

# **OC Bus Service Update**

# OC BUS TRENDS DURING THE CORONAVIRUS (COVID-19)

# **Key Metrics:**

- Ridership
  - Trending at 51,000 (43 percent of the pre-pandemic average weekday ridership of 120,000); productivity is at 11.5 boardings per revenue vehicle hour (b/rvh) or 48 percent of the pre-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 pandemic
- Customer Comments
  - Trends, feedback, and issues reported

### **OC BUS RIDERSHIP AND PRODUCTIVITY**



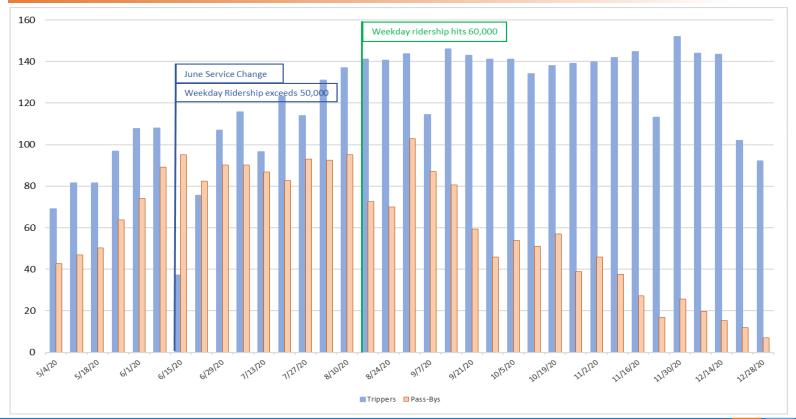
#### (AVERAGE WEEKDAY)



### OC BUS TRENDS: TRIPPERS AND PASS-BYS



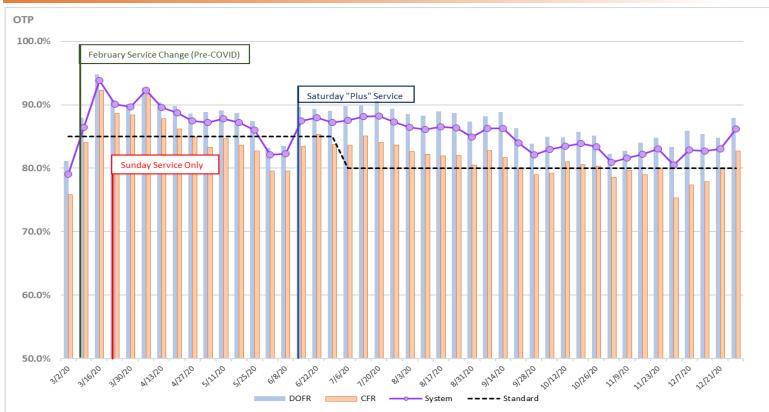
#### (AVERAGE WEEKDAY)



### **OC BUS TRENDS: ON-TIME PERFORMANCE**



#### (AVERAGE WEEKDAY)



## **CUSTOMER COMMUNICATION AND FEEDBACK**



COVID-19 Safety Measure	Customer Comments
Safety Information	Bus Pass-bys
<ul> <li>OCTA continued to reinforce COVID-19 re safety messages using multilingual communications for updated website cor</li> </ul>	an average of 7.6 complaints in November to 7 complaints in December
social media posts, and on-board messag	
C flus	Passenger overcrowding complaints per week
C Bus Just now · € Public Transit is an essential service and OC Bus will continue operating Covering both your nose and mouth) and leave a Covering both your nose and mouth) and leave a	decreased, from an average of 2.75 complaints in
current schedules, day and night during the state's new stay-at-home order. There are no anticipated changes to the current service levels at this time. Face coverings are required. For more information, please visit	November to an average of 1.4 in December.
https://covid19.ca.gov WE CAN	Front Door Boarding
Learn more at	<ul> <li>Comments on front door boarding and fare</li> </ul>
covid19.ca.gov	collection remained low, with 5 comments in
	November and December, compared to
Two Actions See Line Public Health	26 comments in October.

#### Data reported as of Jan. 4, 2021





- Continue to track service performance and COVID-19 pandemic impacts
- Monitor changes to stay-at-home orders, school, and business activities
- Implement February 2021 Service Change