



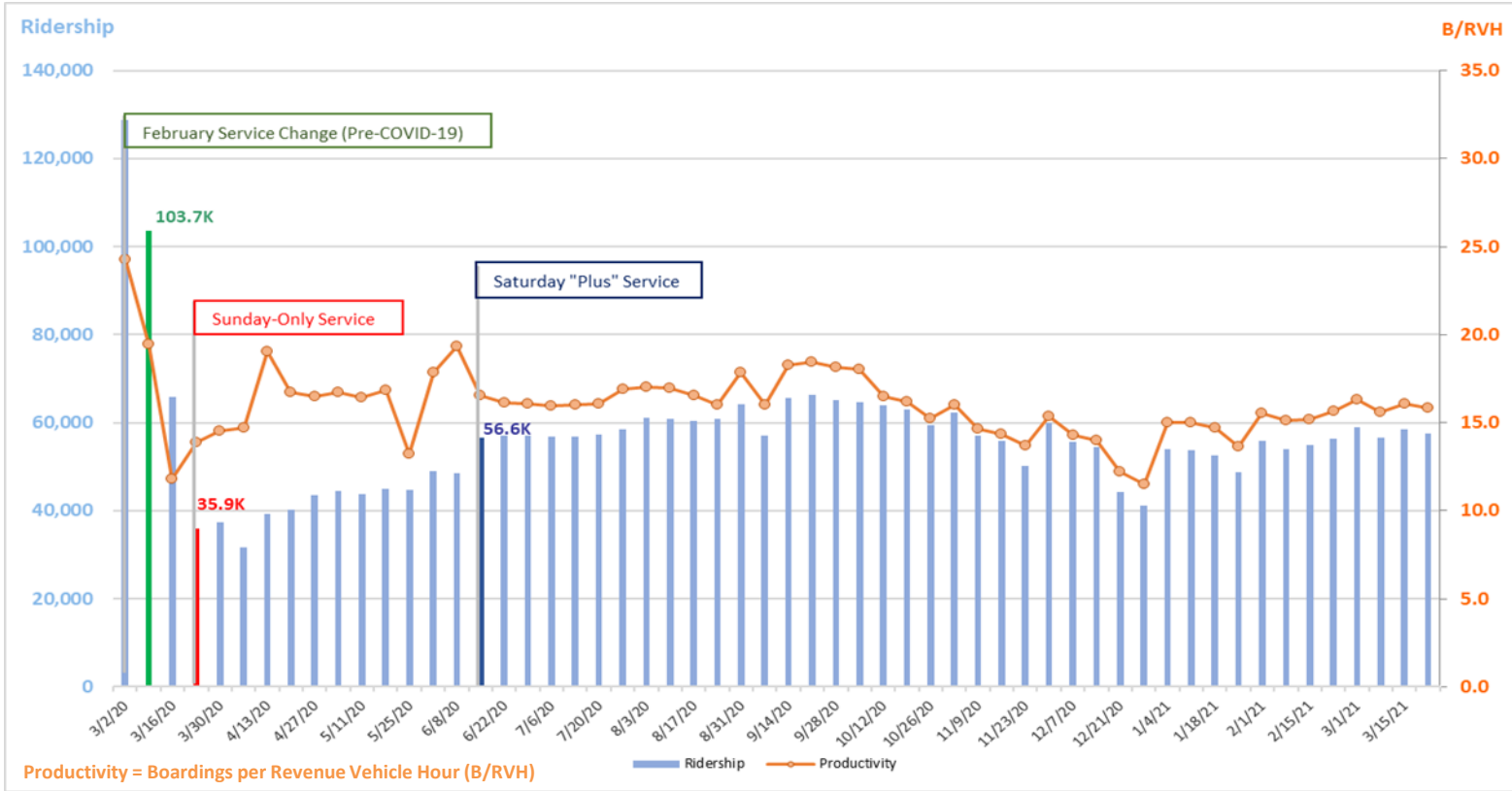
OC Bus Service Update

Key Metrics:

- **Ridership**
 - Trending at 57,800 average weekday riders (48 percent of the pre-COVID-19 pandemic average weekday ridership of 120,000); productivity is at 15.5 boardings per revenue vehicle hour (b/rvh) or 60 percent of the pre-COVID-19 pandemic level of 25 b/rvh.
- **Pass-Bys**
 - Occur when passenger loads on a 40-foot bus reach 20 or more (35 passengers on a 60-foot bus)
- **Trippers**
 - Unscheduled trips dispatched to provide service to pass-bys created by overloads (20+ passengers)
 - Deployed based on data, coach operator input, and customer comment
- **On-Time Performance**
 - Measuring service quality as impacted by the COVID-19 pandemic
- **Customer Comments**
 - Trends, feedback, and issues reported

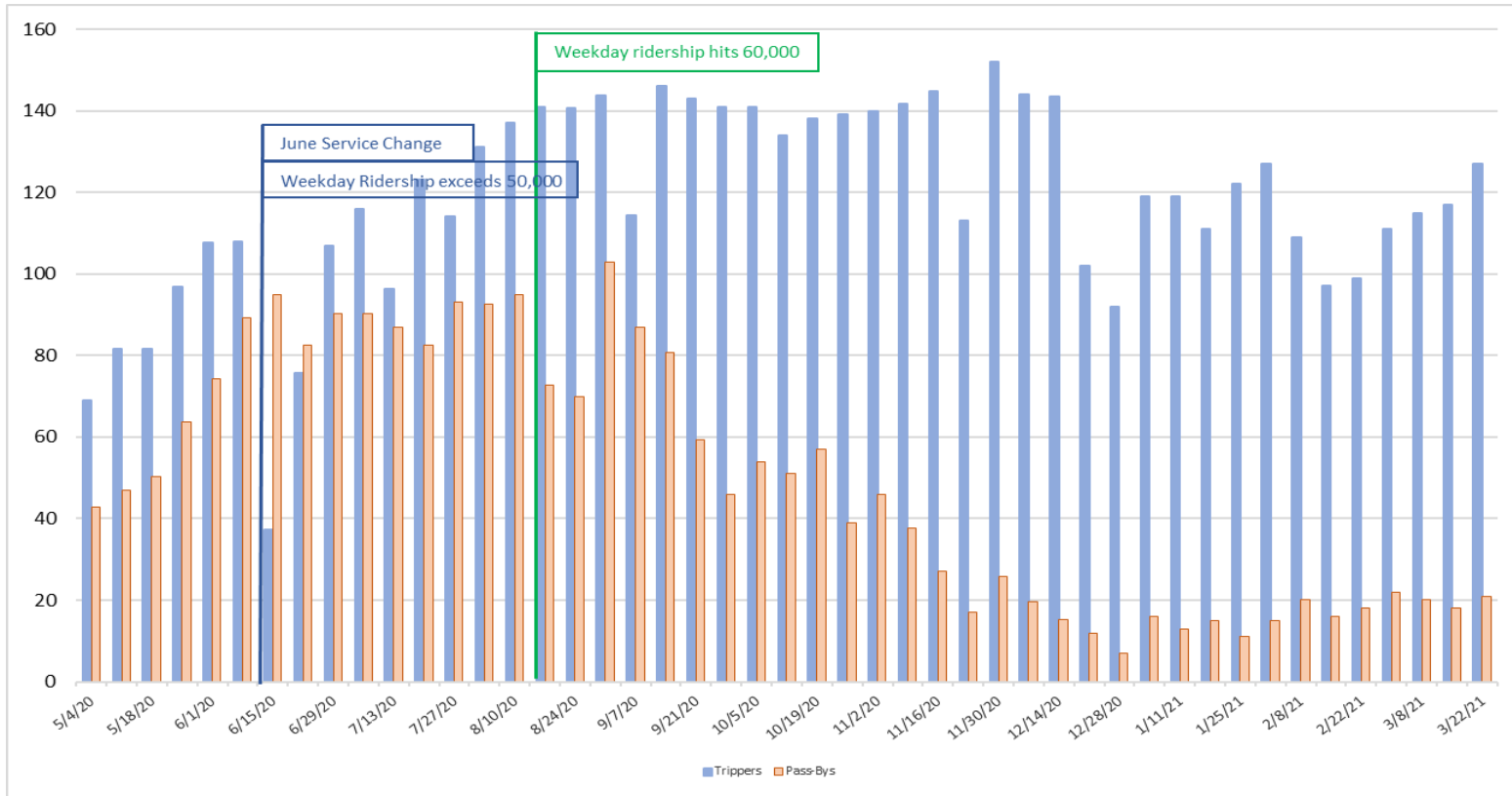
OC BUS RIDERSHIP AND PRODUCTIVITY

(AVERAGE WEEKDAY)



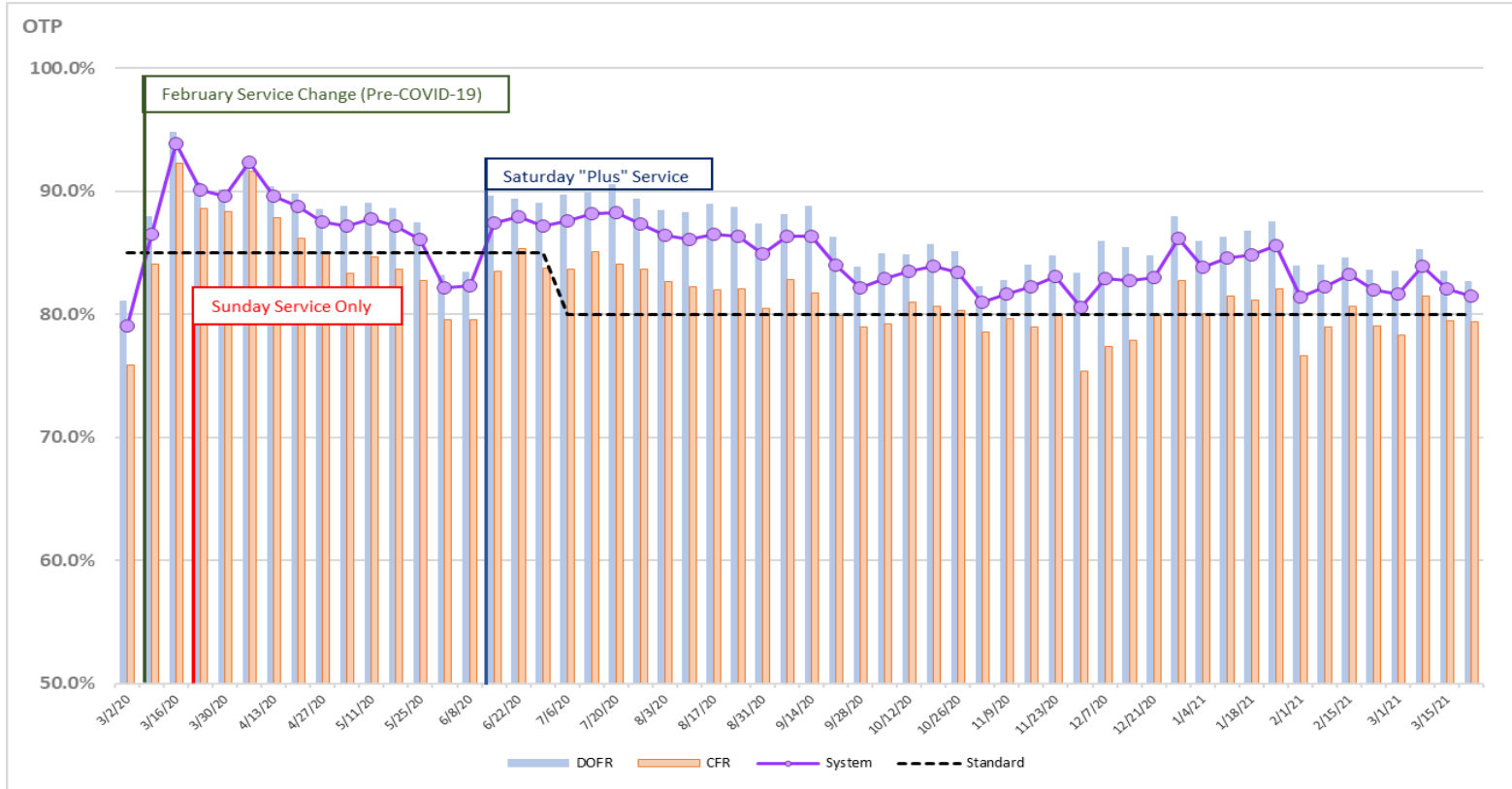
OC BUS TRENDS: TRIPPERS AND PASS-BYS

(AVERAGE WEEKDAY)



OC BUS TRENDS: ON-TIME PERFORMANCE

(AVERAGE WEEKDAY)



CUSTOMER COMMUNICATION AND FEEDBACK

COVID-19 Pandemic Safety Measures

Safety/Customer Information

- Multilingual email from Chief Executive Officer to bus customers sharing how Orange County Transportation Authority pivoted during the pandemic and encouraging customers to continue practicing safety while riding.

Service Change Outreach

- Outreach began in late February to gain input on OC Bus service during the COVID-19 pandemic, as well as future service changes.



Customer Comments

Bus Pass-bys

- Complaints on pass-bys decreased to an average of 6.3 complaints per week in the first four weeks of March compared to 7.6 complaints in February.

Overcrowding

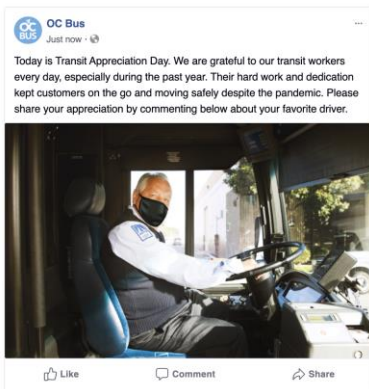
- Passenger overcrowding complaints decreased to an average of 2.3 complaints per week in the first four weeks of March from three complaints per week in February.

CUSTOMER COMMUNICATION AND FEEDBACK

COVID-19 Pandemic Safety Measures

Transit Appreciation Day

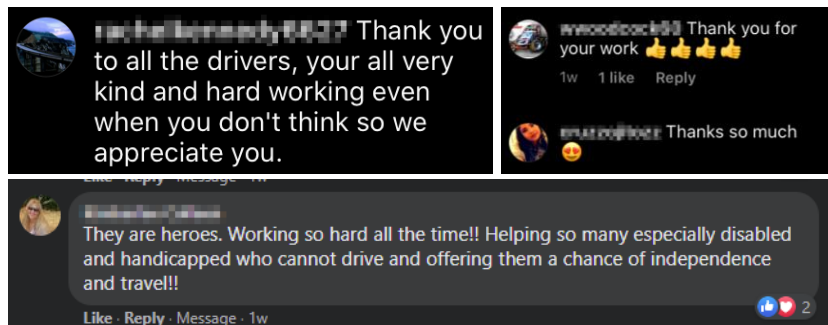
- Social media post and internal communications thanking our coach operators and encouraging customers to respond with comments about their appreciation of coach operators.



Customer Comments

Thank You

- Including social media responses to Transit Appreciation Day, OC Bus received more than 20 messages of gratitude and customer compliments as of March 27.





NEXT STEPS

- Continue to track service performance and COVID-19 pandemic impacts
- Monitor changes to stay-at-home orders, school, and business activities