



OCTA Transit Service Update



OC BUS ACTIONS IN RESPONSE TO COVID-19



Background

- Sharp decline in average daily ridership
 - From 120,000 to 34,000; a drop of about 70 percent
- Implemented a Sunday service for all days on March 23
 - 41 of 61 total routes in service, including Stationlink routes
- Other actions:
 - Rear-door boarding
 - Enhanced sanitizing of buses
 - Hand sanitizer dispensers installed on all buses
 - Limiting bus capacity to 15 passengers on 40' buses and 20 passengers on 60' buses to allow social distancing based on current guidance



OC BUS TRENDS DURING THE PANDEMIC



Tracking three key metrics:

- Ridership
 - Trending at 50 percent or less of the average weekday ridership
- Pass-Bys
 - Occurs when passenger loads on a 40' bus reach 15 or more (20 passengers on a 60' bus)
- Trippers
 - Unscheduled trips dispatched to provide more capacity and prevent overloads (15+ passengers)
 - Deployed based on data, coach operator input, and customer comment





JUNE 2020 SERVICE CHANGE



Service Elements

- Moved from Sunday service levels everyday to Saturday service levels
 - 50 routes of 61 total routes in service effective June 14
- Weekday service restored on nine additional local and community routes
 - Suspended in March since these routes do not operate on weekends
- Overall, the June service change **increased weekday service by 517 daily bus trips**; and Saturday service by 147 daily trips



OC BUS RIDERSHIP DURING THE PANDEMIC



OC Bus Weekday Ridership - March 2 - July 17





ACTIONS TAKEN ON OTHER SERVICES

- **OC ACCESS**
 - Maximum 3 passengers on board at any given time
 - No shared rides on taxis
 - Hand sanitizer available for all passengers
 - Vehicles are disinfected every evening
- **SAME DAY TAXI**
 - Hand sanitizer available for all passengers
 - Vehicles are disinfected every three days
 - Sanitizing after each passenger
- **OC FLEX**
 - No shared rides
 - Hand sanitizer available for all passengers
 - Vehicles are disinfected every evening





SERVICE CHANGES DURING THE PANDEMIC

- **OC ACCESS**
 - Operating service area and hours from February 9, 2020 service change
 - No subcontractor (taxi operator) providing service
- **SAME DAY TAXI**
 - Service operated by California Yellow Cab (Cabco)
- **OC FLEX**
 - Huntington Beach/Westminster Temporary Suspended
 - Service operated by MV Transportation



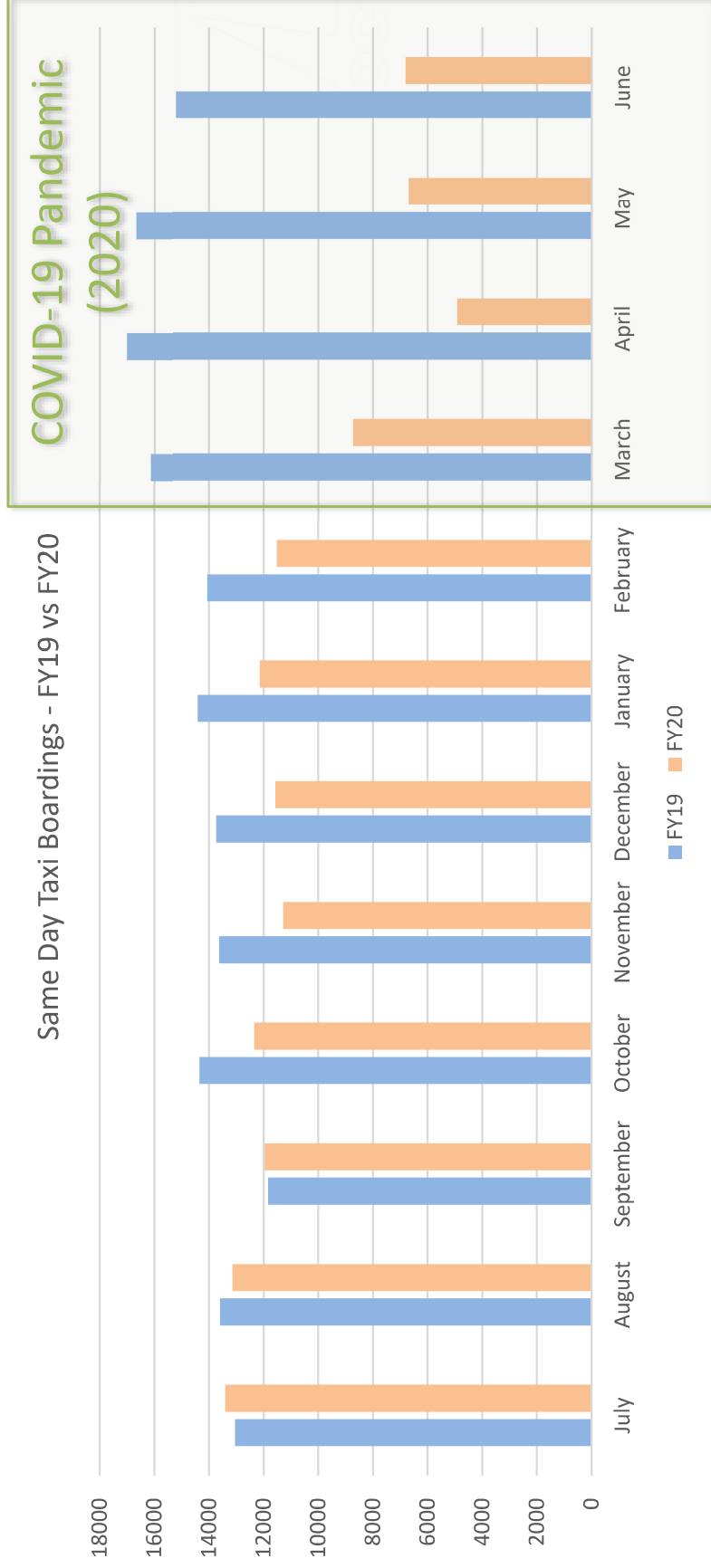


OC ACCESS RIDERSHIP TRENDS DURING PANDEMIC



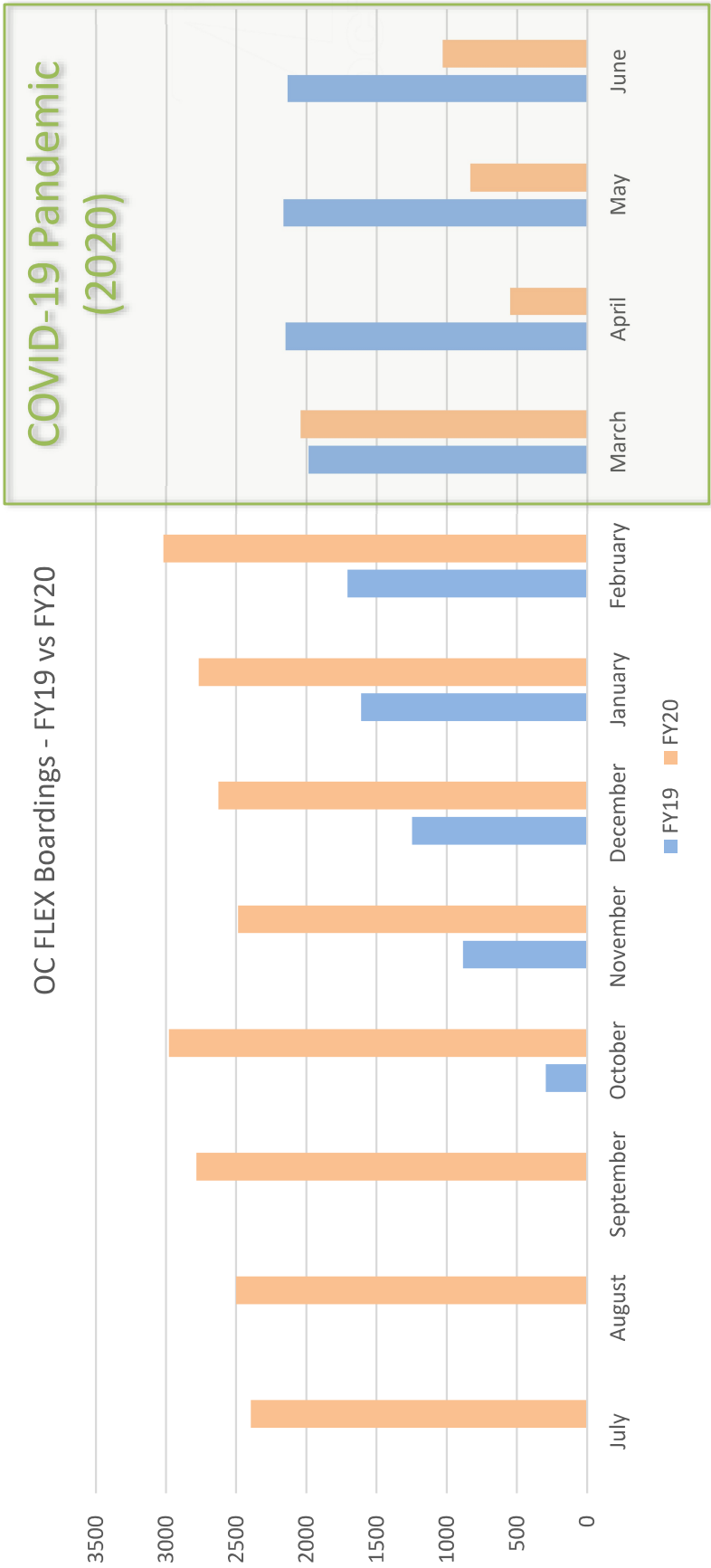


SAME DAY TAXI RIDERSHIP TRENDS DURING PANDEMIC





OC FLEX RIDERSHIP TRENDS DURING PANDEMIC





NEXT STEPS

- Continue to track service performance
- Develop October 2020 Service Plan
- Monitor COVID-19 Impacts

