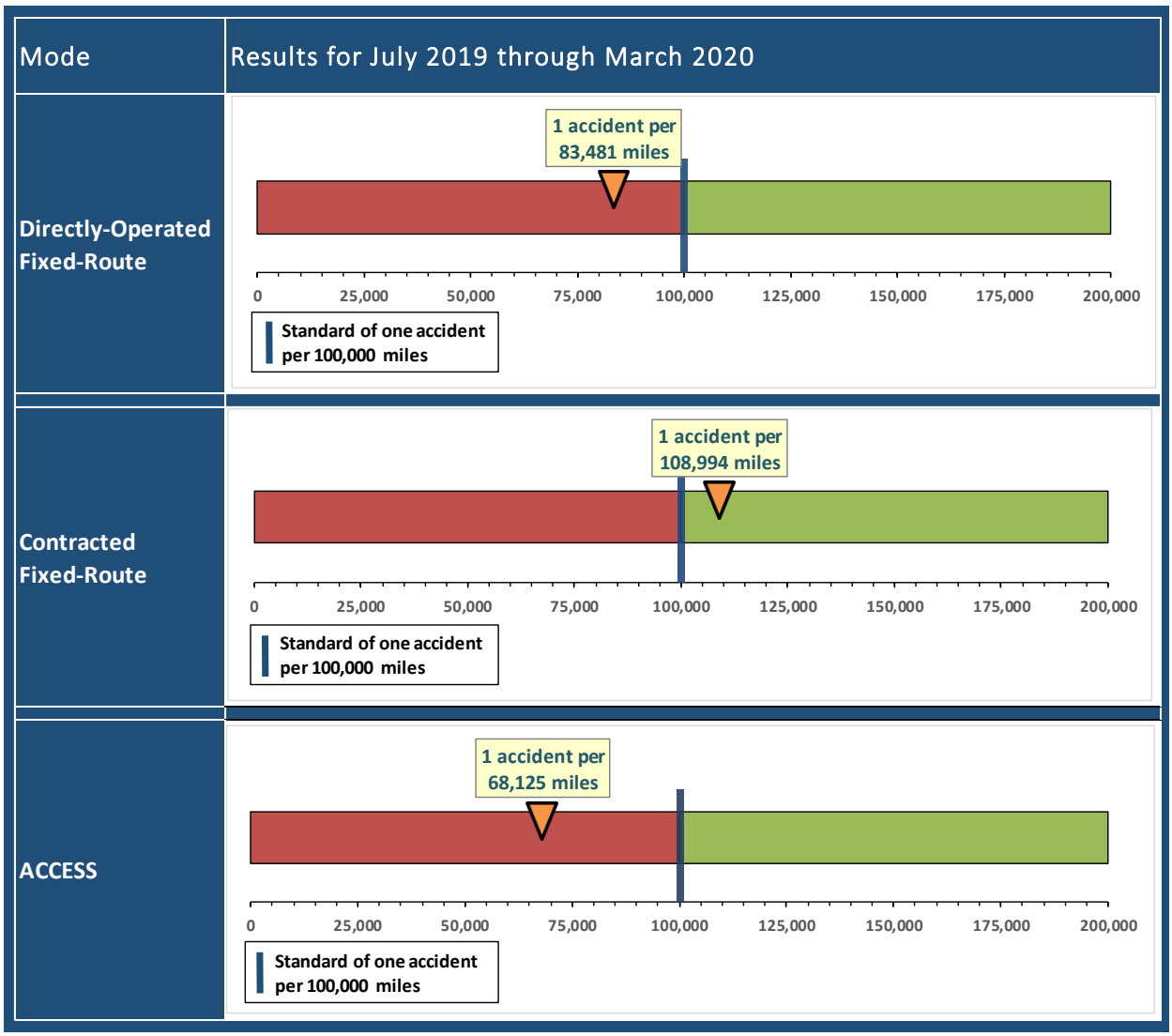
FY2019-20 Q3 SUMMARY

- **Safety**:
  - DOFR - ▼
  - CFR - ▲
  - OC ACCESS - ▼
- **Courtesy**:
  - DOFR - ▲
  - CFR - ▲
  - OC ACCESS - ▲
- **On-Time Performance**:
  - DOFR - ▼
  - CFR - ▼
  - OC ACCESS - ▼
- **Miles Between Road Calls**:
  - DOFR - ▲
  - CFR - ▲
  - OC ACCESS - ▲

Safety: Preventable Vehicle Accidents

OCTA is committed to the safe delivery of the OC Bus service. The safety standard for DOFR, CFR, and OC ACCESS services is no more than one vehicle accident per 100,000 miles. Preventable vehicle accidents 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 to do everything reasonable to prevent the accident.

Through the third quarter of fiscal year (FY) 2019-20, all modes of service, except CFR, performed below the safety standard, operating less than 100,000 miles between preventable accidents.

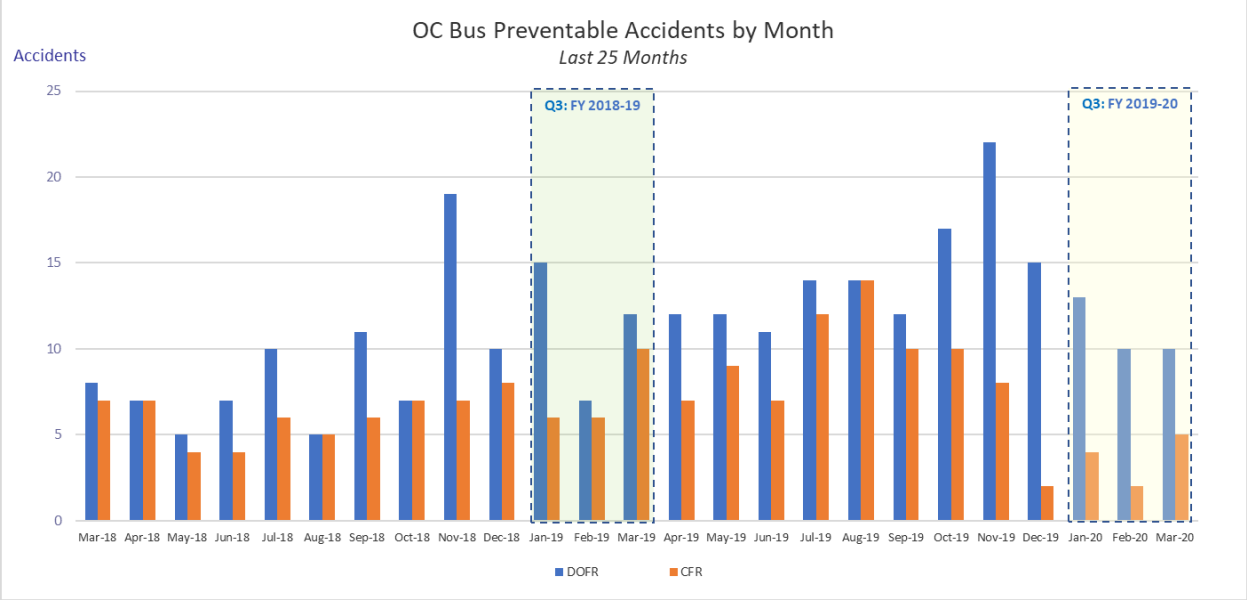


DOFR OC Bus and OC ACCESS services both remain below the accident frequency standard as the number of preventable accidents recorded for each mode exceeded one preventable accident per 100,000 service miles for the year-to-date numbers. Improvements were realized between January and March. During this time, there was a 39 percent decrease in the number of preventable accidents compared to last quarter resulting in an accident rate of less than one accident per 100,000 miles. To sustain this trend,

OCTA Operations staff will continue to focus on and stress the importance of safety, conduct safety-related campaigns, and promote the safe driving award program.

CFR OC Bus service performance also continued to improve during the third quarter, exceeding the standard. Between the months of January and March, the number of preventable accidents reported by the contractor decreased by 45 percent. Monthly comprehensive safety campaigns continue that focus on different topics using a variety of communication methods including posters, safety messages, hands-on training, and discussions at monthly safety meetings by the CFR management.

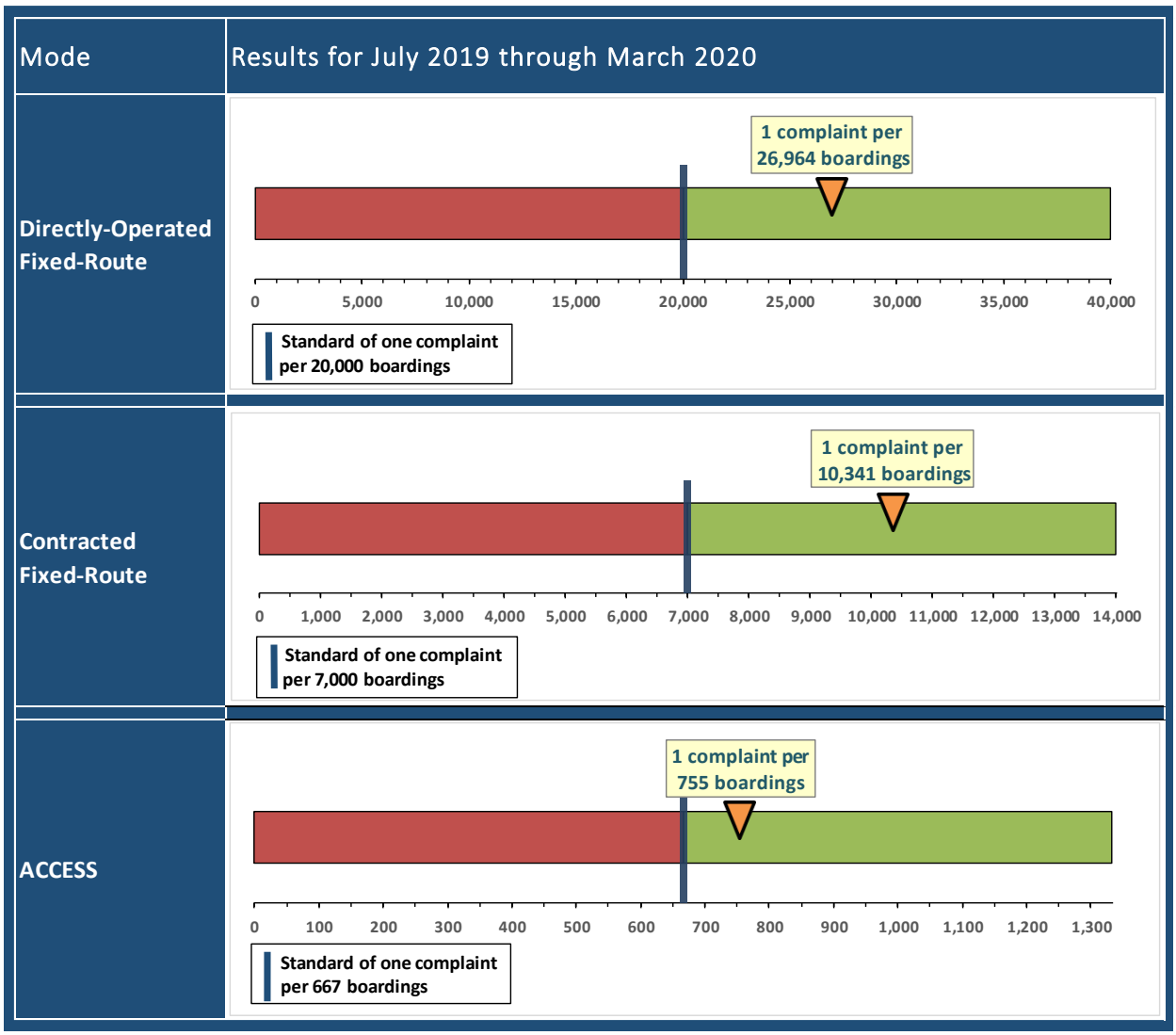
For OC ACCESS, though there was a decrease in the number of preventable accidents compared to the second quarter, fixed object and curb strikes continue to drive overall performance below standard. However, the contractor did take steps to address the increase which included having the Regional Director of Safety for Southern California onsite during February 2020 to review the safety program and to ensure that the safety initiatives were being implemented properly. The efforts taken by the contractor resulted in a significant decrease in preventable accidents for February (eight) and March (five) from after a subpar performance in January (20). The following chart shows the trend of preventable accidents for fixed-route service over the last two years.



Courtesy: Customer Complaints

OCTA strives to achieve a high level of customer satisfaction in the delivery of OC Bus services. The performance standard for customer satisfaction is courtesy as measured by the number of valid complaints received. Customer complaints are the count of incidents when a rider reports dissatisfaction with the service. The standard adopted by OCTA for DOFR OC Bus is no more than one customer complaint per 20,000 boardings; the standard for CFR OC Bus service is no more than one complaint per 7,000 boardings; and the contractual standard for OC ACCESS is no more than one complaint per 667 boardings.

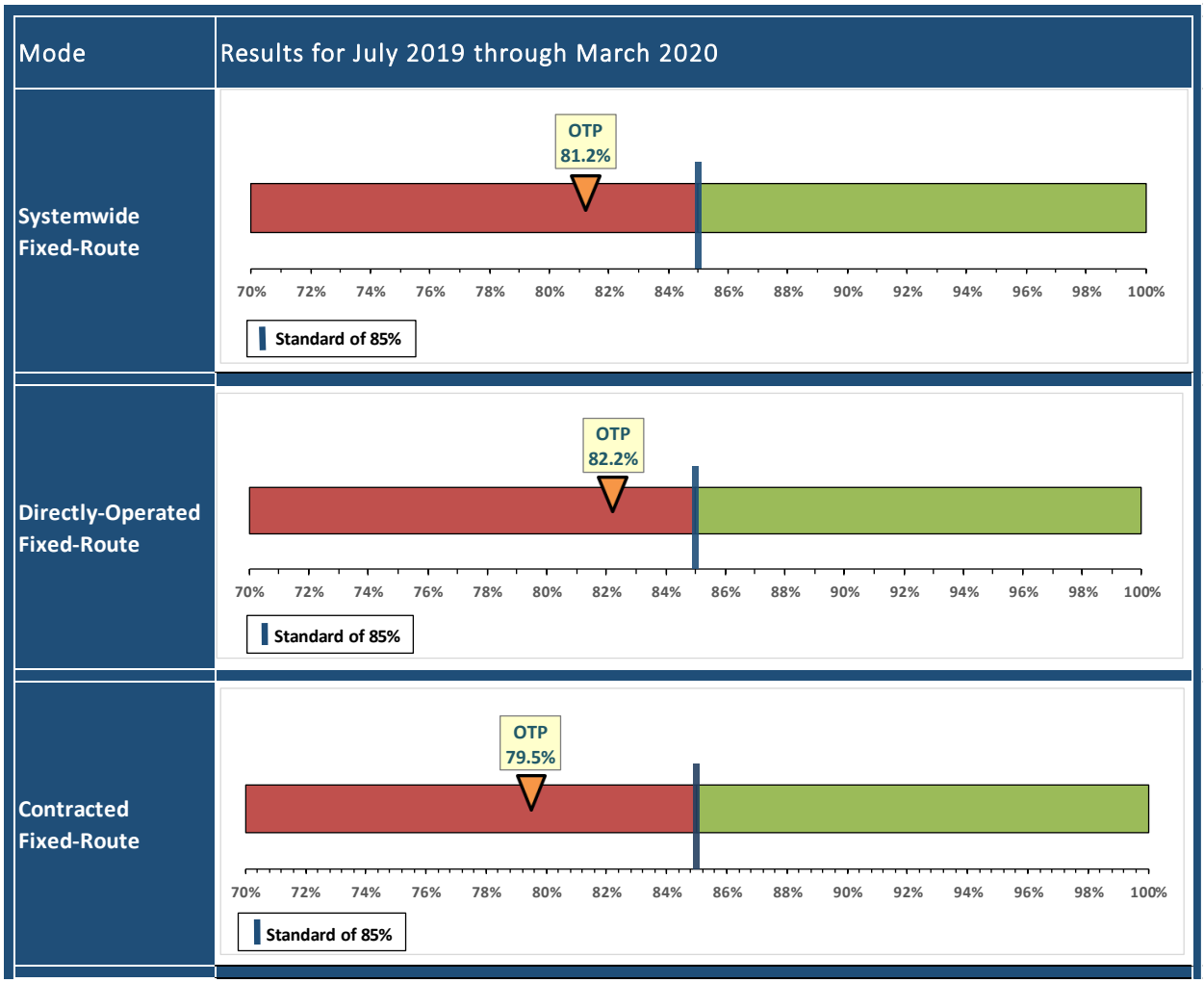
Through the third quarter of FY 2019-20, all modes of service continue to perform well, exceeding the courtesy standard with less than one valid complaint per 20,000, 7,000, and 667 boardings, respectively.



Reliability: On-Time Performance

Reliability is vital to a successful transportation network. Reliability for OCTA is measured in part by OTP. OTP is a measure of performance which evaluates the schedule adherence of a bus operating in revenue service according to a published schedule. Schedule adherence is tracked by monitoring the departure of vehicles from time points, which are designated locations on a route used to control vehicle spacing as shown in the published schedule. For OC Bus service, a trip is considered on-time if it departs the time point no more than five minutes late. OCTA's fixed-route system standard for OTP is 85 percent. For OC 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 if the vehicle arrives within a 30-minute window. The OC ACCESS OTP standard is 94 percent.

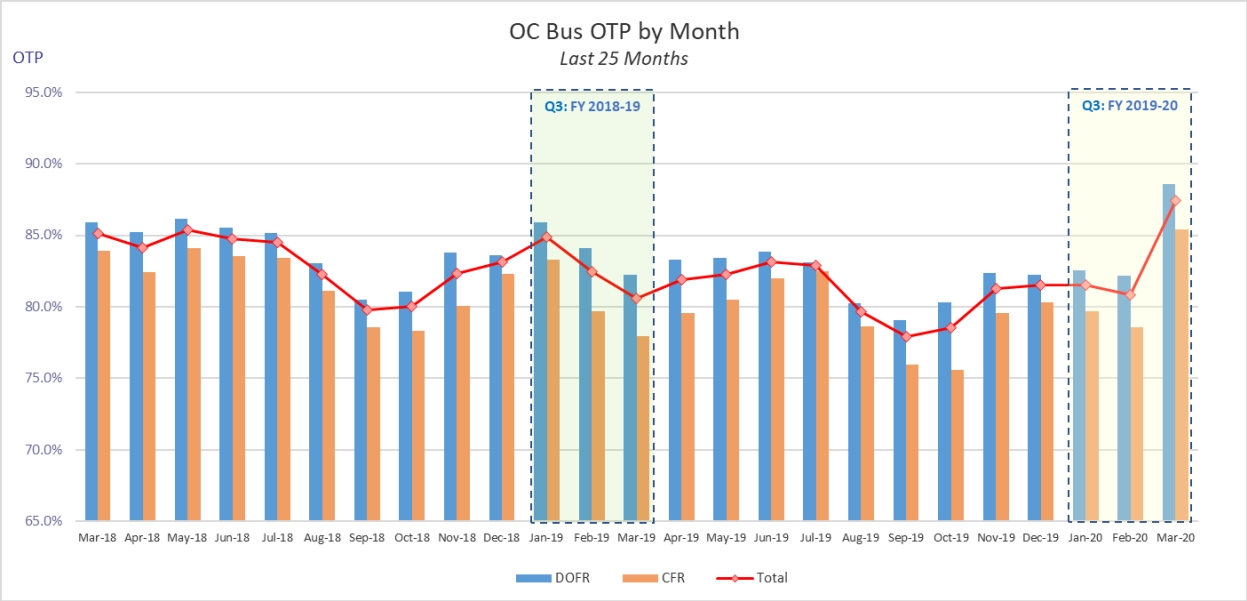
On-time performance (OTP) for OC Bus and OC ACCESS remain below target but showed improvement between January and March with OTP rates of 81.2 percent and 92.4 percent, respectively.



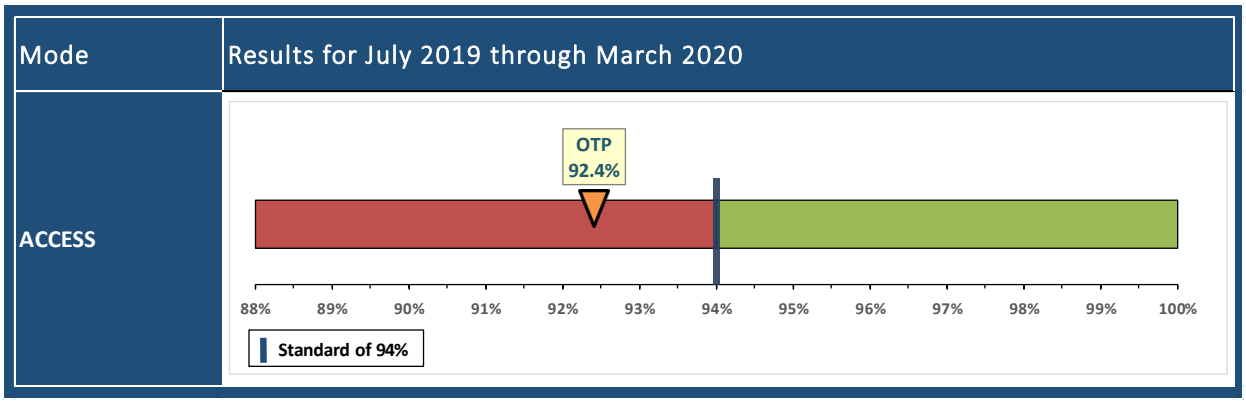
OTP for the DOFR OC Bus service through the third quarter was at 82.2 percent, a 1.0 percent increase from last quarter but 1.0 percent lower than the same time last year. The OTP for the CFR OC Bus service through

the third quarter showed improvement, reaching 79.5 percent, a 0.7 percent increase from last quarter and 1.1 percent lower than the same time last year.

The improvement in OTP is likely a result of the OTP for March. In March, OTP for fixed-route services was 87.4 percent, an increase of 6.6 percent. For the first time in over two years, OTP for both directly operated fixed-route (DOFR) and contract fixed-route (CFR) services exceeded the performance standard of 85 percent in a month, at 88.6 percent and 85.4 percent, respectively. The OTP for March is largely attributed to changes in travel patterns due to the state and national orders associated with the COVID-19 pandemic. This led to reduced traffic on the roads, reduced ridership, and shorter dwell times at bus stops. The following chart shows the OTP trend for fixed-route service over the last two years.



OCTA Operations staff will continue to monitor the dynamic traffic conditions as travel restrictions are lifted to ensure the current overall OTP is maintained and monitor the need for bus running time adjustments needed to reflect traffic associated with on-going construction projects. The contractor management team will continue to focus on coach operator behavior, performing route level checks and coaching and counseling as appropriate.



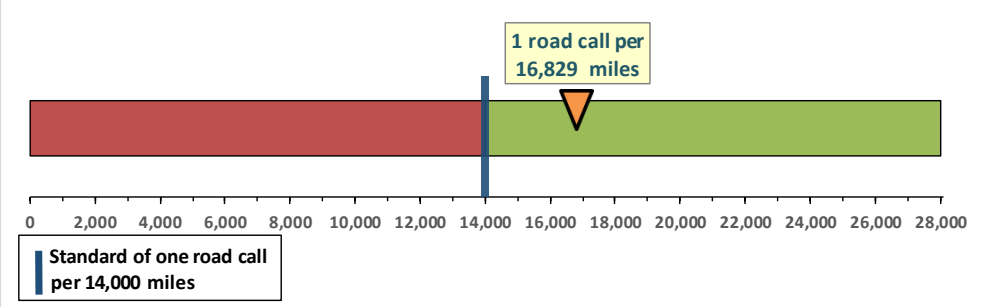
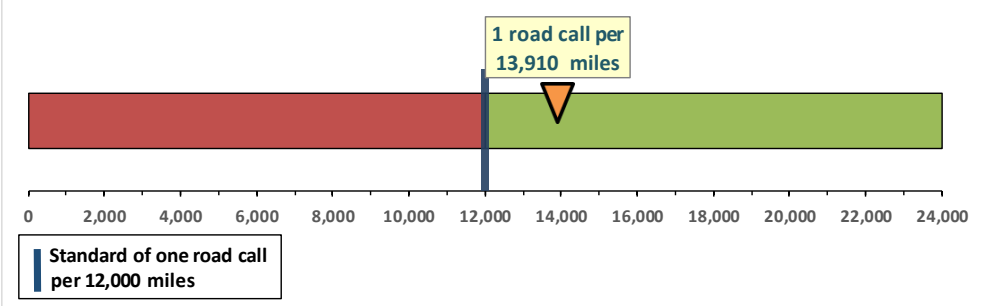
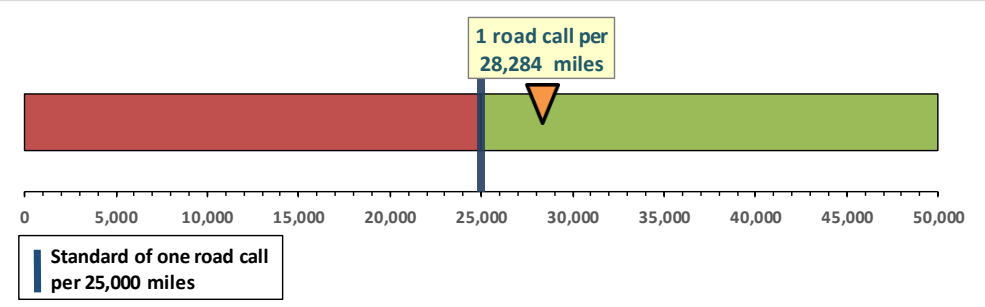
OTP for OC ACCESS service (Primary Service and Supplemental Taxi) for the third quarter was 92.4 percent, 1.6 percent below the standard, 0.2 percent higher than last quarter, and 0.7 percent lower than the 93.1 percent reported during the same period last year.

The contractor continued their work, making modifications to subscription trip routing/scheduling for individuals traveling to adult day programs. These changes were implemented in early-March 2020 but did not have the level of impact that was expected as a result of the COVID-19 pandemic.

OCTA staff will be working closely with the contractor to ensure plans are in place to meet performance standards during and after stay-at-home orders are lifted.

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. OCTA has adopted standards for the MBRC for DOFR, CFR, and OC ACCESS services. These standards vary to align with the specific type of service being provided and account for the variability inherent to each of these services including the vehicles assigned. The specific standards as adopted by OCTA are 14,000 MBRC for DOFR OC Bus service; 12,000 MBRC for CFR OC Bus service; and 25,000 MBRC for OC ACCESS.

Mode	Results for July 2019 through March 2020
Directly-Operated Fixed-Route	
Contracted Fixed-Route	
ACCESS	

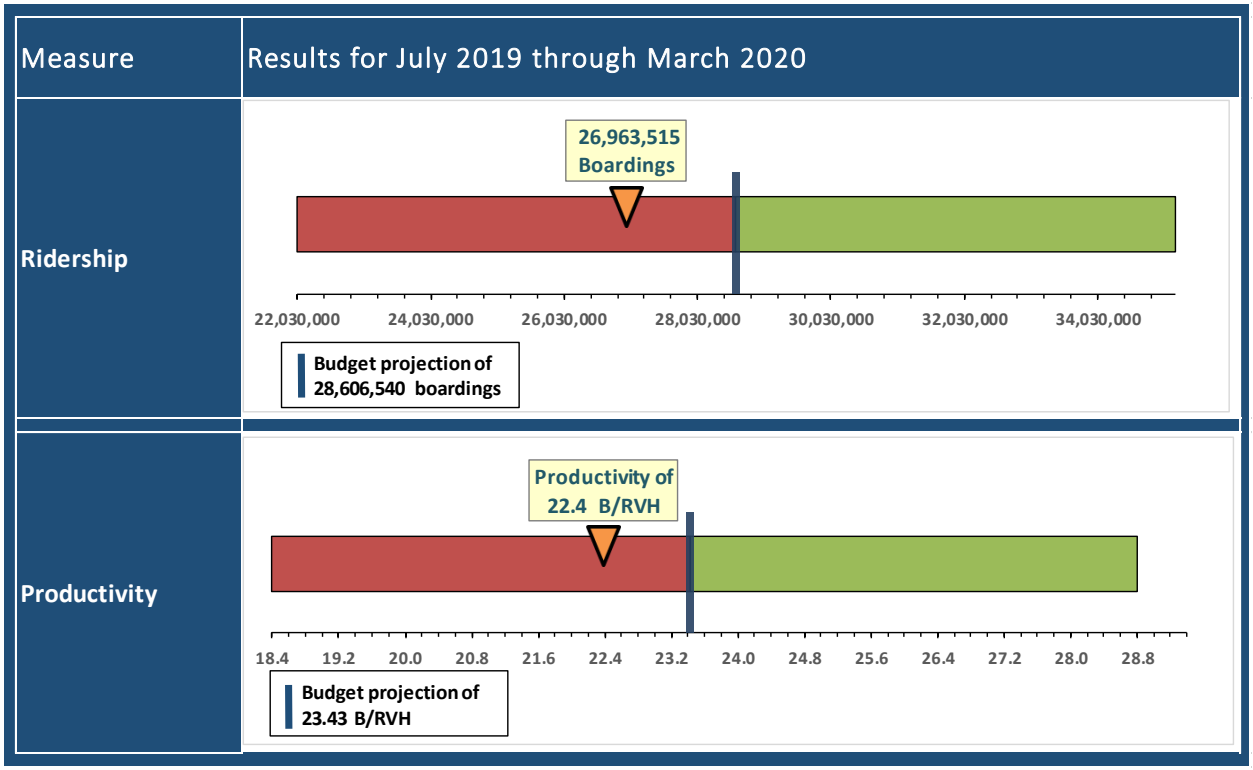
Through the third quarter of FY 2019-20, OC Bus services performed above standard across all modes.

OCTA staff will continue to monitor performance in this area and work with the contractor to sustain or improve overall performance.

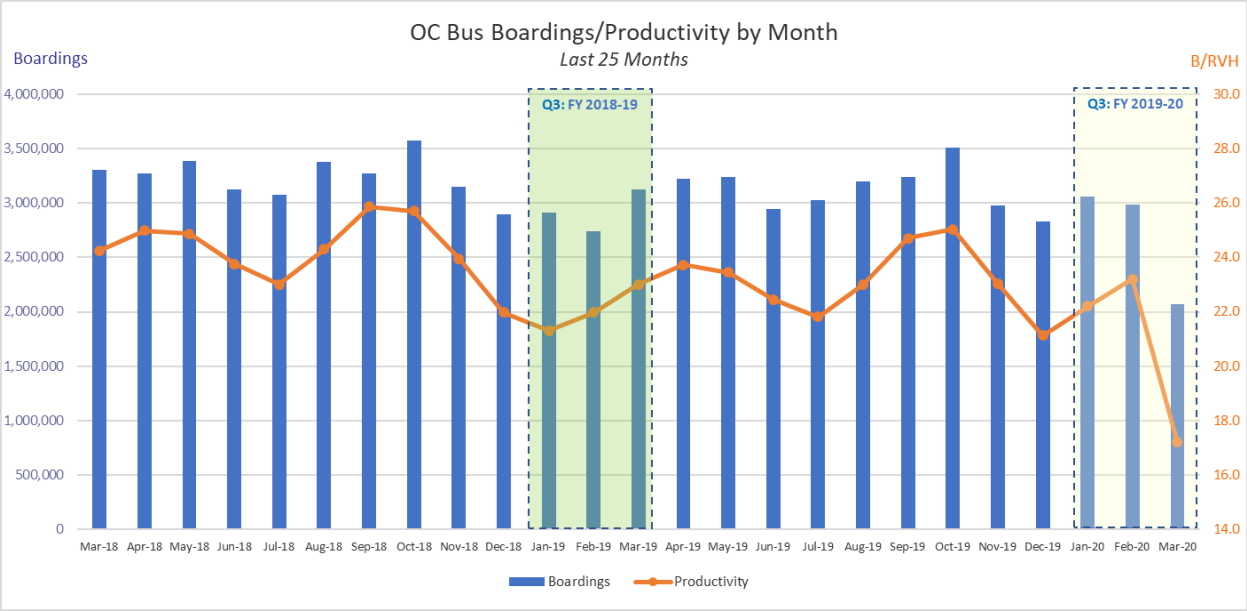
Ridership and Productivity – OC Bus

Ridership (or boardings) is the number of rides taken by passengers using public transit and is influenced by the level of service provided, weather, economy, and seasonal variations in demand. Productivity is an industry measure that counts the average number of boardings for each RVH that is operated. RVH is any 60-minute increment of time that a vehicle is available for passengers within the scheduled hours of service, excluding deadhead (a non-revenue movement of a transit vehicle to position it for service). Boardings per RVH (B/RVH) is calculated by taking the boardings and dividing it by the number of RVH operated.

Through the third quarter of FY 2019-20, both ridership and productivity for OC Bus service were significantly lower than budgeted projections, down by 5.7 percent and 4.5 percent, respectively.



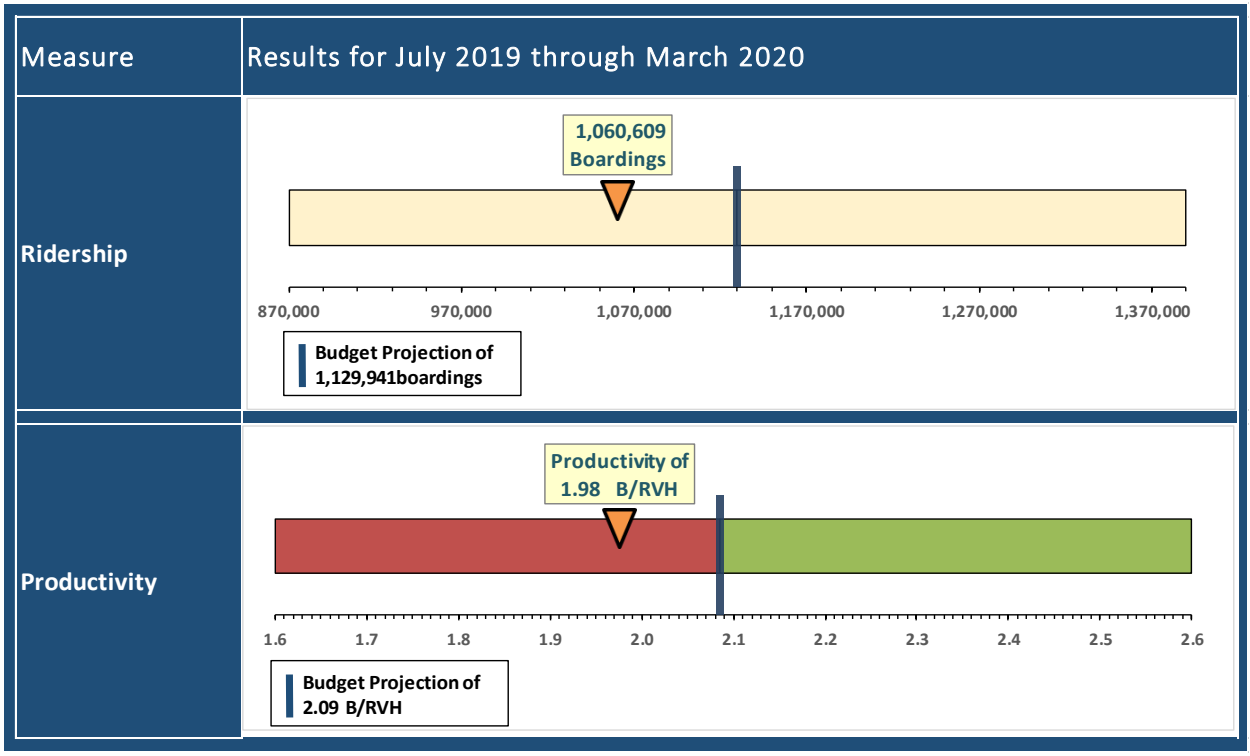
The ridership and productivity for the third quarter, as shown on the following chart, reveals a trend severely impacted by the COVID-19 pandemic that resulted in significant changes to travel patterns. The national and state level orders related to the pandemic caused a substantial drop in ridership and productivity. Average weekday ridership at the close of the month was less than 35,000, roughly 30 percent of the average weekday ridership before the "Safe at Home" orders went into effect. Ridership and productivity levels are expected to remain well below pre-COVID-19 pandemic levels until well after the travel restrictions are lifted.


OC Bus Boardings/Productivity by Month
Last 25 Months
Boardings
B/RVH
Q3: FY 2018-19
Q3: FY 2019-20
4,000,000
3,500,000
3,000,000
2,500,000
2,000,000
1,500,000
1,000,000
500,000
0
30.0
28.0
26.0
24.0
22.0
20.0
18.0
16.0
14.0
Mar-18 Apr-18 May-18 Jun-18 Jul-18 Aug-18 Sep-18 Oct-18 Nov-18 Dec-18 Jan-19 Feb-19 Mar-19 Apr-19 May-19 Jun-19 Jul-19 Aug-19 Sep-19 Oct-19 Nov-19 Dec-19 Jan-20 Feb-20 Mar-20
Boardings
Productivity

Ridership and Productivity – OC ACCESS

(Primary Service Provider and Supplemental Taxi)

Through the third quarter of FY 2019-20, the ridership and productivity for OC ACCESS are trending below budgeted projections by 6.1 percent and 5.3 percent, respectively. As with the fixed-route service, ridership and productivity for OC ACCESS was impacted by the initial stages of the COVID-19 pandemic. With recommendations in place that persons 65 years or older or having underlying health issues stay home, many individuals who typically use OC ACCESS service made fewer trips, causing a drop in average daily ridership of 90 percent. Additionally, productivity has been impacted by the requirement for social distancing on OC ACCESS vehicles, as shared rides have been limited.



Contractor Performance: Fixed-Route

Per Agreement No. C-4-1737 between OCTA and First Transit, Inc. (First Transit), additional measures are tracked to ensure the CFR OC Bus service meets specified standards for safety, customer service, and reliability. When the contractor's monthly performance exceeds the standard as set forth in the agreement, financial incentives are paid to the contractor; conversely, when the monthly performance of the contractor is below the standard as set forth in the agreement, penalties are assessed and are paid to OCTA by the contractor.

Through the third quarter of FY 2019-20, the overall performance of the contracted OC Bus service as determined by the performance categories outlined in the contract was below standard for missed trips and on-time performance.

Table 1 provides the penalties and incentives assessed to the contractor by quarter for FY 2019-20. The incentives paid in the third quarter relate to courtesy and accident frequency, which totaled $25,200. This brings the year-to-date total up to $52,100. The total penalties assessed to the contractor during the quarter total $157,207 resulting in a year-to-date total of $565,989. Despite improvements compared to the previous quarter, missed trips, unreported accidents and vehicle damage were the primary categories where penalties were assessed.

Table 1:	Performance Categories	FY20 Q1	FY20 Q2	FY20 Q3	FY20 Q4	FYTD 19
Penalties	On-Time Performance	$ (6,000)	$ (12,000)	$ (7,000)	$ -	$ (25,000)
	Valid Complaints: Per 7,000 boardings	$ -	$ -	$ -	$ -	$ -
	Unreported Accident	$ (85,000)	$ (20,000)	$ (30,000)	$ -	$ (135,000)
	Accident Frequency Ratio	$ (20,000)	$ -	$ -	$ -	$ (20,000)
	Key Positions	$ -	$ -	$ -	$ -	$ -
	CHP Terminal Inspections	$ -	$ -	$ -	$ -	$ -
	Reports	$ -	$ -	$ -	$ -	$ -
	Preventive Maintenance	$ -	$ (382)	$ (1,207)	$ -	$ (1,589)
	Road Calls	$ (1,400)	$ -	$ -	$ -	$ (1,400)
	Vehicle Damage: Per vehicle per day	$ -	$ -	$ (63,000)	$ -	$ (63,000)
	Missed Trips	$ (166,000)	$ (98,000)	$ (56,000)	$ -	$ (320,000)
	Total	**$ (278,400)**	**$ (130,382)**	**$ (157,207)**	**$ -**	**$ (565,989)**
Incentives	On-Time Performance	$ -	$ -	$ -	$ -	$ -
	Valid Complaints: Per 7,000 boardings	$ 14,500	$ 7,400	$ 15,200	$ -	$ 37,100
	Accident Frequency Ratio	$ -	$ 5,000	$ 10,000	$ -	$ 15,000
	Total	**$ 14,500**	**$ 12,400**	**$ 25,200**	**$ -**	**$ 52,100**
Prior Periods Adjustment	AFR	$ -	$ (5,000)	$ -	$ -	$ (5,000)
	Key Position	$ -	$ -	$ -	$ -	$ -
	Total	**$ -**	**$ (5,000)**	**$ -**	**$ -**	**$ (5,000)**
All	**Total**	**$ (263,900)**	**$ (122,982)**	**$ (132,007)**	**$ -**	**$ (518,889)**

Contractor Performance: OC ACCESS

(Primary Service Provider and Supplemental Taxi)

Per Agreement No. C-2-1865 between OCTA and MV Transportation, Inc., additional measures are tracked to ensure OC ACCESS meets the standards for safety, customer service, and reliability. When the contractor's monthly performance exceeds the standard as set forth in the agreement, financial incentives are paid to the contractor; conversely, when the monthly performance of the contractor is below the standard as set forth in the agreement, penalties are assessed and must be paid to OCTA by the contractor.

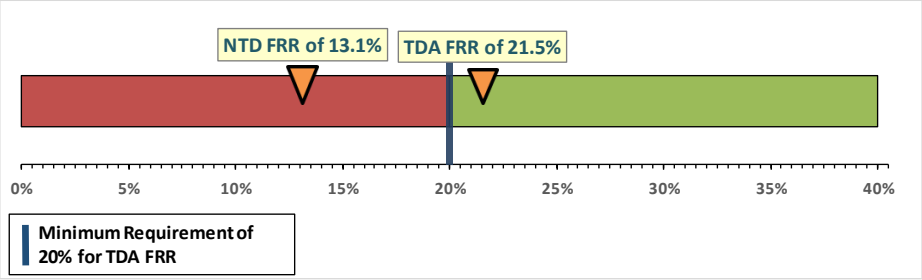
As presented in this report, the overall performance of the contractor providing OC ACCESS service through the third quarter of FY 2019-20 is above standard with respect to courtesy, while below standard for safety and on-time performance. Table 2 below lists, by quarter, the penalties and incentives assessed to the OC ACCESS contractor as established in the agreement. Through the third quarter, there were no incentives awarded to the contractor, but $90,000 in penalties were assessed. This brings the gross year-to-date total for penalties to $272,007. Penalties assessed to the contractor were related to performance for passenger productivity, OTP, excessively late trips, missed trips, and an unreported accident.

Table 2:	Performance Categories	FY20 Q1	FY20 Q2	FY20 Q3	FY20 Q4	FYTD 20
Penalties	Passenger Productivity	$ (10,000)	$ (20,000)	$ (30,000)	$ -	$ (60,000)
	On-Time Performance	$ (15,000)	$ (30,000)	$ (10,000)	$ -	$ (55,000)
	Customer Comments	$ (2,800)	$ (3,000)	$ -	$ -	$ (5,800)
	Call Center Hold Times	$ (5,000)	$ -	$ -	$ -	$ (5,000)
	Excessively Late Trips	$ (20,000)	$ (30,000)	$ (30,000)	$ -	$ (80,000)
	Missed Trips	$ (5,000)	$ (30,000)	$ (15,000)	$ -	$ (50,000)
	Unreported Accident	$ (5,000)	$ (5,000)	$ (5,000)	$ -	$ (15,000)
	Preventive Maintenance	$ -	$ -	$ -	$ -	$ -
	Road calls	$ (700)	$ -	$ -	$ -	$ (700)
	Reports	$ -	$ -	$ -	$ -	$ -
	Key Positions	$ -	$ -	$ -	$ -	$ -
	CHP Terminal Inspections	$ -	$ -	$ -	$ -	$ -
	Vehicle Damage	$ -	$ -	$ -	$ -	$ -
	Fare Variance	$ -	$ (507)	$ -	$ -	$ (507)
	Total	**$ (63,500)**	**$ (118,507)**	**$ (90,000)**	**$ -**	**$ (272,007)**
Incentives	Passenger Productivity	$ -	$ -	$ -	$ -	$ -
	On-Time Performance	$ -	$ -	$ -	$ -	$ -
	Excessively Late Trips	$ -	$ -	$ -	$ -	$ -
	Missed Trips	$ -	$ -	$ -	$ -	$ -
	Total	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**
Prior Periods Adjustment	Customer Comments	$ -	$ -	$ -	$ -	$ -
	Unreported Accident	$ 10,000	$ -	$ -	$ -	
	Total	**$ 10,000**	**$ -**	**$ -**	**$ -**	**$ 10,000**
All	**Total**	**$ (53,500)**	**$ (118,507)**	**$ (90,000)**	**$ -**	**$ (262,007)**

Farebox Recovery Ratio

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. A minimum FRR of 20 percent for all service is required by the Transportation Development Act in order for transit agencies to receive the state sales tax available for public transit purposes. In an effort to normalize seasonal fluctuations, data shown below reflects actuals over the last 12 months from April 2019 through March 2020.

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" are any non-federal 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 21.5 percent, a decrease of 0.8 percent from the previous quarter and a 3.9 percent drop from the same quarter last year.

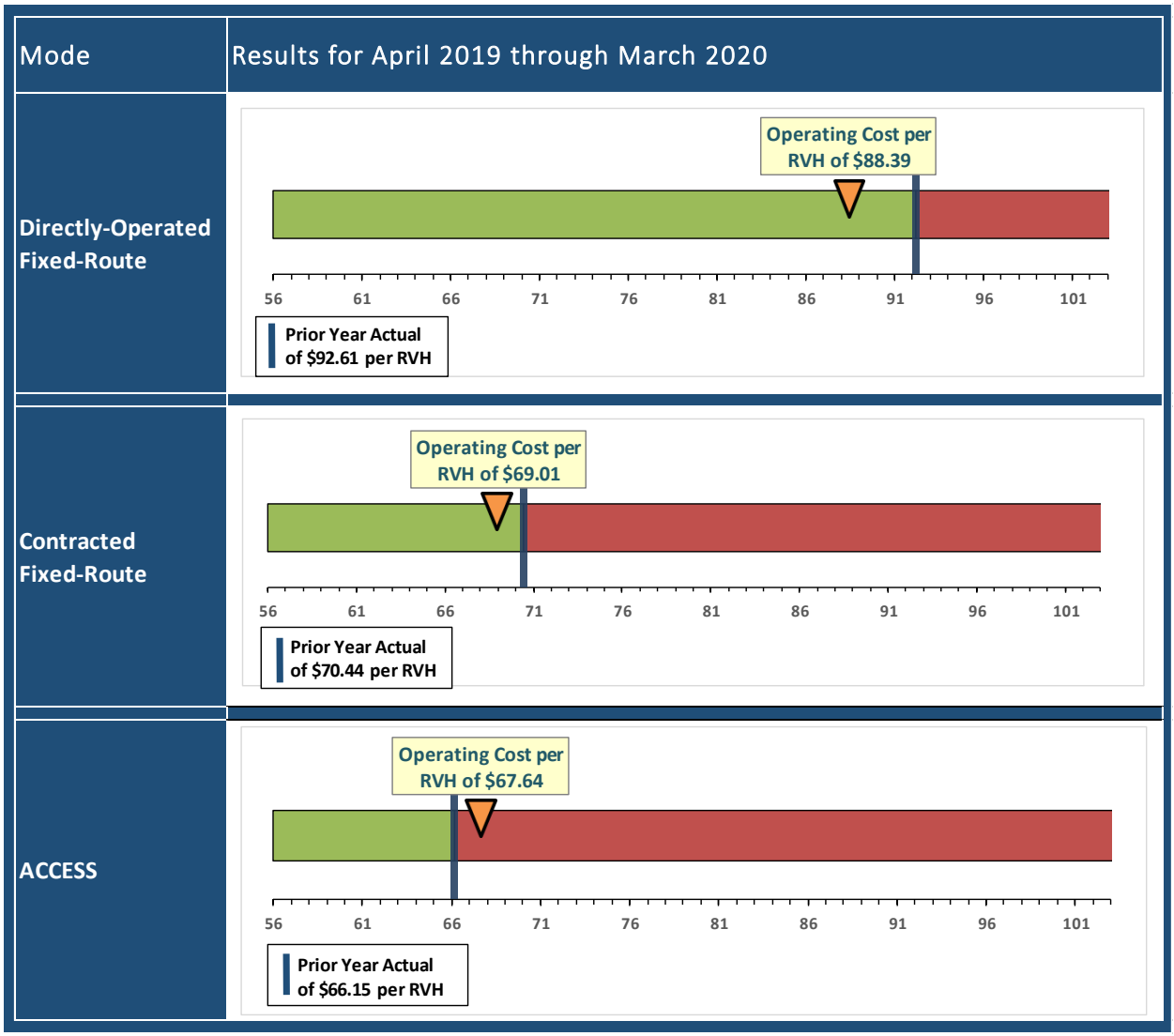
Mode	Results for April 2019 through March 2020
Systemwide	

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*

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, the statistics below depict actuals over the last 12 months. All modes operated at a lower cost per RVH than the same 12-month period of the prior year except for OC ACCESS due to the Alternative Fuel Tax Credit for fixed-route services from the period of January 2018 through December 2019 being received in March 2020. The difference in cost per RVH from the prior FY was a 4.1 percent decrease in DOFR, 4.4 percent decrease in CFR, and 2.2 percent increase in OC ACCESS.



Performance Evaluation by Route

Continuing efforts are underway to better understand, evaluate, and improve route 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 third quarter. The first three 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 three 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 after the route-level performance tables. Route types are grouped by route numbers as follows:

- **Routes 1 to 99 -** Local routes include two sub-categories:
  - ***Major*:** These routes operate as frequent as every 15 minutes during peak times. Major routes operate seven days a week throughout the day. Together, the Major routes form a grid on arterial streets throughout the highest transit propensity portions of the OC Bus service area, primarily in northern parts of the county.
  - ***Local:*** These routes operate on arterials within the grid created by the Major routes, but at lower frequencies. Local routes also operate in parts of Orange County with lower transit demand. Most Local routes operate seven days per week, however some operate on weekdays only.
- **Routes 100 to 199**: Community routes to connect pockets of transit demand with major destinations and offer local circulation. Routes tend to be less direct than Local routes, serving neighborhoods and destinations off the arterial grid. Approximately half of Community routes operate seven days per week.
- **Routes 200 to 299**: Intra-county express routes operate on weekdays only at peak times and connect riders over long distances to destinations within Orange County, using freeways to access destinations.
- **Routes 400 to 499**: Stationlink routes are rail feeder services designed to connect Metrolink stations to nearby employment destinations. These routes have relatively short alignments, with schedules tied to Metrolink arrivals and departures. 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.
- **Routes 500 to 599**: Bravo! routes are limited-stop services operated with branded vehicles.
- **Routes 600 to 699***: Seasonal or Temporary routes (these are not included on the following charts)* such as the OC Fair Express.
- **Routes 700 to 799**: Inter-county express routes that operate on weekdays only at peak times and connects riders over long distances to destinations outside of Orange County, often using freeways to access destinations.

OCTA Operating Statistics By Route for Local and Community Services (Sorted by Subsidy per Boarding)
Fiscal Year 2019-20 Through Q3

Route	Zone	Farebox	Subsidy per Boarding	Direct Subsidy	Indirect Subsidy	"Capital Subsidy" Per Boarding	Revenue per Boarding	Boardings	CostVSH	Direct CostVSH	CostVSM	BoardVSH	VSH	Bus Count 40 FT	Bus Count 32 FT	Bus Count 60 FT
862	C	5.3%	$ 17.08	$ 10.72	$ 5.43	$ 0.93	$ 0.90	38,709	$ 135.08	$ 76.79	$ 17.57	7.93	4,883	2	-	-
123	N	8.7%	13.83	5.88	3.98	3.97	0.94	18,076	83.55	44.53	6.46	7.73	2,337	4	-	-
085	S	8.0%	12.70	7.08	4.91	0.71	1.05	50,810	108.91	71.33	8.79	8.36	6,079	2	-	-
001	S	7.1%	12.01	6.91	4.64	0.46	0.88	385,710	145.17	88.99	9.02	11.68	33,018	10	-	-
529	C	7.3%	11.66	6.53	4.39	0.74	0.87	243,859	150.37	90.84	13.14	12.76	19,110	10	-	-
153	N	7.8%	11.62	6.66	4.51	0.45	0.95	80,280	108.01	71.40	9.00	8.91	9,011	2	-	-
087	S	8.5%	10.98	6.07	4.21	0.70	0.95	51,196	110.33	71.92	7.37	9.82	5,215	2	-	-
076	C	8.4%	10.82	6.12	4.11	0.59	0.94	60,494	134.91	81.36	11.60	12.08	5,008	2	-	-
178	C	8.8%	10.70	6.03	4.09	0.58	0.97	62,064	107.35	70.91	8.64	9.68	6,413	2	-	-
177	S	11.2%	9.41	5.10	3.45	0.86	1.08	62,375	109.23	71.30	8.53	11.34	5,500	3	-	-
083	C	10.2%	8.52	4.86	3.27	0.39	0.92	414,666	146.60	89.80	7.76	16.20	25,603	9	-	-
086	C	11.1%	8.27	4.57	3.17	0.53	0.97	101,451	107.24	71.11	8.29	12.32	8,234	3	-	-
091	S	12.8%	8.07	4.46	3.10	0.51	1.11	280,858	110.26	72.09	7.72	12.72	22,087	8	-	-
167	C	12.0%	7.69	4.21	2.86	0.62	0.97	144,808	109.76	71.16	8.83	13.66	10,601	5	-	-
090	S	13.6%	7.46	4.03	2.80	0.63	1.07	229,348	112.27	72.34	7.51	14.21	16,139	8	-	-
129	N	12.6%	7.36	4.15	2.82	0.39	1.00	139,376	108.97	71.61	9.53	13.67	10,198	3	-	-
143	N	11.5%	7.32	4.12	2.80	0.40	0.90	135,843	107.28	69.72	9.63	13.72	9,903	3	-	-
079	C	13.2%	6.73	3.77	2.62	0.34	0.97	317,759	108.40	71.20	9.58	14.74	21,558	6	-	-
056	N	12.2%	6.58	3.76	2.52	0.30	0.87	296,926	138.28	83.10	13.03	19.35	15,346	5	-	-
560	C	12.7%	6.54	3.65	2.45	0.44	0.89	533,808	145.26	87.81	12.69	20.79	25,681	13	-	-
150	C	15.3%	6.22	3.37	2.29	0.56	1.02	126,948	112.65	71.32	11.17	16.86	7,528	4	-	-
059	C	14.0%	6.15	3.45	2.39	0.31	0.95	404,540	110.42	71.63	10.02	16.25	24,900	7	-	-
089	S	15.2%	6.03	3.35	2.32	0.36	1.02	245,835	108.07	71.05	8.67	16.15	15,219	5	-	-
082	S	17.0%	6.00	3.18	2.20	0.62	1.11	57,638	119.82	72.71	8.33	18.47	3,120	2	-	-
026	N	13.8%	5.95	3.31	2.30	0.34	0.90	320,070	108.89	71.17	10.82	16.75	19,109	6	-	-
025	N	14.2%	5.89	3.36	2.33	0.20	0.94	266,672	108.83	71.47	9.11	16.43	16,229	3	-	-
055	C	15.4%	5.88	3.37	2.26	0.25	1.02	921,140	139.73	84.20	12.56	21.00	43,866	13	-	-
050	N	13.0%	5.83	3.33	2.23	0.27	0.83	904,877	139.89	84.40	12.38	21.88	41,353	5	-	6
071	N	14.8%	5.76	3.22	2.23	0.31	0.95	517,972	109.77	71.57	8.82	17.17	30,175	9	-	-
037	N	14.3%	5.75	3.23	2.17	0.35	0.90	777,464	146.01	88.16	11.77	23.19	33,519	15	-	-
072	C	14.5%	5.72	3.28	2.20	0.24	0.93	364,373	136.35	82.36	11.03	21.25	17,149	4	1	-
054	N	14.5%	5.70	3.21	2.16	0.33	0.91	869,506	140.52	84.77	12.56	22.39	38,833	16	-	-
029	N	15.1%	5.34	3.06	2.06	0.22	0.91	1,243,921	141.93	85.74	11.99	23.55	52,831	5	-	7
543	N	16.2%	4.92	2.78	1.86	0.28	0.90	641,470	142.29	85.89	12.95	25.70	24,961	10	-	-
035	N	15.9%	4.81	2.65	1.84	0.32	0.85	569,160	110.70	71.54	9.68	20.76	27,411	10	-	-
033	N	15.5%	4.80	2.64	1.83	0.33	0.82	269,878	107.99	71.36	8.72	20.43	13,208	5	-	-
070	C	17.3%	4.77	2.66	1.84	0.27	0.94	652,545	111.93	71.95	9.56	20.56	31,732	10	-	-
047	C	17.9%	4.76	2.71	1.82	0.23	0.99	1,489,528	140.73	84.90	12.63	25.49	58,435	19	-	-
030	N	15.9%	4.69	2.62	1.82	0.25	0.84	494,816	107.70	71.41	8.33	20.39	24,271	7	-	-
057	C	17.3%	4.69	2.66	1.78	0.25	0.93	1,410,344	157.85	95.48	14.80	29.38	48,009	4	-	11
046	N	18.3%	4.42	2.42	1.68	0.32	0.91	452,008	108.83	71.53	9.47	21.73	20,797	8	-	-
038	N	17.6%	4.35	2.37	1.64	0.34	0.86	732,153	110.37	71.57	9.21	22.65	32,318	14	-	-
060	C	17.8%	4.21	2.42	1.63	0.16	0.87	1,360,015	141.12	85.19	12.32	28.65	47,464	12	-	-
053	C	18.6%	4.16	2.38	1.60	0.18	0.91	973,836	144.76	86.98	15.65	29.65	32,844	10	-	-
053X	C	19.9%	3.90	2.22	1.49	0.19	0.92	483,523	128.29	77.10	12.39	27.69	17,463	5	-	-
043	N	20.4%	3.79	2.19	1.47	0.13	0.94	1,515,585	138.07	82.94	13.75	29.96	50,581	11	-	-
057X	C	22.0%	3.62	2.00	1.35	0.27	0.94	775,154	128.58	77.41	11.80	29.98	25,858	3	-	6
042	N	19.5%	3.57	1.98	1.38	0.21	0.81	1,098,476	109.80	71.50	9.85	26.31	41,750	13	-	-
066	C	22.8%	3.39	1.94	1.30	0.15	0.96	1,467,798	137.37	82.55	13.89	32.68	44,908	12	-	-
064	C	22.2%	3.21	1.82	1.22	0.17	0.87	1,083,794	143.03	85.97	14.58	36.60	29,611	10	-	-
064X	C	23.8%	2.95	1.67	1.12	0.16	0.87	435,532	128.35	77.19	12.24	35.14	12,395	4	-	-

(1) Total bus count (429) is based on PM weekday equipment requirements.
(2) Bus count for routes 53X, 57X and 64X are estimated based on total route 53, 57 and 64 equipment requirements.
(3) C under Zone is Central County, N is North County and S is South County.

OCTA Operating Statistics By Route for Express Service (Sorted by Subsidy per Boarding)
Fiscal Year 2019-20 Through Q3

Route	Zone	Farebox	Subsidy per Boarding	Direct Subsidy	Indirect Subsidy	"Capital Subsidy" Per Boarding	Revenue per Boarding	Boardings	CostVSH	Direct CostVSH	CostVSM	BoardVSH	VSH	Bus Count 40 FT	Bus Count 32 FT	Bus Count 60 FT
213	N	2.3%	$ 51.96	$ 25.02	$ 15.28	$ 11.66	$ 0.96	7,691	$ 156.25	$ 96.51	$ 7.80	3.79	2,031	5	-	-
721	N	4.6%	44.17	24.97	15.67	3.53	1.97	15,223	225.20	140.41	8.71	5.29	2,880	3	-	-
701	C	9.7%	27.22	14.93	9.38	2.91	2.62	18,464	259.39	161.29	10.84	9.63	1,917	3	-	-
206	C	6.1%	24.53	10.21	6.24	8.08	1.07	8,872	153.54	92.71	7.81	8.77	1,012	4	-	-
794	C	20.4%	23.40	13.50	8.25	1.65	5.57	21,681	195.62	131.78	7.34	7.16	3,027	2	-	-

(1) Total bus count (429) is based on PM weekday equipment requirements.
(2) C under Zone is Central County, N is North County and S is South County.

OCTA Operating Statistics By Route for Stationlink Service (Sorted by Subsidy per Boarding)
Fiscal Year 2019-20 Through Q3

Route	Zone	Submode	Farebox	Subsidy per Boarding	Direct Subsidy	Indirect Subsidy	"Capital Subsidy" Per Boarding	Revenue per Boarding	Boardings	CostVSH	Direct CostVSH	CostVSM	BoardVSH	VSH	Bus Count 40 FT	Bus Count 32 FT	Bus Count 60 FT
463	C	RCL	3.5%	$ 28.66	$ 14.57	$ 9.82	$ 4.27	$ 0.89	12,592	$ 143.03	$ 85.43	$ 13.33	5.66	2,226	3	-	-
480	C	RCL	8.2%	13.60	6.22	4.20	3.18	0.93	16,918	142.46	85.50	12.77	12.55	1,348	3	-	-
472	C	RCL	9.4%	11.56	5.29	3.56	2.71	0.92	19,879	135.42	84.72	11.84	13.86	1,434	3	-	-
453	N	RCL	7.7%	10.40	5.20	3.51	1.69	0.73	21,205	141.03	84.99	24.07	14.94	1,419	2	-	-
473	C	RCL	14.7%	7.29	3.34	2.25	1.70	0.96	31,577	150.69	85.47	13.13	22.97	1,374	3	-	-

(1) Total bus count (429) is based on PM weekday equipment requirements.
(2) C under Zone is Central County, N is North County and S is South County.

OCTA Operating Statistics By Route for Local and Community Services (Sorted by Boardings)

Fiscal Year 2019-20 Through Q3

Route	Zone	Farebox	Subsidy per Boarding	Direct Subsidy	Indirect Subsidy	"Capital Subsidy" Per Boarding	Revenue per Boarding	Boardings	CostVSH	Direct CostVSH	CostVSM	BoardVSH	VSH	Bus Count 40 FT	Bus Count 32 FT	Bus Count 60 FT
043	N	20.4%	$ 3.79	$ 2.19	$ 1.47	$ 0.13	$ 0.94	1,515,585	$ 138.07	$ 82.94	$ 13.75	29.96	50,581	11	-	-
047	C	17.9%	4.76	2.71	1.82	0.23	0.99	1,489,528	140.73	84.90	12.63	25.49	58,435	19	-	-
066	C	22.8%	3.39	1.94	1.30	0.15	0.96	1,467,798	137.37	82.55	13.89	32.68	44,908	12	-	-
057	C	17.3%	4.69	2.66	1.78	0.25	0.93	1,410,344	157.85	95.48	14.80	29.38	48,009	4	-	11
060	C	17.8%	4.21	2.42	1.63	0.16	0.87	1,360,015	141.12	85.19	12.32	28.65	47,464	12	-	-
029	N	15.1%	5.34	3.06	2.06	0.22	0.91	1,243,921	141.93	85.74	11.99	23.55	52,831	5	-	7
042	N	19.5%	3.57	1.98	1.38	0.21	0.81	1,098,476	109.80	71.50	9.85	26.31	41,750	13	-	-
064	C	22.2%	3.21	1.82	1.22	0.17	0.87	1,083,794	143.03	85.97	14.58	36.60	29,611	10	-	-
053	C	18.6%	4.16	2.38	1.60	0.18	0.91	973,836	144.76	86.98	15.65	29.65	32,844	10	-	-
055	C	15.4%	5.88	3.37	2.26	0.25	1.02	921,140	139.73	84.20	12.56	21.00	43,866	13	-	-
050	N	13.0%	5.83	3.33	2.23	0.27	0.83	904,877	139.89	84.40	12.38	21.88	41,353	5	-	6
054	N	14.5%	5.70	3.21	2.16	0.33	0.91	869,506	140.52	84.77	12.56	22.39	38,833	16	-	-
037	N	14.3%	5.75	3.23	2.17	0.35	0.90	777,464	146.01	88.16	11.77	23.19	33,519	15	-	-
057X	C	22.0%	3.62	2.00	1.35	0.27	0.94	775,154	128.58	77.41	11.80	29.98	25,858	3	-	6
038	N	17.6%	4.35	2.37	1.64	0.34	0.86	732,153	110.37	71.57	9.21	22.65	32,318	14	-	-
070	C	17.3%	4.77	2.66	1.84	0.27	0.94	652,545	111.93	71.95	9.56	20.56	31,732	10	-	-
543	N	16.2%	4.92	2.78	1.86	0.28	0.90	641,470	142.29	85.89	12.95	25.70	24,961	10	-	-
035	N	15.9%	4.81	2.65	1.84	0.32	0.85	569,160	110.70	71.54	9.68	20.76	27,411	10	-	-
560	C	12.7%	6.54	3.65	2.45	0.44	0.89	533,808	145.26	87.81	12.69	20.79	25,681	13	-	-
071	N	14.8%	5.76	3.22	2.23	0.31	0.95	517,972	109.77	71.57	8.82	17.17	30,175	9	-	-
030	N	15.9%	4.69	2.62	1.82	0.25	0.84	494,816	107.70	71.41	8.33	20.39	24,271	7	-	-
053X	C	19.9%	3.90	2.22	1.49	0.19	0.92	483,523	128.29	77.10	12.39	27.69	17,463	5	-	-
046	N	18.3%	4.42	2.42	1.68	0.32	0.91	452,008	108.83	71.53	9.47	21.73	20,797	8	-	-
064X	C	23.8%	2.95	1.67	1.12	0.16	0.87	435,532	128.35	77.19	12.24	35.14	12,395	4	-	-
083	C	10.2%	8.52	4.86	3.27	0.39	0.92	414,666	146.60	89.80	7.76	16.20	25,603	9	-	-
059	C	14.0%	6.15	3.45	2.39	0.31	0.95	404,540	110.42	71.63	10.02	16.25	24,900	7	-	-
001	S	7.1%	12.01	6.91	4.64	0.46	0.88	385,710	145.17	88.99	9.02	11.68	33,018	10	-	-
072	C	14.5%	5.72	3.28	2.20	0.24	0.93	364,373	136.35	82.36	11.03	21.25	17,149	4	1	-
026	N	13.8%	5.95	3.31	2.30	0.34	0.90	320,070	108.89	71.17	10.82	16.75	19,109	6	-	-
079	C	13.2%	6.73	3.77	2.62	0.34	0.97	317,759	108.40	71.20	9.58	14.74	21,558	6	-	-
056	N	12.2%	6.58	3.76	2.52	0.30	0.87	296,926	138.28	83.10	13.03	19.35	15,346	5	-	-
091	S	12.8%	8.07	4.46	3.10	0.51	1.11	280,858	110.26	72.09	7.72	12.72	22,087	8	-	-
033	N	15.5%	4.80	2.64	1.83	0.33	0.82	269,878	107.99	71.36	8.72	20.43	13,208	5	-	-
025	N	14.2%	5.89	3.36	2.33	0.20	0.94	266,672	108.83	71.47	9.11	16.43	16,229	3	-	-
089	S	15.2%	6.03	3.35	2.32	0.36	1.02	245,835	108.07	71.05	8.67	16.15	15,219	5	-	-
529	C	7.3%	11.66	6.53	4.39	0.74	0.87	243,859	150.37	90.84	13.14	12.76	19,110	10	-	-
090	S	13.6%	7.46	4.03	2.80	0.63	1.07	229,348	112.27	72.34	7.51	14.21	16,139	8	-	-
167	C	12.0%	7.69	4.21	2.86	0.62	0.97	144,808	109.76	71.16	8.83	13.66	10,601	5	-	-
129	N	12.6%	7.36	4.15	2.82	0.39	1.00	139,376	108.97	71.61	9.53	13.67	10,198	3	-	-
143	N	11.5%	7.32	4.12	2.80	0.40	0.90	135,843	107.28	69.72	9.63	13.72	9,903	3	-	-
150	C	15.3%	6.22	3.37	2.29	0.56	1.02	126,948	112.65	71.32	11.17	16.86	7,528	4	-	-
086	C	11.1%	8.27	4.57	3.17	0.53	0.97	101,451	107.24	71.11	8.29	12.32	8,234	3	-	-
153	N	7.8%	11.62	6.66	4.51	0.45	0.95	80,280	108.01	71.40	9.00	8.91	9,011	2	-	-
177	S	11.2%	9.41	5.10	3.45	0.86	1.08	62,375	109.23	71.30	8.53	11.34	5,500	3	-	-
178	C	8.8%	10.70	6.03	4.09	0.58	0.97	62,064	107.35	70.91	8.64	9.68	6,413	2	-	-
076	C	8.4%	10.82	6.12	4.11	0.59	0.94	60,494	134.91	81.36	11.60	12.08	5,008	2	-	-
082	S	17.0%	6.00	3.18	2.20	0.62	1.11	57,638	119.82	72.71	8.33	18.47	3,120	2	-	-
087	S	8.5%	10.98	6.07	4.21	0.70	0.95	51,196	110.33	71.92	7.37	9.82	5,215	2	-	-
085	S	8.0%	12.70	7.08	4.91	0.71	1.05	50,810	108.91	71.33	8.79	8.36	6,079	2	-	-
862	C	5.3%	17.08	10.72	5.43	0.93	0.90	38,709	135.08	76.79	17.57	7.93	4,883	2	-	-
123	N	8.7%	13.83	5.88	3.98	3.97	0.94	18,076	83.55	44.53	6.46	7.73	2,337	4	-	-

(1) Total bus count (429) is based on PM weekday equipment requirements.

(2) Bus count for routes 53X, 57X and 64X are estimated based on total route 53, 57 and 64 equipment requirements.

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

OCTA Operating Statistics By Route for Express Service (Sorted by Boardings)
Fiscal Year 2019-20 Through Q3

Route	Zone	Farebox	Subsidy per Boarding	Direct Subsidy	Indirect Subsidy	"Capital Subsidy" Per Boarding	Revenue per Boarding	Boardings	CostVSH	Direct CostVSH	CostVSM	BoardVSH	VSH	Bus Count 40 FT	Bus Count 32 FT	Bus Count 60 FT
794	C	20.4%	$ 23.40	$ 13.50	$ 8.25	$ 1.65	$ 5.57	21,681	$ 195.62	$ 131.78	$ 7.34	7.16	3,027	2	-	-
701	C	9.7%	27.22	14.93	9.38	2.91	2.62	18,464	259.39	161.29	10.84	9.63	1,917	3	-	-
721	N	4.6%	44.17	24.97	15.67	3.53	1.97	15,223	225.20	140.41	8.71	5.29	2,880	3	-	-
206	C	6.1%	24.53	10.21	6.24	8.08	1.07	8,872	153.54	92.71	7.81	8.77	1,012	4	-	-
213	N	2.3%	51.96	25.02	15.28	11.66	0.96	7,691	156.25	96.51	7.80	3.79	2,031	5	-	-

(1) Total bus count (429) is based on PM weekday equipment requirements.
(2) C under Zone is Central County, N is North County and S is South County.

OCTA Operating Statistics By Route for Stationlink Service (Sorted by Boardings)
Fiscal Year 2019-20 Through Q3

Route	Zone	Farebox	Subsidy per Boarding	Direct Subsidy	Indirect Subsidy	"Capital Subsidy" Per Boarding	Revenue per Boarding	Boardings	CostVSH	Direct CostVSH	CostVSM	BoardVSH	VSH	Bus Count 40 FT	Bus Count 32 FT	Bus Count 60 FT
473	C	14.7%	$ 7.29	$ 3.34	$ 2.25	$ 1.70	$ 0.96	31,577	$ 150.69	$ 85.47	$ 13.13	22.97	1,374	3	-	-
453	N	7.7%	10.40	5.20	3.51	1.69	0.73	21,205	141.03	84.99	24.07	14.94	1,419	2	-	-
472	C	9.4%	11.56	5.29	3.56	2.71	0.92	19,879	135.42	84.72	11.84	13.86	1,434	3	-	-
480	C	8.2%	13.60	6.22	4.20	3.18	0.93	16,918	142.46	85.50	12.77	12.55	1,348	3	-	-
463	C	3.5%	28.66	14.57	9.82	4.27	0.89	12,592	143.03	85.43	13.33	5.66	2,226	3	-	-

(1) Total bus count (429) is based on PM weekday equipment requirements.
(2) C under Zone is Central County, N is North County and S is South County.

Route Reference Table

Route	Route	Route Description	Main Street	Route Category
1	1	Long Beach - San Clemente	via Pacific Coast Hwy	LOCAL
25	25	Fullerton - Huntington Beach	via Knott Ave/ Goldenwest St	LOCAL
26	26	Fullerton - Placentia	via Commonwealth Ave/ Yorba Linda Blvd	LOCAL
29	29	La Habra - Huntington Beach	via Beach Blvd	LOCAL
30	30	Cerritos - Anaheim	via Orangethorpe Ave	LOCAL
33	33	Fullerton - Huntington Beach	via Magnolia St	LOCAL
35	35	Fullerton - Costa Mesa	via Brookhurst St	LOCAL
37	37	La Habra - Fountain Valley	via Euclid St	LOCAL
38	38	Lakewood - Anaheim Hills	via Del Amo Blvd/ La Palma Ave	LOCAL
42	42	Seal Beach - Orange	via Seal Beach Blvd/ Los Alamitos Blvd/ Lincoln Ave	LOCAL
43	43	Fullerton - Costa Mesa	via Harbor Blvd	LOCAL
46	46	Long Beach - Orange	via Ball Road/ Taft Ave	LOCAL
47	47	Fullerton - Balboa	via Anaheim Blvd/ Fairview St	LOCAL
50	50	Long Beach - Orange	via Katella Ave	LOCAL
53	53/53X	Anaheim - Irvine	via Main St	LOCAL
54	54	Garden Grove - Orange	via Chapman Ave	LOCAL
55	55	Santa Ana - Newport Beach	via Standard Ave/ Bristol St/ Fairview St/ 17th St	LOCAL
56	56	Garden Grove - Orange	via Garden Grove Blvd	LOCAL
57	57/57X	Brea - Newport Beach	via State College Blvd/ Bristol St	LOCAL
59	59	Anaheim - Irvine	via Kraemer Blvd/ Glassell St/ Grand Ave/ Von Karman Ave	LOCAL
60	60	Long Beach - Tustin	via Westminster Ave/ 17th St	LOCAL
64	64/64X	Huntington Beach - Tustin	via Bolsa Ave/ 1st St	LOCAL
66	66	Huntington Beach - Irvine	via McFadden Ave/ Walnut Ave	LOCAL
70	70	Sunset Beach - Tustin	via Edinger Ave	LOCAL
71	71	Yorba Linda - Newport Beach	via Tustin Ave/ Red Hill Ave/ Newport Blvd	LOCAL
72	72	Sunset Beach - Tustin	via Warner Ave	LOCAL
76	76	Huntington Beach - John Wayne Airport	via Talbert Ave/ MacArthur Blvd	LOCAL
79	79	Tustin - Newport Beach	via Bryan Ave/ Culver Dr/ University Ave	LOCAL
82	82	Foothill Ranch - Rancho Santa Margarita	via Portola Pkwy/ Santa Margarita Pkwy	LOCAL
83	83	Anaheim - Laguna Hills	via 5 Fwy/ Main St	LOCAL
85	85	Mission Viejo - Laguna Niguel	via Marguerite Pkwy/ Crown Valley Pkwy	LOCAL
86	86	Costa Mesa - Mission Viejo	via Alton Pkwy/ Jeronimo Rd	LOCAL
87	87	Rancho Santa Margarita - Laguna Niguel	via Alicia Pkwy	LOCAL
89	89	Mission Viejo - Laguna Beach	via El Toro Rd/ Laguna Canyon Rd	LOCAL
90	90	Tustin - Dana Point	via Irvine Center Dr/ Moulton Pkwy/ Golden Lantern St	LOCAL
91	91	Laguna Hills - San Clemente	via Paseo de Valencia/ Camino Capistrano/ Del Obispo St	LOCAL
123	123	Anaheim - Huntington Beach	via Malvern Ave/ Valley View / Bolsa Chica	COMMUNITY
129	129	La Habra - Anaheim	via La Habra Blvd/ Brea Blvd/ Birch St/ Kraemer Blvd	COMMUNITY
143	143	La Habra - Brea	via Whittier Blvd/ Harbor Blvd/ Brea Blvd/ Birch St	COMMUNITY
150	150	Santa Ana - Costa Mesa	via Fairview St/ Flower St	COMMUNITY
153	153	Brea - Anaheim	via Placentia Ave	COMMUNITY
167	167	Orange - Irvine	via Irvine Ave/ Hewes St/ Jeffrey Rd	COMMUNITY
177	177	Foothill Ranch - Laguna Hills	via Lake Forest Dr/ Muirlands Blvd/ Los Alisos Blvd	COMMUNITY
178	178	Huntington Beach - Irvine	via Adams Ave/ Birch St/ Campus Dr	COMMUNITY
862	862	Downtown Santa Ana Shuttle	via Civic Center Dr	COMMUNITY
206	206	Santa Ana - Lake Forest Express	via 5 Fwy	EXPRESS BUS
213	213	Brea - Irvine Express	via 55 Fwy	EXPRESS BUS
453	453	Orange Transportation Center - St. Joseph's Hospital	via Chapman Ave/ Main St/ La Veta Ave	STATIONLINK
463	463	Santa Ana Regional transportation Center - Hutton Centre	via Grand Ave	STATIONLINK
472	472	Tustin Metrolink Station - Irvine Business Complex	via Edinger Ave/ Red Hill Ave/ Campus Dr/ Jamboree Rd	STATIONLINK
473	473	Tustin Metrolink Station - U.C.I.	via Edinger Ave/ Harvard Ave	STATIONLINK
480	480	Irvine Metrolink Station - Lake Forest	via Alton Pkwy/ Bake Pkwy/ Lake Forest Dr	STATIONLINK
529	529	Fullerton - Huntington Beach	via Beach Blvd	BRAVO
543	543	Fullerton Transportation Center - Santa Ana	via Harbor Blvd	BRAVO
560	560	Santa Ana - Long Beach	via 17th St/ Wesminster Blvd	BRAVO
701	701	Huntington Beach - Los Angeles Express	via 405 Fwy/ 605 Fwy/ 105 Fwy/ 110 Fwy	EXPRESS BUS
721	721	Fullerton - Los Angeles Express	via 110 Fwy/ 91 Fwy	EXPRESS BUS
794	794	Riverside / Corona - South Coast Metro Express	via 91 Fwy/ 55 Fwy	EXPRESS BUS

OC Bus 360° Plan: Performance to Date

To address declining bus ridership, the OCTA Board of Directors (Board) endorsed a comprehensive action plan known as OC Bus 360° plan in 2015. This effort included a comprehensive review of current and former rider perceptions, a peer review panel that reviewed OCTA's performance and plans, new branding and marketing tactics tied to rider needs, upgraded bus routes and services to better match demand and capacity, technology solutions to improve passenger experience, and pricing, as well as other revenue changes to stimulate ridership and provide new funding.

Extensive work was invested by OCTA divisions to implement the OC Bus 360˚ plan. These efforts included:

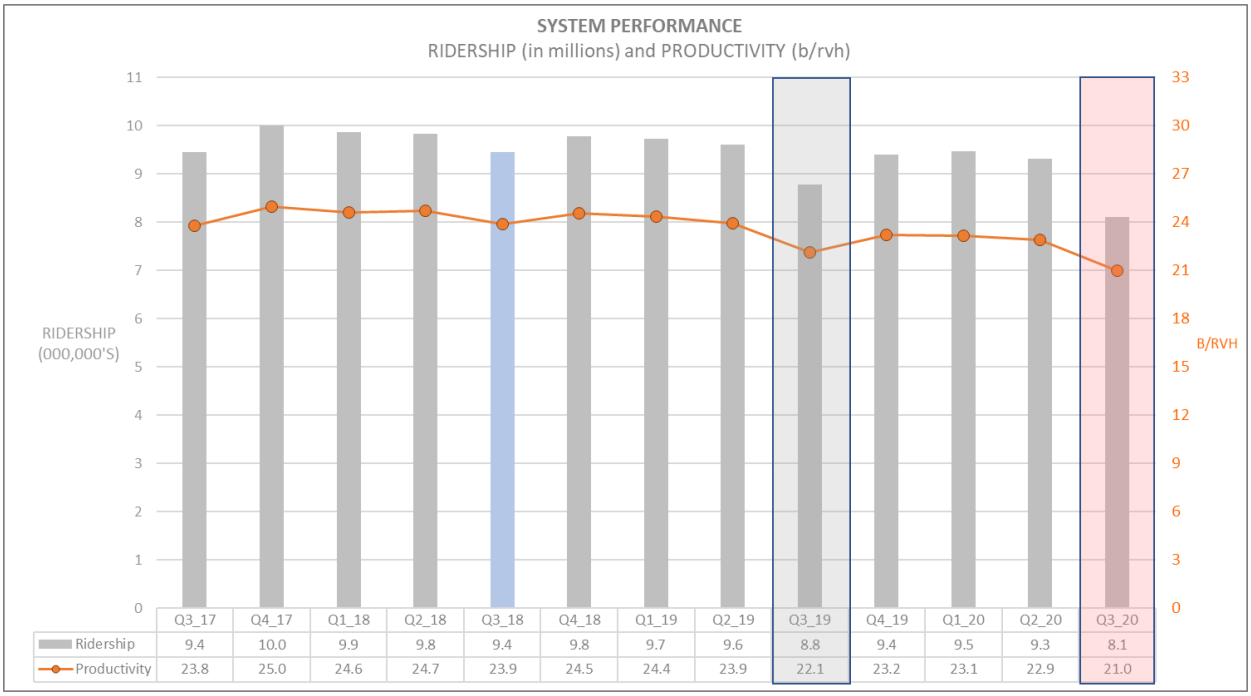
- Implementation of new and faster bus routes;
- Redeployment of services in June 2016, October 2016, October 2017, and February 2018, to improve efficiencies and build ridership;
- Competitively awarded grants to local agencies through Project V for transit services tailored to community needs;
- Implementation of a promotional fare and college pass program;
- Rollout of new technologies, such as mobile ticketing, real-time bus arrival information, a microtransit service; and
- Extensive marketing, public outreach, and promotional campaigns.

<u>Impact of the Service Changes</u>

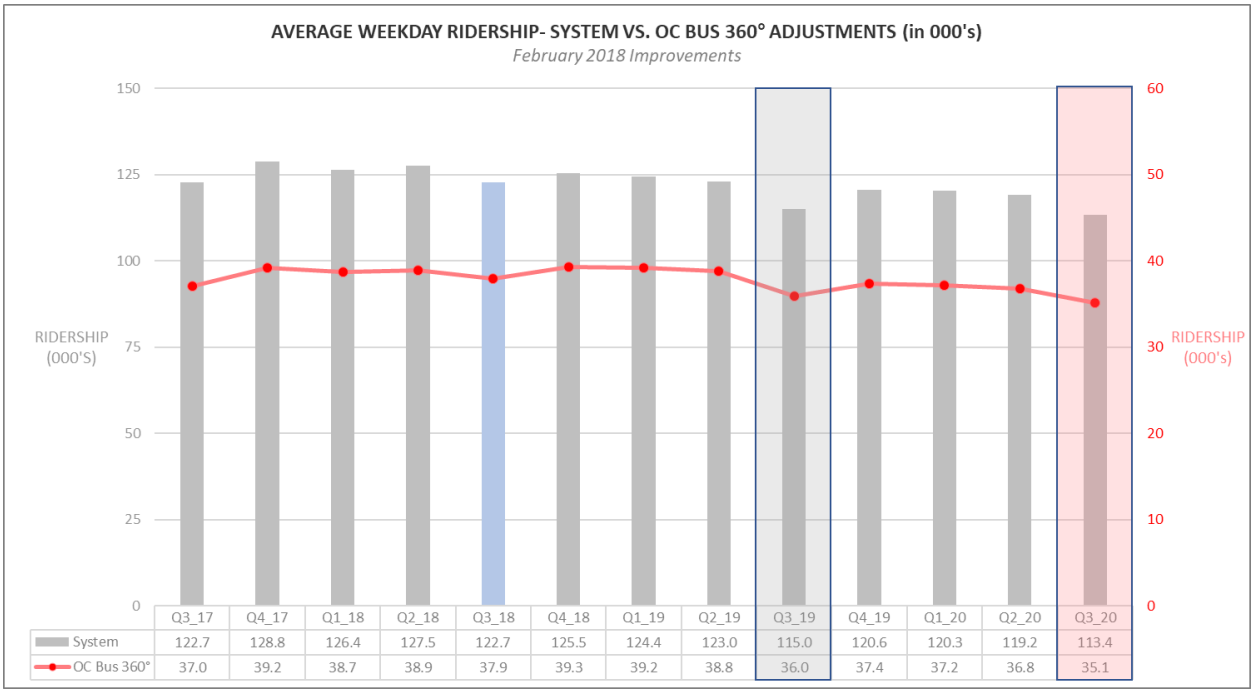
Of the series of approved bus service changes under the OC Bus 360° plan, the changes implemented in October 2016 and February 2018 were the most significant and are tracked for overall OC Bus 360° plan impact. Provided below is a series of charts that show overall system performance over the last 13 quarters and the impact of the route adjustments implemented to date under the plan. In this review, performance is measured by change in average weekday boardings for routes that were improved and average B/RVH for routes that were reduced. This analysis is necessary and ongoing to gauge the effectiveness of the recommended changes and the overall OC Bus 360° plan. The trend of overall system ridership and productivity is provided on the following chart. Though the trend was favorable through January and February, the impact of the COVID-19 pandemic had a substantial impact on ridership and productivity.

Through the third quarter of FY 2019-20:

- Ridership was 13.0 percent lower than the previous quarter, and 7.6 percent lower than the same quarter last year.
- Productivity through the third quarter fell by 8.3 percent from last quarter and dropped by 4.5 percent from the same quarter last year.

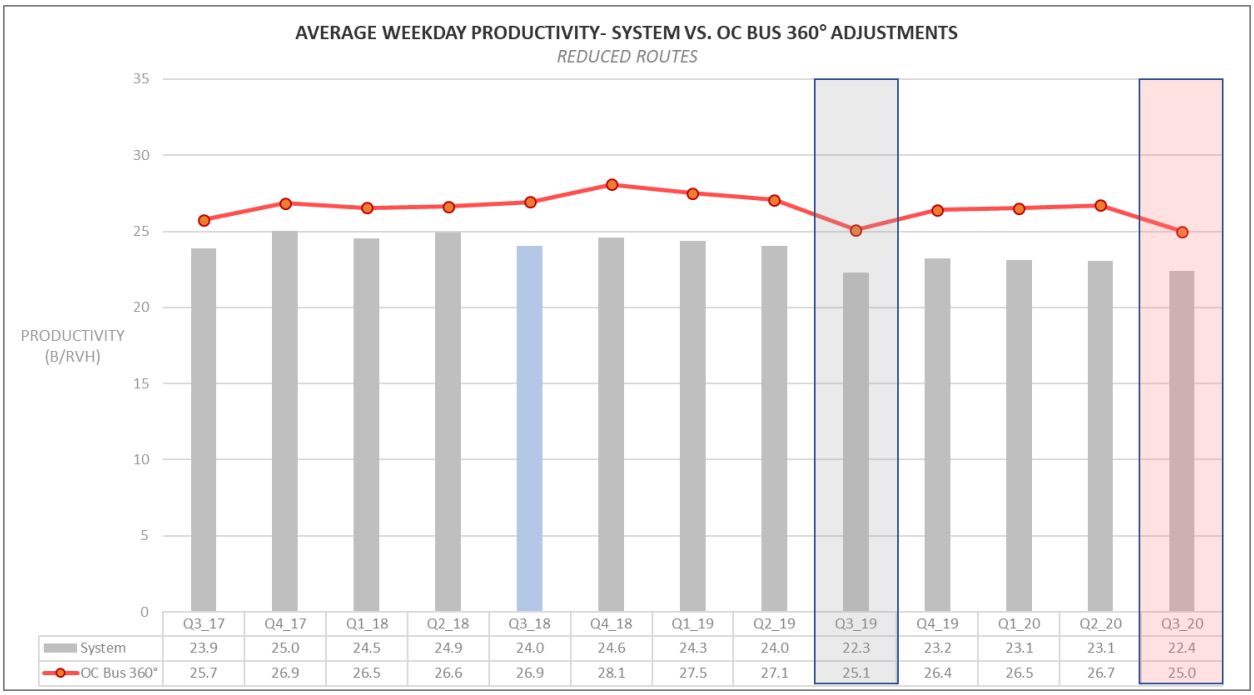


The impacts of the adjustments implemented under the OC Bus 360° plan are consistent with the systemwide trend, including the decrease with respect to the COVID-19 pandemic. The following chart compares the system trend against the group of routes improved under the OC Bus 360° plan. The average weekday ridership systemwide and for the improved routes dropped by 4.8 percent and 4.5 percent compared to last quarter and dropped by 1.4 percent and 2.4 percent respectively compared to the same quarter last year.



Improved system and route productivity are the goals for services that are *reduced* or *eliminate* under the OC Bus 360° plan – making low performing routes more productive.

The following chart compares the system productivity trend against the productivity of the group of routes that were reduced/eliminated, most recently, in February 2018.



	Q3_17	Q4_17	Q1_18	Q2_18	Q3_18	Q4_18	Q1_19	Q2_19	Q3_19	Q4_19	Q1_20	Q2_20	Q3_20
System	23.9	25.0	24.5	24.9	24.0	24.6	24.3	24.0	22.3	23.2	23.1	23.1	22.4
OC Bus 360°	25.7	26.9	26.5	26.6	26.9	28.1	27.5	27.1	25.1	26.4	26.5	26.7	25.0

During the third quarter of FY 2019-20, productivity systemwide and for the collective reductions decreased by 2.7 percent and 6.5 percent, respectively compared to last quarter. Compared to the same quarter last year, systemwide productivity was up by 0.6 percent and the collective reductions were down by 0.5 percent. Overall, the productivity for the routes reduced under OC Bus 360° remain above the system average by 11.3 percent.

<u>Other OC Bus 360° Initiatives</u>

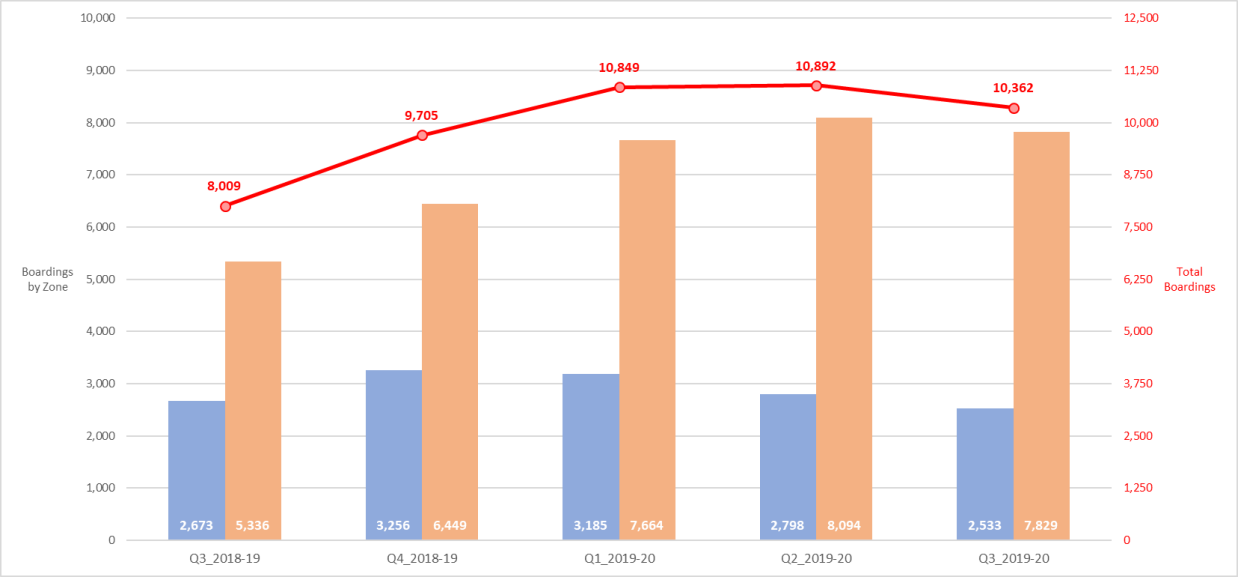
OC Flex Pilot Program

OC Flex service launched in October 2018 in two zones under a one-year pilot program. The OCTA Board approved five primary goals and performance metrics to evaluate the pilot program. Upon approval of the pilot program, the Board directed staff to provide updates on the performance metrics as part of quarterly Bus Operations Performance Measurements Report.

For the third quarter of FY 2019-20, ridership experienced a decrease due to the impacts associated with the COVID-19 pandemic in mid-March. The two performance metrics related to shared trips and connected trips continue to exceed the respective targets. The measures related to productivity and subsidy per boarding continue to trend in the right direction, though they remain below target. The performance improvement expected from the adjustments implemented in February 2020 did not occur due to the reduced travel demand associated with the "Safer at Home" orders passed down

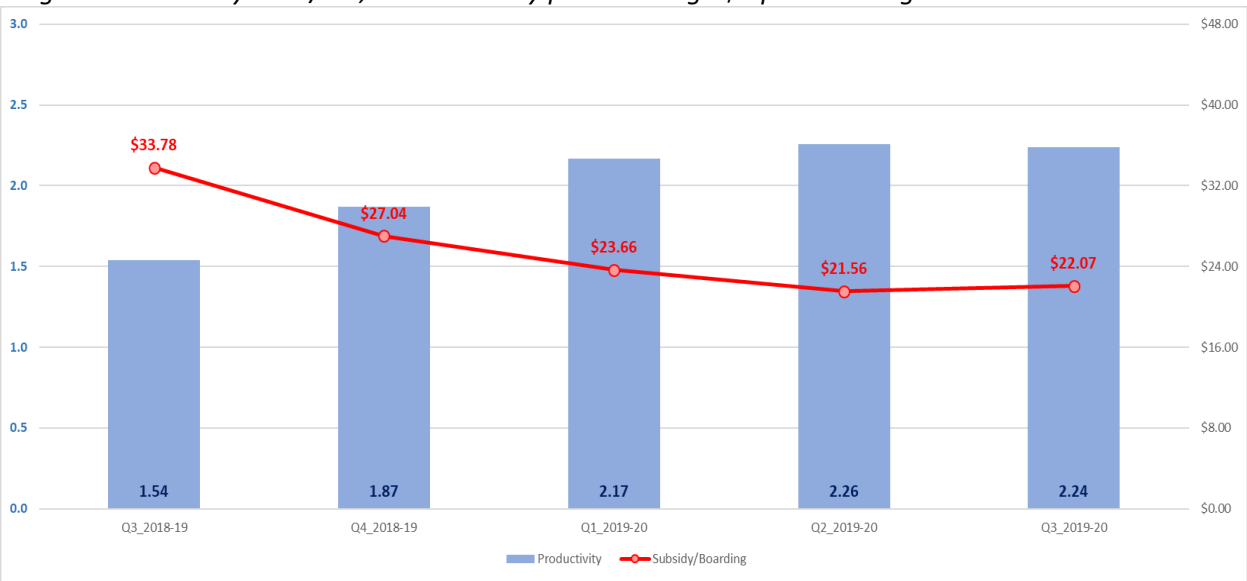
nationally and statewide. Additionally, service in the Blue zone was suspended on March 23, 2020 due to extremely low demand. Staff is now considering options for the near and long-term options for the OC Flex service post-COVID-19 pandemic.

OC Flex Ridership – Through Q3-FY2019-20



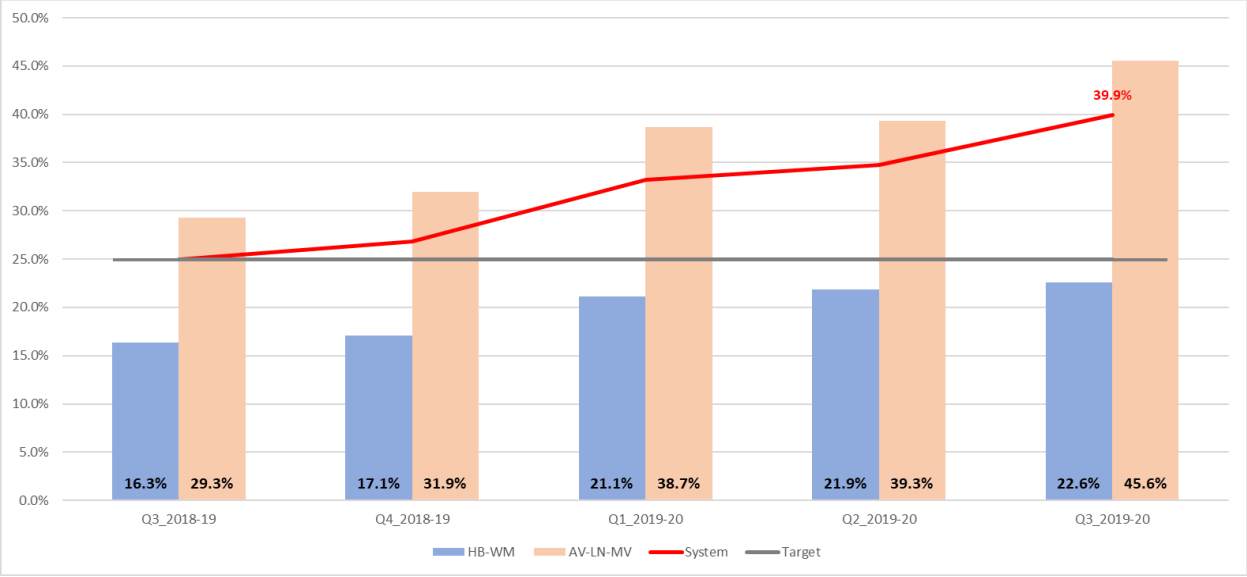
OC Flex Productivity (B/RVH) and Direct Subsidy per Boarding – Through Q3-FY2019-20

Targets: Productivity – 6 b/rvh; Direct Subsidy per Boarding - $9 per Boarding



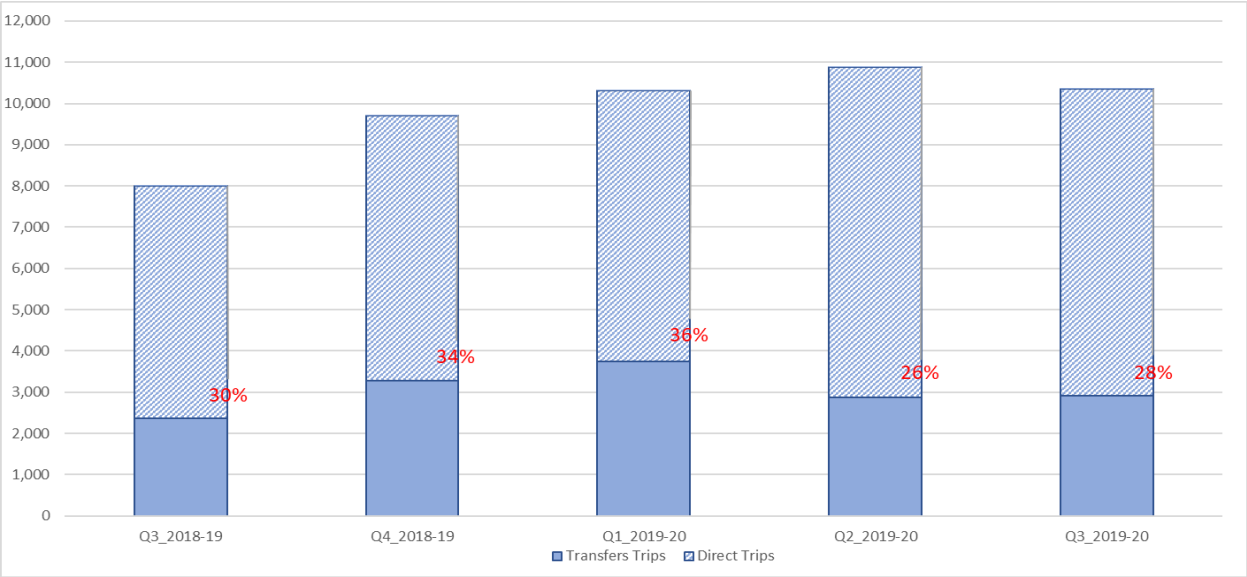
OC Flex Shared Trips – Through Q3-FY2019-20

Target: 25% of Booked Trips Sharing a Vehicle



OC Flex Connecting Trips (Transfers) – Through Q3-FY2019-20

Target: 25% of Trips Transfer to OC Bus or Metrolink Service



College Pass Program

The College Pass Program started in August 2017 with students from Santa Ana College and continuing education students from Santa Ana College and Santiago Canyon College. In August 2018, the program expanded to include all students from Santiago Canyon College. In Fall 2019, both Golden West and Fullerton colleges joined the College Pass Program.

Driven by significant ridership decreases in March 2020 due to the COVID-19 pandemic, the third quarter of FY 2019-20 saw an overall 22.9 percent decrease in ridership compared to the same period the prior year in continuing colleges. In the month of March alone, continuing colleges saw decreases of between 44 to 64 percent of ridership from the prior year. Fullerton and Golden West colleges, which joined the College Pass Program this year, saw ridership in March 2020 decrease from the prior month by 42 and 66 percent respectively.

Despite the impact of the third quarter, since starting on August 26, 2019 to the end of the March 2020 reporting period, Fullerton College reported 161,895 boardings and Golden West College reported 97,012 boardings.

The College Pass continued to attract new student riders at Golden West and Fullerton colleges, with the cumulative total of unique student riders to date continuing to increase. The number of unique student riders at Fullerton College increased by 125 percent (from 1,192 in August 2019 to 2,682 by the end of March 2020) and number of unique student riders at Golden West College increasing by 220 percent (from 422 in August 2019 to 1,352 by the end of March 2020).

As of March 31, 2020, less than three years since starting in August 2017, the overall College Pass Program has reported 3.22 million boardings with 18,958 unique students among participating colleges.

The college pass program has been very successful and popular among students and colleges. Even with the possibility of remote instruction in the Fall 2020 term, additional colleges request to join the program. OCTA continues to work with other interested colleges to expand the College Pass program with college-provided funding or student fees and available Low Carbon Transit Operations Program and Mobile Source Air Pollution Reduction grant funds.