



October 13, 2022

To: Transit Committee

From: Darrell E. Johnson, Chief Executive Officer

Subject: Making Better Connections Study Final Service Plan

Overview

The Orange County Transportation Authority is undertaking a comprehensive study to assess emerging travel trends and the transit network design in Orange County. The Making Better Connections Study has evaluated and developed improvements to OC Bus service and route structures to better align with current ridership. Extensive public engagement to inform the development and evaluation of the final recommendations occurred between May and July 2022, culminating in a public hearing at the July 25, 2022, Board of Directors meeting. The final service plan strives to improve bus service on high ridership routes, reduce the wait time, and simplify route structures. This report provides a recap of the public input process that resulted in the development of the final service plan, and seeks Board of Directors approval of the final service plan.

Recommendations

- A. Receive and file the final Public Involvement Plan.
- B. Approve the final service plan that reflects the public input process.
- C. Direct the Executive Director of Planning, or his designee, to file a Notice of Exemption pursuant to the California Environmental Quality Act related to the bus service changes.
- D. Direct staff to begin implementation in 2023 and develop an implementation plan consistent with available labor resources.

Background

The Orange County Transportation Authority (OCTA) provides transit service to Orange County, with more than 50 OC Bus routes and one OC Flex zone.

Staff continually monitors OC Bus service performance and makes schedule adjustments several times a year. In addition, OCTA periodically conducts a systemwide analysis of ridership and performance trends. The last systemwide study was completed in 2012 and implemented as OC Bus 360°. The Making Better Connections Study (Study) analysis was conducted to recommend transit service modifications to improve performance, grow ridership, and/or align bus service with changes in transit ridership patterns.

Transit ridership has been declining over the past decade, mirroring regional and national trends. The changes in ridership levels were influenced by the coronavirus (COVID-19) stay-at-home orders and dramatic changes in travel patterns. The Study proposes to align OC Bus service plans with emerging transit demand and travel patterns. Transit performance, ridership, countywide multimodal travel trends, and customer input were evaluated to form the basis for the initial service recommendations. The draft service plan was presented to the Board of Directors (Board) in May 2022 to initiate the public outreach process. The final Study recommendations better align transit services with changing travel patterns and target when and where people travel. The executive summary is included as Attachment A.

Discussion

Study Approach

The goals of the Study consist of improving customer experience and growing ridership by adhering to the following guiding principles:

- Matching the service to specific markets,
- Preserving and improving service in the central core area (e.g., central and northern parts of Orange County), and
- Leveraging innovation and technology to reduce customer wait and travel times.

Public Involvement Plan

Under the Federal Transit Administration (FTA) Title VI Policy, major service changes need to be supported by a Public Involvement Program, including a public hearing, prior to Board approval. The Making Better Connections Service Plan included a comprehensive outreach program that adheres to Title VI Public Involvement Plan guidelines. The main goal was to create awareness of the proposed changes and encourage participation with an additional focus on hard-to-reach communities through multilingual and multifaceted approaches. Further information regarding the outreach methods and activities can be found in the final Public Involvement Plan under Attachment B.

On January 24, 2022, the Board directed staff to launch Phase One of the Public Involvement Plan to gauge customer reaction and solicit feedback on the public's transit preferences to draft the recommendations of the Study. In addition, OCTA adhered to Title VI Policy by using multifaceted approaches and extensive public outreach to diverse and hard-to-reach communities, resulting in 1,476 surveys and comments received.

On May 23, 2022, the Board directed staff to release the draft service plan and implement Phase Two of the Public Involvement Plan. This public input process occurred between May and July 2022, with three public meetings in June 2022, and culminating in a public hearing at the July 25, 2022, Board meeting.

Between May 23 and July 25, 2022, the public outreach process resulted in more than 8,500 comments and in-person engagements on the draft service plan, which demonstrated the in-depth public involvement program and the level of interest from both users of OC Bus service and the general public. This includes 186 comments that were received after the close of the process on July 25, 2022. Public feedback was gathered from in-person and virtual community meetings and events, online/print surveys, by phone, and digital communications.

Survey respondents were asked for their feedback on individual routes for the proposed bus service plan. A variety of tactics were utilized to gain comprehensive and meaningful public input which yielded the following results:

- 57 percent of responses supported the proposed draft service plan.
- 23 percent of responses disagreed with the proposed OC Bus service plan on individual routes.
- 20 percent of responses were neutral with the proposed OC Bus service plan on individual routes.

Draft Service Plan Summary

The project team developed the draft service plan using the established framework, evaluation criteria, as well as feedback from the outreach efforts. The draft service plan will improve travel time for passengers by increasing bus service frequencies in the core area of the County where ridership demand is highest and will implement timed-transfer hubs in the suburban areas of the County. While the draft service plan maximizes the use of available resources, it also aligns the transit service to transit market conditions by concentrating and improving service in the core areas of the County. Staff further refined the initial set of recommendations by applying historical ridership trends, on-the-ground operational experience, and known customer needs.

The draft service plan included a set of recommendations that maximized service efficiency while minimizing impacts on the transit riders, as summarized below:

- Increase overall service hours by 192,000 annually or 13 percent higher than current service levels,
- Increase bus trips by 16 percent on weekdays, by eight percent and 13 percent on Saturdays and Sundays, respectively, compared to existing service levels,
- From 6:00 AM to 6:00 PM, operate the top ten corridors with ten to 15 minutes frequencies, 35 routes in the core area with 30 minutes or better frequencies, and 11 routes between 30 to 60 minutes frequencies,
- Provide timed transfers at the Laguna Hills Transportation Center and Brea Mall,
- Implement a new Route 164 in the City of Irvine along Irvine Boulevard,
- Implement a new Bravo! Route 553 on Main Street (to be implemented in October 2022),
- Discontinue five express routes (currently suspended), one Stationlink route and three local routes, and reallocate the resources to improve system productivity, and
- Expand service hours, modify route alignments, or discontinue unproductive routes or route segments.

These recommendations were further refined following the outreach process and incorporated into the final service plan.

Final Service Plan Summary

The comments received in response to the May 2022 release of the draft service plan pertained to a variety of items including but not limited to, new routes, route improvements (e.g., frequency, weekday hours, and/or weekend hours), more weekday hours and/or weekend hours, improved frequency with more weekday hours and/or weekend hours, changes to frequency, and other adjustments (e.g., weekday/weekend hours and/or alignment changes, discontinued routes, etc.

Staff and the consultant team reviewed the comments and made adjustments based on a number of factors. These included consideration of whether there were parallel routes (within a half-mile of other routes) that could provide complementary service, the target of 1.625 million annual revenue vehicle hours consistent with OCTA's Fiscal Year 2022-23 Budget, and network implications of individual route changes. Currently, OCTA operates approximately 1.44 million annual revenue vehicle hours; therefore, the final service plan would add approximately 185,000 annual revenue vehicle hours.

Overall, 17 routes were modified from the May 2022 draft service plan. Eleven of those modifications can be characterized as major shifts and the balance of six are considered minor shifts. The modifications between the draft and final service plans include restoring service to the existing alignment and/or service levels, restoring segments and/or routes that were slated to be discontinued, and making additional frequency and route alignment improvements based on customer feedback. Additional detail on each of the route changes including a description of the proposed route recommendations along with the frequency and span of service recommended for each bus route, from the draft to final service plan are included in Attachment C.

Implementation Considerations

Limited availability of coach operators, which has been prevalent across the transit industry, is having an impact on how much bus service OCTA can reliably operate. Despite increased recruitment and retention efforts, OCTA and its contractor will not have sufficient coach operators to implement service levels of 1.625 million annual revenue vehicle hours by February 2023. Therefore, the service plan recommendations will go into effect over time to ensure that OCTA continues to provide reliable bus service and to mitigate effects of the labor resource challenges. It is anticipated the service level increases would need to occur over a period of up to 24 months. This would be accomplished through the service changes that occur in February, May, August, and November of each year.

To ensure continuity of reliable bus service and successful rollout, coupled with the labor resource challenges, the final service plan will be implemented based on the following guiding principles/framework:

- Assess and determine the availability of labor resources during each service change,
- Monitor ridership levels (with a specific focus on Kindergarten-12 schools, colleges, and universities) and focus on service additions to ensure sufficient capacity on vehicles to accommodate passenger loads,
- Adjust service based on changes in demand (establishing a transit network based on changes to travel pattern/demand in a post-COVID-19 environment),
- Balance service changes to accommodate seasonal differences in transit demand (summer service, school service, etc.),
- Group changes to minimize potential gaps in geographic coverage (e.g., if one route is being realigned to cover a discontinued segment, these changes should happen concurrently),
- Group changes at timed transfer hubs ensuring the service levels allow for timed connections to minimize passenger wait time, and

- Implement the changes systematically, which may take up to 24 months, to allow flexibility and to minimize the burden on the availability of labor resources.

OCTA provides OC ACCESS , which is complementary paratransit service as required by the American with Disabilities Act (ADA). The ADA refers to “complementary service” as service offered within three-fourths of a mile of a fixed-route and consistent hours of operation. Great effort was taken to ensure the final service plan would have minimal impacts on OC ACCESS. It is estimated that the final recommendations would affect about 15 daily OC ACCESS trips out of 2,840, meaning that these trips would fall outside of the three-fourths mile buffer. For these riders, OCTA’s Same-Day Taxi service would be available. Direct notice would be provided ahead of time with specifics on the service changes and information regarding alternative service options.

Attachment D and Attachment E depict the existing bus transit network, as well as the proposed network maps for the northern and southern areas of Orange County, respectively. Attachment F contains the proposed routes by type (e.g., local [generally serve major arterials], Community [generally operate in localized areas], Stationlink [provides bus service to Metrolink stations], and Bravo! [operates as a limited-stop service]). Attachment G contains a map of the discontinued routes.

Title VI and Environmental Justice Analysis

Staff conducted a Title VI and Environmental Justice analysis of the recommended Making Better Connections Final Service Plan, per OCTA policy and FTA requirements. The analysis accumulated impacts on minority and low-income communities by comparing the transit service levels before and after the changes in the service plan. Based on this analysis, it has been determined the plan recommendations, taken in their entirety, would not have a disparate impact on minority persons nor a disproportionate burden on low-income persons.

Next Steps

With Board approval, the final service plan will be implemented over several service changes beginning in 2023 and could take up to 24 months to implement the entire plan. The ability for OCTA to effectively implement the changes will be contingent upon the availability of labor resources. Staff will return to the Board to seek approval on the specifics of each service change and customers will be notified of the changes in advance. Staff anticipates communicating the changes on routes that are affected by the service change through OCTA’s social media channels, email blasts to customers, On the Move blog, OCTA’s website, and print material provided on buses. In addition, OCTA will present the final changes at OCTA advisory committee meetings. As noted earlier, the proposed new

Bravo! Route 553 was approved as part of the October 2022 service change at the September 12, 2022 Board meeting, and will be in service shortly thereafter. Staff will file a Notice of Exemption pursuant to the California Environmental Quality Act to solidify the action taken by the Board.

Summary

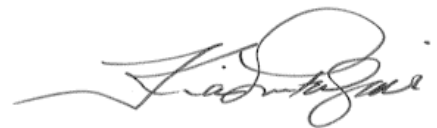
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Attachments

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- C. Final Service Plan: Proposed Route Recommendations
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Approved by:

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Making Better Connections Study

Executive Summary

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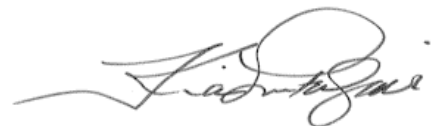
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Introduction

In Summer 2021, the Orange County Transportation Authority (OCTA) undertake a comprehensive look of the OC Bus system to better align the transit system design with emerging, post pandemic, travel patterns. Known as The Making Better Connections Study, this effort would concentrate resources where transit demand is highest, thereby, maximizing the opportunity for where there is unmet transit demand. As transportation needs and preferences evolve, OCTA has an opportunity to create the bus network of the future rather than restoring the network of the past. The project's key goals are:

1. Ensure that the type and level of service matches and meets the needs of the area it is serving.
2. Maintain and improve service on the routes with highest levels of ridership.
3. Leverage innovation and technology to reduce wait and travel times.

In addition, the Making Better Connections project is an opportunity to address two key challenges:

1. The COVID-19 pandemic has reduced transit ridership and service and changed travel patterns throughout Orange County. The project is an opportunity to restore service in a way that reflects current travel patterns.
2. Even before the pandemic, public transit ridership was declining across the country as access to private vehicles increased. Transit must continually evolve to meet changing mobility needs and to provide high-quality, reliable, and time-competitive service. The Making Better Connections project is an opportunity to realign transit design with rider expectations.

Project Process

The Making Better Connections project began in June 2021. Throughout the summer and fall of 2021, the project team conducted a comprehensive analysis of existing conditions, looking at service performance, ridership patterns, and regional travel behavior. In early 2022, the team conducted a survey of riders and non-riders to understand priorities for an improved transit network. The feedback from the survey as well as key findings from the existing conditions analysis were used to develop the draft service plan in spring 2022. From May through July 2022, the project team collected over 4,000 comments on the proposed service changes, and this culminated in a public hearing at the July 25, 2022 OCTA Board of Directors meeting. The analyses, in conjunction with public input, have been incorporated into a final plan that will be presented to the OCTA Board of Directors in October 2022 for consideration.

Data Sources

The primary data source used for the existing conditions analysis was automatic passenger counter (APC) data from late September and early October in 2019 and 2021. Travel pattern data came from location-based services (LBS) data collected from cell phone GPS data obtained from applications running on smartphones. Community and rider survey responses and coach operator feedback were also incorporated into the guiding principles and final proposed plan.

Key Takeaways from Existing Conditions Analysis

The initial phase of the project was an analysis of the existing conditions, to better understanding what works and what doesn't work in the current system.

Regional Travel Patterns

The project team used location-based services (LBS) data to better understand how people's travel patterns have changed in response to the COVID-19 pandemic. The key findings from that analysis are:

1. **Time of Day:** There is a clear mismatch between when OCTA offers high levels of service and when general public trips are taking place. This is likely attributed the change in travel pattern. OCTA has historically provided higher service levels during traditional AM Peak and PM Peak commute periods and generates higher levels of ridership during those times in response to providing better service, but provides less service in the evening, even as general public trip demand remains high. Adjusting service levels to be more consistent throughout the day can help expand transit's ability to be attractive for a wider variety of trip purposes at different times of day.
2. **Trip Purpose:** Although most transit is designed to take people from home to regular destinations such as work or school, the majority of general public trips are between home and another destination.
3. **Trip Length:** Most trips are relatively short distance – 64% are under five miles. The fact that most trips are relatively short-distance and not in fact long-distance cross-county trips is critical to the design of the transit network.
4. **Geography:** As a result of the COVID-19 pandemic, overall trip making increased the most in coastal areas and at outdoor recreational facilities, and declined the most around schools, major universities, and the Disneyland amusement park.

Network Design and Service Performance

The project team analyzed OC Bus ridership data from September and October 2021 to assess strengths and weaknesses in current service delivery. The key findings from that analysis are:

- One-half of all system boardings take place on just nine routes (Routes 29, 42, 43, 47, 53, 57, 60, 64, and 66). This means that focused investment in a limited number of routes will have a significant impact on overall system ridership.
- Approximately 40% of riders transfer as part of their trip, and 80% of all transfers involve just seven routes (29, 43, 47, 57, 60, 64, and 66). Increasing service levels on these routes can help reduce transfer wait times and improve their experience.
- Service performance is strongest in dense, urban areas with high concentrations of destinations and is less successful in suburban communities with auto-centric street patterns and lower development densities.

Public Outreach – First Round

The first round of public outreach for the Making Better Connections project happened at the beginning of the project to collect feedback on the public's preferences in transit service delivery. The project team collected 1,476 surveys and comments from riders and non-riders through virtual open houses, pop-up events at major cultural events, and advertisements in print media and on buses.

The initial round of outreach had several key findings that were used to develop the guiding principles and draft plan:

1. Frequency of service was by far the most important improvement, outweighing the second most important improvement of reliability by a factor of 2:1.
2. 56% of respondents prefer buses serve a smaller area with more frequent service while 35% prefer buses serve a larger area with less frequent service. South County residents were much more likely to want service to cover a larger area with lower levels of service.
3. 51% of respondents prefer 20-minute service all-day while 49% of respondents prefer 15-minute peak service and 30-minute midday service.
4. On average, the longest amount of time respondents are willing to wait for a transfer is 20 minutes.
5. 67% of respondents prefer traditional fixed-route service with fixed stops and schedules while 33% prefer on-demand service requested through an app or call center that operates like Uber or Lyft (OC Flex).

Guiding Principles

Building on the analysis of existing conditions and using community feedback from the first round of public outreach, OCTA developed a set of guiding principles that was used in the development of the service plan:

1. **Frequency is Key:** Create a network of 15-minute service on the system's highest ridership routes; try for a minimum of 30-minute service on all routes (as resource constraints allow); do not have any route operate less than every 60 minutes.
2. **Attract, Don't Chase, Riders:** Provide direct connections between major rider destinations, limiting out-of-direction deviations with low ridership.
3. **Walk-Wait-Ride Ratios Matter:** Increase frequency on routes in high density areas where destinations are closer together and average trip lengths are shorter.
4. **Create an All-Day, All-Week Network:** Increase frequency during the midday, evenings, and weekends and extend service later into the evenings to improve transit's attractiveness for all types of trip purposes.
5. **Make Better Connections:** Extend routes to end at major ridership destinations (shopping malls, Metrolink stations, transfer hubs); coordinate timed connections between routes at key transfer hubs to minimize transfer wait times.

Service Plan Summary

The draft plan made significant changes to the OCTA network, with almost every route seeing at least some changes. Overall, the draft plan focused on increased frequencies in the core network, especially on the busiest corridors. The draft plan also made significant changes to routes on the periphery of the network, especially in La Habra and South County. Unproductive routes and segments were proposed to be eliminated, and routes were restructured to provide timed transfers at key locations. The draft plan also introduced two new routes, Routes 553 and 164.

Second Round of Public Outreach

In May of 2022, OCTA presented the draft Making Better Connections plan to the public. The project team launched a website that detailed the changes of the draft Making Better Connections plan, hosted three community meetings, and distributed information about the draft plan through a variety of

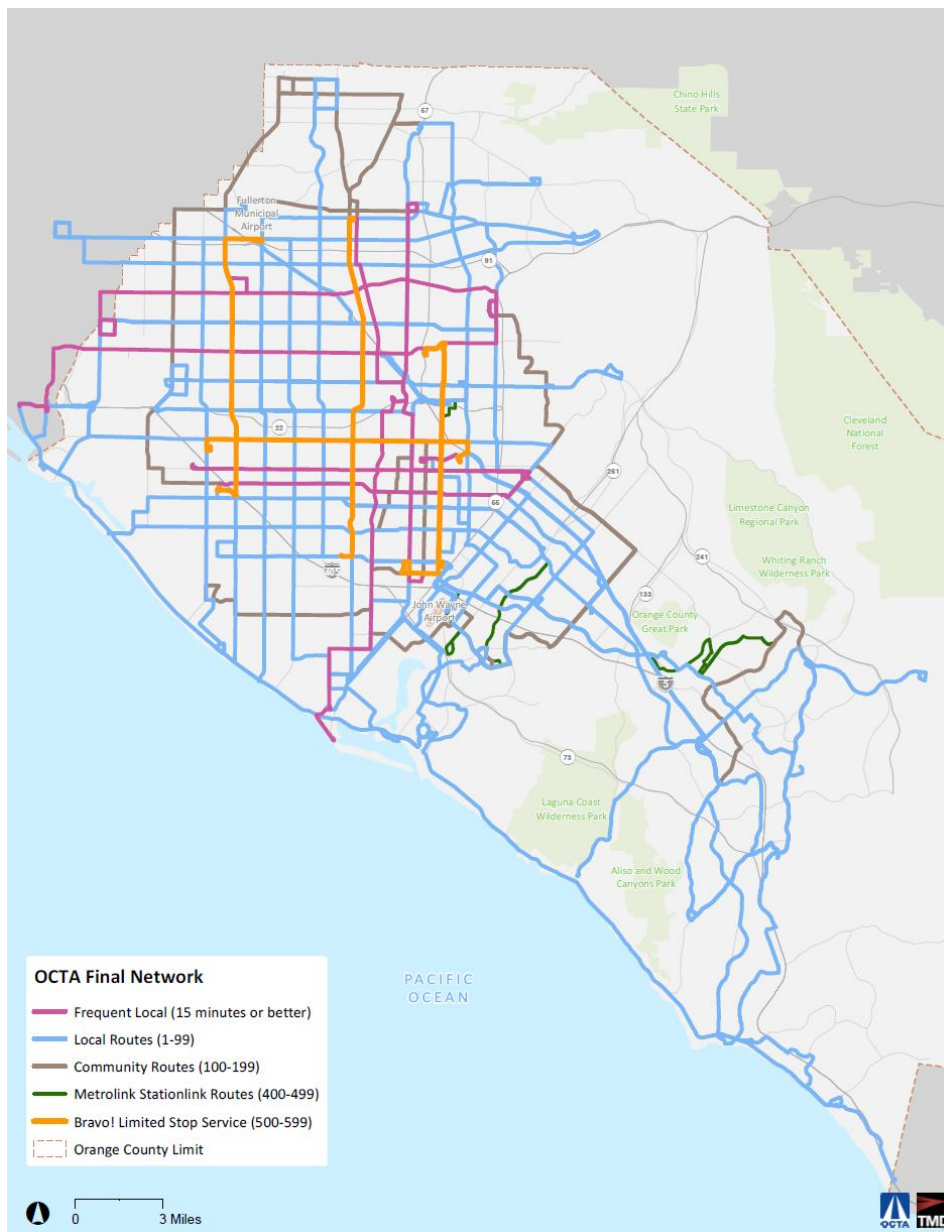
channels. In total, the project team collected more than 4,000 responses to the draft plan, in a variety of categories.

Draft Plan vs Final Service Plan

Based on the comments received, the project team made the following changes for the Final Service Plan:

- Route 26 – restored to its original alignment and service levels.
- Route 29 – restored service to Goldenwest Transit Center when 529 is not running.
- Route 37 – restored service to La Habra.
- Route 42 – extend route south to Ball Rd to maintain transfer opportunities with service to Seal Beach on Route 46.
- Route 53 – restore to its original alignment with a direct connection to Irvine.
- Route 66 – restore to its original alignment with a direct connection to Irvine.
- Route 76 – continue to operate route on existing alignment and service levels to maintain service to John Wayne Airport.
- Route 83 – realign service on Ball Rd to serve additional stop by Disneyland before resuming service on I-5.
- Route 86 – restore to its original alignment and service levels.
- Route 123 – extend service to terminate at CSU-Fullerton, maintaining a direct connection between Fullerton College and CSU-Fullerton along E Chapman Ave.
- Route 129 – improve frequency from every 60 to every 30 minutes in order to provide more comparable service levels on segment previous served by Route 29.
- Route 143 – restore to its original alignment.
- Route 164 – no longer recommended as a new route due to low levels of support, and the fact that the revised Route 167 would heavily duplicate it.
- Route 167 – restore to its original alignment and service levels.
- Route 177 – extend to Portola Plaza to cover segment of discontinued Route 82.
- Route 178 – restore to its original alignment.
- Route 553 – extend southern terminus to South Coast Plaza for better network connections.

Final Plan



The final plan has a number of improvements over the existing service:

- The top 10 corridors will operate every 10-15 minutes from 6:00AM to 6:00PM, benefiting over 58% of all riders.
- All routes operate on a maximum of 60 minutes, every day of the week.
- New timed transfer hubs at the Brea Mall and Laguna Hills Transportation Center.
- A new limited stop Bravo! Route 553 on Main Street (implemented as part of Oct '22 Service Change).
- An increase in the total number of bus trips offered, adding over 114,000 annual trips. The final plan adds 390 trips on weekdays, and 275 trips on weekends.

- Approximately 89% of OC Bus riders will experience more frequent service, better connections, or more hours of service.
- Approximately 10% will experience no changes.
- Less than 1% of riders will be more than ½ mile from a bus stop.

Labor Resource Challenges

Since the COVID-19 pandemic, transit agencies across the country have faced on-going coach operator shortages, and OCTA is no exception. The Making Better Connections plan increases service levels back to pre-pandemic levels of 1.625 million annual revenue hours. Despite increased recruitment efforts, OCTA does not currently have sufficient coach operators to implement this level of service by February 2023. As a result, the Making Better Connections project will be phased over a two-year period, with service changes scaled appropriately to match the available number of coach operators.

Implementation Approach

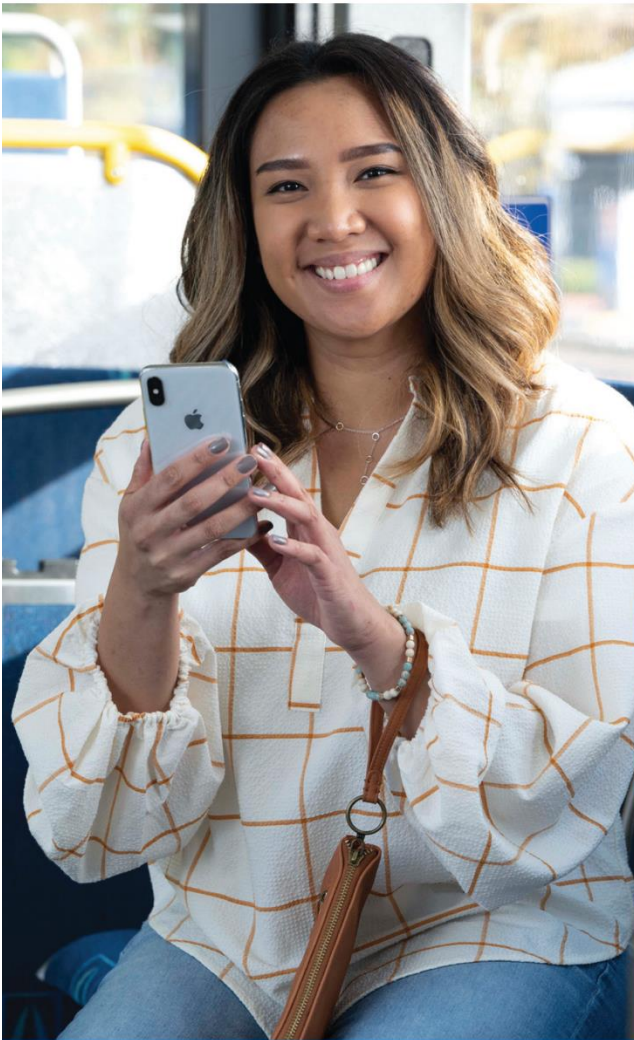
The Making Better Connections plan will be phased in over several service changes, beginning with the February 2023 service change. OCTA will monitor on-going service delivery to measure ridership response to the changes, assess new running times, and evaluate timed transfers.

In order to implement the changes in light of challenges with labor resources while at the same time striving to improve operational efficiencies for customers, the final service plan will be implemented incrementally based on the following guiding principles/framework:

- Assess and determine the availability of labor resources during each service change,
- Monitor ridership levels (with a specific focus on K-12 schools, colleges, and universities) and focus service additions to ensure sufficient capacity on vehicles to accommodate passenger loads,
- Adjust service based on changes in demand (establishing a transit network based on changes to travel pattern/demand in a post-COVID-19 environment),
- Balance service changes to accommodate seasonal differences in transit demand (summer service, school service, etc.),
- Group changes to minimize potential gaps in geographic coverage (e.g., if one route is being realigned to cover a discontinued segment, these changes should happen concurrently),
- Group changes at timed transfer hubs ensuring the service levels allow for timed connections to minimize passenger wait time,
- Operate a level of bus service commensurate with the evolving needs of the riders, and
- Implement the changes systematically, which may take up to 24 months, to allow flexibility and to minimize the burden on the availability of labor resources.

Prior to each service change, customers will be notified of the changes in advance. It is anticipated the communication on the changes for the routes that are affected by the service change would be through OCTA's organic social media channels, email blasts to customers, On the Move blog, information on landing page on OCTA's website, and provided on buses. In addition, OCTA will present the final changes at OCTA advisory committee meetings.

Making Better **Connections**



Making Better Connections Study Service Plan

FINAL PUBLIC INVOLVEMENT PROGRAM

October 13, 2022



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Introduction

The Making Better Connections Study is an analysis of the OC Bus network with recommendations for service improvements to improve the customer experience. As transit ridership and service levels return, the study looks to improve the bus network to reflect current travel patterns resulting from changes brought on by the coronavirus (COVID-19) pandemic. With more travel options than ever, public transit must work harder to attract riders by delivering high-quality, reliable service, and evolving to meet changing mobility needs.

In January 2022, the Board of Directors (Board) directed staff to implement Phase One of the public involvement program, which included gathering and analyzing public feedback that led to the development of the Making Better Connections Study Draft Service Plan (Plan).

The Plan is the result of months of analysis of travel patterns and ridership trends, engagement with community stakeholders, and thoughtful redesign of routes to provide better outcomes for riders by matching service to specific markets/destinations, preserving and improving service in high-demand areas, and leveraging innovation and technology to reduce customer wait and travel times.

As directed by the Board on May 23, 2022, staff-initiated Phase Two of the public involvement program to gather input on the Plan. This final public involvement program report summarizes the outreach efforts and public feedback received during the public outreach period from May 23, 2022, to July 25, 2022.

The Making Better Connections Study Final Service Plan (Final Plan), incorporating any changes from Board and public feedback, is being presented to the Board in October 2022. Once finalized and approved by the Board, the Final Plan will begin to be implemented as early as February 2023.

Executive Summary

OCTA is committed to ensuring key stakeholders and the public, including bus customers and hard-to-reach audiences, remain engaged and informed about the Plan.

OCTA developed a comprehensive outreach strategy to gain feedback on the Plan. The goal of the outreach effort was to provide the public with information, ensure customer and public input is heard, and provide public feedback to inform the Plan to be presented to the Board for consideration.

An inclusive public involvement program used various tactics to inform and gather feedback, including a multilingual online and print survey, in-person/virtual public meetings, email updates, bus and newspaper advertisements, social media, press releases, and 60,000 draft service plan brochures in multiple languages placed on buses.

During Phase Two of the public outreach period from May 23, 2022 to July 25, 2022 – OCTA received more than 8,500 customer comments and in-person public engagements on the Plan, including 4,885 online and print survey responses, 1,235 contacts at community events, and 1,830 engagements with staff bus ride-alongs.

The customer feedback survey/comment card was distributed online, using email and social media, and was also available in print brochures onboard buses and was distributed to local jurisdictions, community organizations, and social service centers.

Key Findings

As a result of the ongoing public involvement program, a number of themes have emerged. The following themes were identified as key findings:

Most Respondents Support the Proposed Bus Service Plan

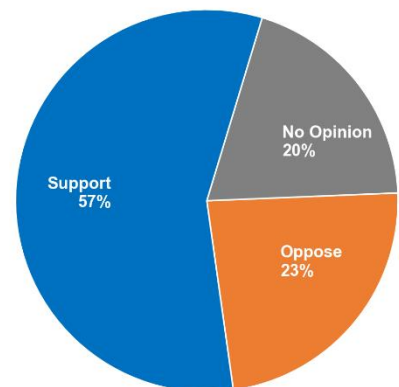
Respondents were asked to select up to four of their most frequently used OCTA routes and to indicate if they support, oppose, or have no opinion on the proposed changes to each route.

A majority of survey responses (57 percent) supported the proposed changes to their routes. However, there was some opposition to some of the changes being proposed.

- Supportive comments noted:
 - New routes
 - Increased service frequency
 - Increased weekday service hours
 - Increased weekend service hours

Some responses (22 percent) disagreed with the Plan.

- Negative comments noted:
 - Route modifications, including removed segments
 - Discontinuation of routes or limited stop service



n=9,885 responses from 4,128 respondents
(multiple responses possible)

Route-Specific Feedback

As shown below, some of the proposed types of changes within the Plan had a higher percentage of supportive responses. Generally, changes that included only improvements (such as increased frequency or hours of service) had the highest percentage of supportive comments. Accordingly, route improvements that included improvements to frequency, weekday, or weekend hours, and no changes to alignment or routing had the highest support level (66 percent). This was followed by proposals to add new routes (62 percent).

Overall Route Responses by Types of Change

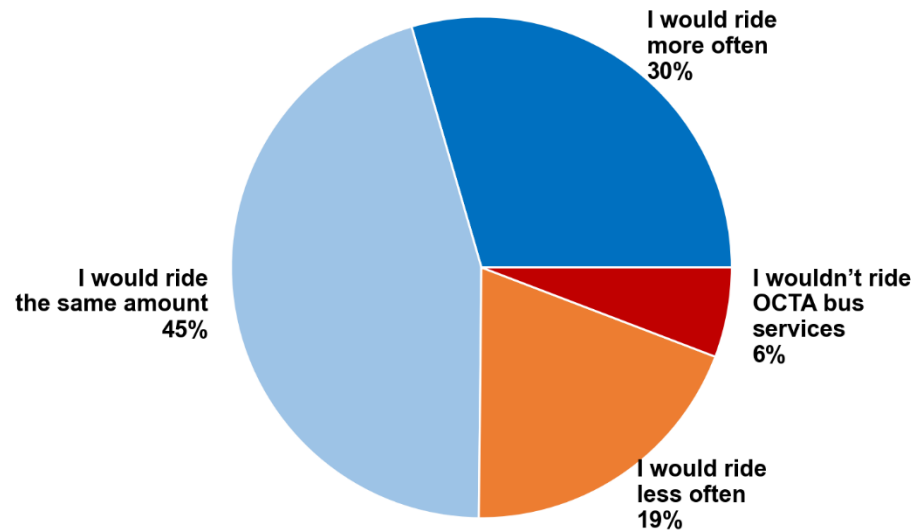
Route Change Summary	Support %	No Opinion %	Oppose %	Total Responses
Route Improvements (including frequency, weekday hours, and/or weekend hours) with no alignment changes	66%	18%	16%	2,423
New Routes	62%	24%	14%	139
More weekday hours and/or weekend hours, includes alignment changes	60%	20%	20%	783
Improved frequency with more weekday hours and/or weekend hours, includes alignment changes	55%	20%	25%	3,991
Changes to frequency and other adjustments including weekday / weekend hours and/or alignment changes	55%	19%	26%	1,909
Discontinued Routes	40%	22%	39%	553
No Changes	39%	36%	25%	87
Total	57%	20%	23%	9,885

Due to rounding, some percentages may not add up to 100 percent.

Draft Service Plan Impact on Ridership

If the Plan was implemented as proposed, the majority of survey respondents (75 percent) stated they would ride OC Bus either more often (30 percent) or the same amount (45 percent). The remaining respondents indicated they would ride less often (19 percent) or no longer ride OC Bus (6 percent).

Overall Route Feedback Rating Responses (Percentage Response)



n=4,054 respondents

Background

OCTA provides transit service to Orange County, including more than 50 OC Bus routes, OC ACCESS paratransit service, one OC Flex zone, and connections to other local and regional transit providers.

OCTA periodically conducts a systemwide analysis of ridership and performance trends. This analysis is utilized to recommend transit service modifications to improve performance, grow ridership, and/or align bus service to better meet demand and agency goals. OCTA last completed a systemwide review in 2012, with those recommendations implemented as part of OC Bus 360° between 2016-2018. These changes focused on enhancing service primarily in OCTA's central urban core area, where resources would support additional ridership and improved productivity.

During the last decade, OC Bus ridership has been declining, mirroring regional and national trends. The change in ridership was exacerbated in the previous two years due to COVID-19 and the state's stay-at-home orders, which dramatically changed travel patterns and significantly decreased ridership during the pandemic. OC Bus ridership decreased from approximately 125,000 average weekday boardings before the pandemic to the low 30,000s in April 2020. Ridership has been steadily increasing in early 2022 and reached more than 100,000 average weekday boardings once school resumed in August 2022, the highest level since the pandemic began and about 20 percent below pre-pandemic levels.

It is clear that COVID-19 has affected transit travel patterns and demand levels; however, the long-term effects remain to be seen. OCTA initiated the Making Better Connections Study in the summer of 2021 to align OC Bus service plans with emerging transit demand and travel patterns. Transit performance, ridership, countywide multimodal travel trends, and customer input have all been evaluated to form the Plan. Phase One of the public involvement program, which was used to develop the Plan, included outreach at community events, outreach to diverse communities, a virtual meeting, survey input from OCTA coach operators, and a transit rider survey that was available online, shared onboard buses, and on the project website.

The following is a summary of the general feedback received during Phase One of the public involvement plan:

- More frequent service was the most requested improvement, followed by service reliability (on-time performance).
- Most respondents asked for more frequent service during the midday (9 AM to 3 PM) over more frequent peak service (6 AM to 9 AM and 3 PM to 6 PM).
- Most respondents said they preferred a faster ride on the bus, even if that involved a longer walk to the bus stop (meaning fewer bus stops), rather than a shorter walk to a bus stop, but a slower ride.
- On average, respondents were willing to wait up to 20 minutes for a transfer.

The project team used the information gathered from the public, coach operators, and transit performance and travel data analysis to develop the Plan.

The Plan will improve passenger travel time by increasing bus service frequencies in high-demand areas and implementing timed transfers at two transportation hubs within the County. While the Plan maximizes available resources, it also aligns the transit service to market demand by concentrating and improving service in the core areas of the County. Staff further refined the initial set of recommendations by applying on-the-ground operational experience and known customer needs.

These changes are considered "major service changes" under Federal Transit Administration (FTA) Title VI, which require OCTA to conduct a public involvement program, including a public hearing prior to Board approval. This included meaningful, equitable, and inclusive participation from the public, consistent with policy requirements, including outreach to diverse and hard-to-reach communities.

In May 2022, the Board directed staff to implement Phase Two of the public involvement program, which included gathering feedback on the Plan. Goals for Phase Two included sharing the Plan using a variety of tactics and seeking comprehensive and meaningful public input on proposed route changes.

This final Public Involvement Program Report reflects outreach tactics and what we have heard from the public, customers, and other stakeholders on the Plan.

Summary of Changes in the Making Better Connections Study Draft Service Plan

The Plan includes a set of recommendations for OC bus routes and service that maximize service efficiency while minimizing impacts to the transit riders. In total, the proposed changes:

- Increase the number of bus trips by 16 percent on weekdays, by 8 percent on Saturdays, and by 13 percent on Sundays, compared to existing service levels
- Operate the top 10 OC Bus route corridors on a frequency of every 10 to 15 minutes from 6 AM to 6 PM
- Offer more frequent service of 30 minutes or better on 38 routes in the core service area
- Operate 9 routes on a frequency between 30 and 60 minutes
- Provide timed transfers at the Laguna Hills Transportation Center for south Orange County connections and at the Brea Mall for north Orange County connections
- Implement a new route 164 in the City of Irvine along Irvine Boulevard
- Implement a new Bravo! Route 553 on Main Street (to be implemented in October 2022 for air quality attainment purposes)
- Permanently discontinue 5 express routes (currently suspended)
- Discontinue 1 Stationlink route and 3 local routes
- Expand service hours, modify route alignments, or discontinue unproductive routes or route segments on other routes

A summary of proposed changes to individual routes is provided with the Plan brochure, available online or in print.

Public Involvement Program

On May 23, 2022, the Board received the Plan and directed staff to implement a public involvement program to solicit feedback.

The public involvement program included a broad range of communication methods to reach a wide audience, provide information, solicit participation and input, and allow ongoing feedback. The outreach effort was equitable, inclusive, and accessible to the needs of diverse stakeholder populations and adhered to guidelines required to meet FTA public hearing and Title VI mandates.

Tactics

The following tactics and activities were completed in Phase Two. Unless otherwise noted, all materials were in English, Spanish, and Vietnamese.

Bus Advertisements and Collateral

- 60,000 public notice multilingual booklets were placed on all buses, which included a mail-back survey
- Interior bus cards (550 of each language for a total of 1,650)

Print Advertisements

- Four newspaper ads, including Excelsior, Người Việt, OC Register, and Việt Báo

Digital Information

- Dedicated website including an online survey
- Email blasts regarding the Plan and in-person/virtual community meetings
- OCTA's *On the Move* e-Newsletter (English)
- Public information and ads on social media (Facebook, Twitter, and Instagram)

In-Person Rider Outreach

- Bus ride-along on 13 routes in core service areas matched real riders with multilingual outreach staff in English, Spanish, and Vietnamese
- Twenty-two pop-up events at transportation centers (with 2 pop-ups per location), markets, and cultural events staffed with English/Spanish/Vietnamese speaking staff

School Outreach

Communications toolkits were provided to all 28 Orange County K-12 school districts and all 9 community colleges to share with students, parents and staff. An email to K-12 school staff shared resources and encouraged sharing the Plan materials via parent communications, newsletters, and social media as well as with relevant groups, including parent teacher associations and district English learner advisory committees (DELAC).

Employer Outreach

Communications toolkits were provided to 318 Orange County employers to share with their employees.

Community Events & Organizations

- Community and cultural events – OC Green Expo and CalFresh Resource Fair in the City of Anaheim (June 11, 2022), CalOptima Resource Fair (June 18, 2022), the Juneteenth Festival in the City of Santa Ana (June 18, 2022), and other cultural and Pride events throughout June
- Pop-up events at supermarkets, shopping areas, community centers, and other gathering spaces
- Communications to ethnic chambers of commerce and other business organizations, including CalOptima, the Latino Health Access, OC Human Relations, the LGBTQ Center OC, the Orange County Asian Pacific Islander Community Alliance, and other organizations to reach community members and constituents

In-person/Virtual Community Meetings

Several meetings took place in person and virtually, where customers and the public had the opportunity to discuss the proposed changes and provide input. Spanish and Vietnamese translators were accessible as needed for attendees.

- Laguna Hills Community Center (June 14, 2022)
- Virtual Zoom Meeting (June 15, 2022)
- Santa Ana Senior Center (June 16, 2022)

Local Jurisdiction Communication

The public information officers and communication staff from 34 cities and the County of Orange were notified of the Plan and were provided a digital toolkit to disseminate information via city communication channels. In addition, one-on-one staff briefings were offered to all local jurisdictions and completed with the cities of Fullerton, Irvine, Mission Viejo, and Rancho Santa Margarita. Additionally, the Plan was presented to attending city staff at the Planning Directors' Forum, a virtual meeting held on July 21, 2022.

Public Comments – Email, Phone Calls, and Social Media

Public comments were collected from multiple channels, including phone calls to the Customer Information Center, emails, and social media comments to OCTA Customer Relations.

Public social media discussion was also considered as a source of public comments. This included an organic online discussion of the Draft Service Plan found on Reddit.com within the Orange County community subreddit.

Local News Media

A press release was issued to local media notifying the community about the proposed service change and public involvement program.

OCTA Advisory Committees

The Making Better Connections Draft Service Plan was presented at the following OCTA advisory committee meetings. Committee members received a presentation of the proposed service changes and were able to provide feedback on behalf of their respective constituencies.

- Citizen Advisory Committee Meeting (July 19, 2022)
- Diverse Community Leaders Group Meeting (July 20, 2022)
- Accessible Transit Advisory Committee Meeting (July 26, 2022)

Public Hearing

OCTA Headquarters, Orange (July 25, 2022)

The public hearing to allow individuals to comment publicly on the Making Better Connections Study Draft Service Plan took place at the OCTA Headquarters on July 25, 2022. A total of eleven comments were received, including both spoken and email comments received for the public hearing and entered into the record.

Online and Print Survey

A qualitative online and print survey was distributed for customer and public feedback on the Plan. The online survey was available at OCbus.com and was widely publicized in an email blast, social media postings, and other materials. The print version of the survey (without optional demographic questions) was included with a pre-paid postage response card attached to each of the 60,000 service plan brochures that were distributed onboard OC Bus, at events, and to community centers.

What We Heard

Following extensive public outreach, more than 8,500 comments and in-person public engagements have been received on the Plan, from in-person and virtual community meetings and events, online/print surveys, and by email and phone. Figure 1 shows the number of channels and count of respondents/engagements.

Figure 1: Feedback by Channel

Channel	Count
Online/Print Surveys	4,885
Onboard Ride-Along Engagements (estimated)	1,830
Community Event Engagements at OCTA Booths (estimated)	1,235
Transit Center Pop-Up Event Attendees (estimated)	318
Customer Relations (Calls, Emails, and Social Media)	185
In-person/Virtual Community Meeting Attendees	97
Public Hearing Comments	11
Total	8,561

Online and Print Survey Results

The online and print feedback survey was released on May 23, 2022, to gather public input on the Plan. From May 23, 2022, to July 25, 2022, OCTA collected a total of 4,885 survey responses during the public outreach period. The survey was offered in English, Spanish, and Vietnamese, with 95 percent of respondents completing the survey in English, 4.3 percent in Spanish, and less than 1 percent in Vietnamese.

The survey results are considered informal and qualitative rather than statistically significant, as the sample size is small, and participants were self-selected. Informal research such as this survey is useful to explore a group's opinions and views, allowing for the collection of rich and verifiable data. This data can reveal information that may warrant further study and is often a cornerstone for developing new ideas. The print survey instrument is attached as Appendix A of this report.

Survey Respondents

Optional demographic questions were included as part of the online survey to confirm that a varied cross-section of Orange County residents and OC Bus riders responded to the survey. Note that demographic questions were not included in print versions of the survey due to space requirements and may therefore underreport in-person outreach using print surveys, including ethnic community events.

Figure 2: Respondent Race/Ethnicity Compared to 2020 United States (US) Census Statistics for Orange County¹

What ethnic group do you consider yourself a part of or feel closest to?	2020 Census Population	Online Survey Respondents
White	37.6%	36.8%
Hispanic or Latino	34.1%	27.6%
Asian – Korean, Japanese, Chinese, Vietnamese, Filipino or other Asian	21.9%	16.3%
Mixed Race	3.9%	5.2%
Black or African American	1.6%	6.0%
Other	0.5%	0.1%
Native American or Alaska Native	0.2%	2.4%
Pacific Islander	0.2%	1.6%
Middle Eastern	n/a	4.1%

n = 3,152 Respondents

Comparing reported demographic information illustrates that the respondent race/ethnicity distribution is similar to 2020 Census statistics for the Orange County population (Figure 2), indicating that the survey, while not statistically representative, does generally reflect the representative racial demographics of Orange County.

For this comparison, US Census data for Orange County was recalculated to include the "Hispanic or Latino" as a race/ethnicity category rather than a separate question regarding ethnicity. Some demographic groups had a lower percentage of overall survey responses compared to the 2020 US Census statistics, such as Hispanic, Latino, or Asian. Additionally, some demographic groups (particularly with small percentages) had a higher percentage of

¹ Source: "P2 HISPANIC OR LATINO, AND NOT HISPANIC OR LATINO BY RACE - 2020: DEC Redistricting Data - Orange County, California". [United States Census Bureau](#)

responses compared to 2020 US Census statistics. Some of this variability may be due to how the US Census groups some races / ethnicities, such as Middle Eastern, into more general identifiers.

Current Usage of OC Bus

Survey respondents were asked about their current usage of OC Bus and then grouped into categories of current, former, and non-riders (Figure 3). Due to rounding, some percentages may not add up to 100 percent.

The majority of survey respondents who answered the question (90 percent) were current OC Bus customers, with the largest rider group being frequent riders (37 percent) using OC Bus 4-7 days per week. This suggests that the survey successfully gathered feedback from current OC Bus customers. The remaining responses include former riders (7 percent) and individuals that have never used OC Bus (2 percent).

Figure 3: Respondent Rider Status

		Respondents	Respondent %
Rider Type	Rider Usage		
Current Riders	4-7 days per week	1,525	37%
	1-3 days per week	1,143	27%
	1-3 times per month	693	17%
	Less than once per month	399	10%
	<i>Subtotal</i>	<i>3,760</i>	<i>90%</i>
Former Riders	None, but I have previously used OC Bus	309	7%
Non-Riders	None, I have never used OC Bus	99	2%
Total		4,168	100%

n = 4,168 Respondents

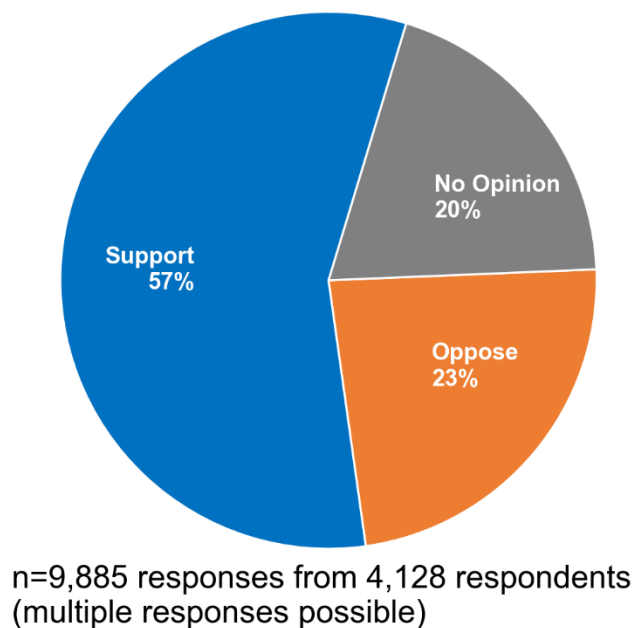
Unless otherwise noted, rider status was not used to filter other responses from a survey respondent, including their additional feedback on the draft plan. As one of the goals of the Making Better Connections Study is to increase ridership, even non-riders may have feedback – ideally turning them into future riders.

Feedback on the Proposed Route Changes

To gather feedback on the proposed changes as part of the Plan, survey respondents were asked to select up to 4 OC Bus routes and indicate if they supported, opposed, or had no opinion on the proposed changes to each route. Details on the proposed changes were included within the Proposed Bus Service Plan booklet in both online and print versions of the survey.

Figure 4 shows the overall route feedback rating responses as a percentage of all route responses. Most responses supported the proposed changes to individual routes (57 percent). Some responses (23 percent) opposed the proposed changes, and the remainder (20 percent) had no opinion on the proposed changes.

Figure 4: Overall Route Feedback Responses (Percentage Response)



A total of 4,128 unique respondents provided 9,885 route feedback responses. On average, each respondent provided feedback on an average of 2.4 routes, allowing respondents flexibility in providing feedback on multiple routes.

Additionally, respondents were able to provide an open-ended response on any route, including routes with no changes, or on the overall bus restructuring plan. Additional analysis was conducted to identify the factors that contributed to respondents' feedback on the proposed changes.

Rider Response to the Plan

A majority of survey respondents who identified as current riders (58 percent) supported the Plan, with 23 percent opposing and 16 percent having no opinion. As current riders made up such a large percentage of survey respondents, the overall feedback on the Plan is largely similar to the responses from current rider group. Support for the Plan was consistent across current rider usage frequencies of greater than one trip per month but dropped to 48 percent support for those riding less than once a month.

Former OC Bus riders were the most likely group surveyed to have no opinion on the proposed Plan (33 percent), but still had just under half of the respondents supporting the proposed Plan (48 percent).

Non-riders had the highest percentage of opposition to the Plan but represented a very small percentage of respondents (5 percent) who both reported they had not used OC Bus but also provided feedback on proposed route changes.

Figure 5: Route Feedback by Rider Type

	Response to Draft Plan	Support %	No Opinion %	Oppose %	Total Responses	Total Respondents
Rider Type	Rider Usage					
Current Riders	4-7 days per week	58%	16%	26%	3,716	1,471
	1-3 days per week	61%	20%	20%	2,759	1,098
	1-3 times per month	57%	23%	21%	1,621	650
	Less than once per month	48%	28%	24%	818	359
	<i>Subtotal</i>	<i>58%</i>	<i>19%</i>	<i>23%</i>	<i>8,914</i>	<i>3,578</i>
Former Riders	None, but I have previously used OC Bus	48%	33%	19%	352	194
Non-Riders	None, I have never used OC Bus	28%	28%	44%	25	18
Total Respondents		57%	20%	23%	9,291	3,790

Response Based on Proposed Changes

In order to identify the factors that may influence respondents' support of the proposed changes, they were grouped into (mutually exclusive) categories. One key factor was determined to be whether the proposed changes included any routing or alignment changes (including segment deletions or route truncations). These categories included:

Changes that do not include proposed routing or alignment changes:

- Adding new routes (proposed for 2 routes)
- Route improvements to frequency, weekday hours, and/or weekend hours. These routes have no proposed changes to current routing or alignment (proposed for 11 routes).
- Routes with no changes (proposed for 1 route)².

Changes including proposed routing or alignment changes:

- Routes with improved frequency, which may also include weekday hours and/or weekend hours. These routes include routing or alignment changes (proposed for 19 routes)
- Improvements to weekday hours and/or weekend hours. All routes include routing or alignment changes (proposed for 3 routes)
- Changes (improvements and/or reductions) to frequency, weekday hours, and/or weekend hours. Some routes in this category also include alignment changes (proposed for 9 routes)
- Discontinuation of routes (proposed for 9 routes)

As shown in Figure 6, some of the proposed changes within the Plan had a higher percentage of supportive responses. Generally, changes that included only improvements (such as increased frequency or hours of service) with no alignment changes had the highest percentage of supportive responses. Accordingly, route improvements that included some or all improvements to frequency, weekday, or weekend hours had the highest percentage of supportive responses (66 percent), followed by the proposal to add new routes (62 percent).

Proposed changes that included routing or alignment changes (including the deletion of route segments) generated a much more mixed response in the percentage of supportive responses. Changes that included route alignment changes had lower average support percentages – even when other changes were all improvements to a route. Adding additional weekday and/or weekend hours (including alignment changes) had a slight majority of

² Routes with no proposed changes in the Plan did not allow a survey respondent to select support/oppose/no opinion, as there were no changes to respond to. Route 85 was included in the Service Change Booklet and survey, as it includes scheduling changes to better connect to Laguna Niguel Transportation Center. However, it has no other substantive changes proposed.

positive responses at 60 percent. Increasing the frequency of service and adding additional weekday and/or weekend hours reported 55 percent supporting responses.

Figure 6: Overall Route Responses by Types of Change

Route Change Summary	Support %	No Opinion %	Oppose %	Total Responses
Route Improvements (including frequency, weekday hours, and/or weekend hours) with no alignment changes	66%	18%	16%	2,423
New Routes	62%	24%	14%	139
More weekday hours and/or weekend hours, includes alignment changes	60%	20%	20%	783
Improved frequency with more weekday hours and/or weekend hours, includes alignment changes	55%	20%	25%	3,991
Changes to frequency and other adjustments including weekday / weekend hours and/or alignment changes	55%	19%	26%	1,909
Discontinued Routes	40%	22%	39%	553
No Changes	39%	36%	25%	87
Total	57%	20%	23%	9,885

n=9,885 responses from 4,128 respondents (multiple responses possible)

Other factors that seem to have influenced respondents' support for proposed changes include increasing frequency, weekday and/or weekend service hours (increasing support for changes), and the elimination or reduction of Bravo! or limited stop "X" service (decreased support for changes). Proposed changes that included some reductions to frequency, service hours, and/or route alignment changes – even if some other elements of service were also improved – resulted in 55 percent support of proposed changes.

The discontinuation of routes was the category with the lowest supportive rating (40 percent) and highest opposition response (39 percent). The discontinuation of routes that had been suspended during COVID-19, routes that at this time had not been in operation for more than two years, had a lower percentage of opposition responses than the proposed discontinuation of currently operating routes. It may be that riders have found alternative options to routes that have been suspended during COVID-19. Feedback on individual routes is shown in Figure 7.

Figure 7: Individual Route Feedback Grouped by Types of Change

	Response to Draft Plan	Support %	No Opinion %	Oppose %	Responses
Summary of Route Changes	Route				
Route Improvements (including frequency, weekday hours, and/or weekend hours) with no alignment changes	Route 50 - Long Beach to Orange	76%	14%	10%	245
	Route 1 - Long Beach to San Clemente	72%	14%	14%	241
	Route 33 - Fullerton to Huntington Beach	71%	18%	11%	263
	Route 30 - Cerritos to Anaheim	69%	18%	13%	261
	Route 54 - Garden Grove to Orange	67%	17%	17%	248
	Route 57 - Brea to Newport Beach	64%	20%	16%	346
	Route 56 - Garden Grove to Orange	64%	15%	20%	157
	Route 55 - Santa Ana to Newport Beach	64%	22%	14%	269
	Route 70 - Sunset Beach to Tustin	55%	25%	20%	126
	Route 64 - Huntington Beach to Tustin	49%	20%	31%	267
New Routes	Route 553 - Anaheim to Santa Ana	89%	11%	0%	37
	Route 164 - Tustin to Irvine	52%	28%	20%	102
More weekday hours and/or weekend hours, includes alignment changes	Route 26 - Fullerton to Yorba Linda	66%	18%	16%	306
	Route 83 - Anaheim to Laguna Hills	65%	19%	16%	217
	Route 37 - La Habra to Fountain Valley	48%	24%	28%	260
Improved frequency with more weekday hours and/or weekend hours, includes alignment changes	Route 178 - Huntington Beach to Irvine	72%	15%	13%	68
	Route 25 - Fullerton to Huntington Beach	67%	20%	13%	297
	Route 89 - Mission Viejo to Laguna Beach	64%	19%	16%	196
	Route 43 - Fullerton to Costa Mesa	62%	19%	19%	427
	Route 71 - Yorba Linda to Newport Beach	59%	18%	23%	139
	Route 47 - Fullerton to Balboa	57%	19%	24%	275
	Route 53 - Anaheim to Irvine	57%	15%	28%	285
	Route 560 - Santa Ana to Long Beach	57%	11%	32%	111
	Route 35 - Fullerton to Costa Mesa	57%	21%	23%	272
	Route 167 - Orange to Irvine	57%	23%	20%	138
	Route 79 - Tustin to Newport Beach	54%	28%	18%	149
	Route 87 - Rancho Santa Margarita to Laguna Niguel	54%	19%	27%	170
	Route 72 - Sunset Beach to Tustin	51%	24%	24%	103
	Route 90 - Tustin to Dana Point	49%	39%	12%	224
	Route 42 - Seal Beach to Orange	48%	19%	32%	299
	Route 86 - Costa Mesa to Mission Viejo	47%	13%	40%	161
	Route 123 - Anaheim to Huntington Beach	46%	24%	30%	174
	Route 66 - Huntington Beach to Irvine	45%	20%	35%	253
	Route 143 - La Habra to Brea	39%	13%	48%	250

Figure 7: Individual Route Feedback Grouped by Types of Change, cont.

Response to Draft Plan		Support %	No Opinion %	Oppose %	Responses
Summary of Route Changes	Route				
Changes to frequency and other adjustments including weekday / weekend hours and/or alignment changes	Route 529 - Fullerton to Huntington Beach	69%	13%	18%	55
	Route 60 - Long Beach to Tustin	69%	18%	13%	332
	Route 46 - Long Beach to Orange	60%	18%	22%	152
	Route 59 - Anaheim to Irvine	59%	18%	23%	194
	Route 91 - Laguna Hills to San Clemente	52%	28%	20%	171
	Route 38 - Lakewood to Anaheim Hills	51%	19%	30%	230
	Route 29 - La Habra to Huntington Beach	50%	19%	31%	416
	Route 129 - La Habra to Anaheim	47%	19%	34%	144
	Route 543 - Fullerton Transportation Center to Santa Ana	46%	13%	41%	94
	Route 177 - Foothill Ranch to Laguna Hills	36%	20%	44%	121
Discontinued Routes	Route 213 - Brea to Irvine Express	69%	9%	22%	32
	Route 206 - Santa Ana to Lake Forest Express	67%	22%	11%	27
	Route 463 - Santa Ana Regional Transportation Center to Hutton Centre	64%	18%	18%	39
	Route 794 - Riverside/Corona to South Coast Metro Express	45%	24%	30%	33
	Route 701 - Huntington Beach to Los Angeles Express	44%	22%	34%	41
	Route 721 - Fullerton to Los Angeles Express	44%	25%	31%	32
	Route 82 - Foothill Ranch to Rancho Santa Margarita	34%	21%	45%	87
	Route 153 - Brea to Anaheim	33%	25%	42%	145
	Route 76 - Huntington Beach to John Wayne Airport	25%	21%	54%	117
No Changes	Route 85 - Mission Viejo to Laguna Niguel	39%	36%	25%	87
Total		57%	20%	23%	9,885

n=9.885 responses from 4,128 respondents (multiple responses possible)

Response Rate by Route

The number of responses received in comment form per route was also considered to identify any proposed route changes of high customer or public interest.

Compared to average daily weekday ridership for OC Bus from the month of August 2022, the volume of online survey responses generally correlates with the average ridership as shown by the descending orange gradient (Figure 8).

Exceptions to this trend include routes 43 and 29, which had higher volumes of survey responses than suggested solely by their daily ridership. However, these route corridors also include Bravo! routes 543 and 529, respectively, which had lower volumes of responses than suggested by their average daily ridership. Customers who use both routes on a corridor may have opted to select the more “traditional” route.

Note that average daily ridership is only shown for routes with proposed changes as part of the Plan and therefore included in online survey responses. The total reported average daily weekday ridership (for all routes) for the month was 88,128 boardings.

Figure 8: Comparing Average Ridership to Survey Responses

Route	Average Daily Weekday Ridership (August 2022)	Online Survey Responses
Route 57 - Brea to Newport Beach	7,200	346
Route 47 - Fullerton to Balboa	5,492	275
Route 66 - Huntington Beach to Irvine	5,254	253
Route 64 - Huntington Beach to Tustin	5,166	267
Route 43 - Fullerton to Costa Mesa	5,124	427
Route 53 - Anaheim to Irvine	4,428	285
Route 60 - Long Beach to Tustin	4,282	332
Route 29 - La Habra to Huntington Beach	4,065	416
Route 42 - Seal Beach to Orange	3,220	299
Route 50 - Long Beach to Orange	3,113	245
Route 55 - Santa Ana to Newport Beach	3,061	269
Route 38 - Lakewood to Anaheim Hills	2,644	230
Route 54 - Garden Grove to Orange	2,504	248
Route 37 - La Habra to Fountain Valley	2,419	260
Route 70 - Sunset Beach to Tustin	2,046	126
Route 543 - Fullerton Transportation Center to Santa Ana	1,893	94
Route 560 - Santa Ana to Long Beach	1,646	111
Route 35 - Fullerton to Costa Mesa	1,613	272
Route 83 - Anaheim to Laguna Hills	1,380	217
Route 59 - Anaheim to Irvine	1,357	194
Route 71 - Yorba Linda to Newport Beach	1,344	139
Route 46 - Long Beach to Orange	1,327	152
Route 72 - Sunset Beach to Tustin	1,316	103
Route 30 - Cerritos to Anaheim	1,190	261
Route 56 - Garden Grove to Orange	1,173	157
Route 1 - Long Beach to San Clemente	1,146	241
Route 26 - Fullerton to Yorba Linda	1,096	306
Route 91 - Laguna Hills to San Clemente	971	171
Route 25 - Fullerton to Huntington Beach	859	297
Route 529 - Fullerton to Huntington Beach	824	55
Route 79 - Tustin to Newport Beach	815	149
Route 33 - Fullerton to Huntington Beach	776	263
Route 90 - Tustin to Dana Point	757	224
Route 89 - Mission Viejo to Laguna Beach	736	196
Route 123 - Anaheim to Huntington Beach	637	174
Route 143 - La Habra to Brea	521	250
Route 167 - Orange to Irvine	494	138
Route 129 - La Habra to Anaheim	475	144
Route 86 - Costa Mesa to Mission Viejo	394	161
Route 153 - Brea to Anaheim	318	145
Route 76 - Huntington Beach to John Wayne Airport	290	117
Route 177 - Foothill Ranch to Laguna Hills	243	121
Route 178 - Huntington Beach to Irvine	236	68
Route 87 - Rancho Santa Margarita to Laguna Niguel	224	170
Route 82 - Foothill Ranch to Rancho Santa Margarita	203	87
Route 85 - Mission Viejo to Laguna Niguel	188	87
Total	86,497	9,581

Response Factors

Respondents were able to provide open-ended comments to the proposed changes on individual routes. These comments were reviewed and categorized by theme to get a sense of what factors contributed to a respondent's opinion on proposed changes. A comment may contain multiple themes. Categorized comments provided additional details for what considerations motivated respondents to either support or oppose the Plan.

The largest theme of the open-ended comments was about respondents' satisfaction with the proposal (21 percent). Some open-ended comments did not provide details about why they supported or opposed the Plan but did indicate their feelings towards the proposed changes. A total of 16 percent of the categorized responses indicated their satisfaction with the proposal, while 5 percent indicated they were not satisfied with the proposed changes.

The second largest theme of the open-ended comments was the discussion of route alignment, representing 20 percent of categorized responses. While some respondents did agree with proposed alignment and routing changes (4 percent of all categorized comments), the majority of route alignment comments opposed the proposed changes (13 percent), and 3 percent of comments asked for additional alignment/routing beyond what was proposed.

Service frequency was another significant theme of open-ended comments, with 17 percent of categorized responses. The majority of comments supported increased frequency (11 percent), noting that they appreciated the improvements and reduction of waiting time, or noted improved frequency on weekends. Routes noted in this category included routes 43, 50, 57, 59, and 60. An additional 6 percent of comments asked for further improvements in frequency.

Comments about service hours (either weekday or weekend) represented 16 percent of categorized comments, with 7 percent of responses supporting the increased service hours, particularly on weekends (3 percent) and in late evenings (2 percent). Routes noted in this category included routes 26, 30, 54, 55, and 543. Additional service hours beyond the proposed amounts were requested in 3 percent of responses.

The individual counts of categorized comments per route are shown in Figure 9 and Figure 10, specifically showing comments based on frequency, hours of service, and routing / alignment changes. As shown in Figure 9, a total of 476 open-ended comments received supported the increased frequency of the Plan or noted it as part of the reason for their support of the proposed route changes, particularly on busier routes. This was frequently and interchangeably noted as less waiting for the bus. Some of the open-ended comments also requested additional frequency beyond the proposed Plan, noted as "additional frequency needed" (184 comments). There were no comments received that requested less frequency.

Open-ended comments also were generally supportive of proposed additional hours of service, with 300 categorized comments received overall. As with increased frequency, some open-ended comments requested further increases to service hours, with 138 comments received.

Figure 9: Open-Ended Responses to Draft Plan for Frequency & Hours of Service

Route Feedback Categories		Frequency of Service		Hours of Service		
Individual Route Feedback		Additional Frequency Needed	Support of Additional Frequency Proposed	Additional Service Hours Needed	Support of Additional Hours Proposed	Less Service Hours Needed
Summary of Route Changes	Route					
Route Improvements (including frequency, weekday hours, and/or weekend hours) with no alignment changes	Route 1 - Long Beach to San Clemente	11	19	7	4	0
	Route 30 - Cerritos to Anaheim	9	12	6	15	1
	Route 33 - Fullerton to Huntington Beach	2	17	4	8	0
	Route 50 - Long Beach to Orange	3	36	1	3	1
	Route 54 - Garden Grove to Orange	4	4	3	28	0
	Route 55 - Santa Ana to Newport Beach	3	6	2	31	0
	Route 56 - Garden Grove to Orange	2	5	2	11	0
	Route 57 - Brea to Newport Beach	8	38	1	1	0
	Route 64 - Huntington Beach to Tustin	0	10	1	14	2
	Route 70 - Sunset Beach to Tustin	1	9	1	7	0
	Subtotal	43	156	28	122	4
New Routes	Route 164 - Tustin to Irvine	3	0	1	1	0
	Route 553 - Anaheim to Santa Ana	0	1	0	1	0
	Subtotal	3	1	1	2	0
More weekday hours and/or weekend hours, includes alignment changes	Route 26 - Fullerton to Yorba Linda	4	2	5	21	0
	Route 37 - La Habra to Fountain Valley	1	2	2	8	0
	Route 83 - Anaheim to Laguna Hills	3	6	1	16	2
	Subtotal	8	10	8	45	2
Improved frequency with more weekday hours and/or weekend hours, includes alignment changes	Route 25 - Fullerton to Huntington Beach	4	16	1	5	0
	Route 35 - Fullerton to Costa Mesa	2	7	2	7	0
	Route 42 - Seal Beach to Orange	2	11	5	13	0
	Route 43 - Fullerton to Costa Mesa	2	47	6	8	1
	Route 47 - Fullerton to Balboa	1	13	1	14	1
	Route 53 - Anaheim to Irvine	3	22	2	5	0
	Route 66 - Huntington Beach to Irvine	0	9	0	3	1
	Route 71 - Yorba Linda to Newport Beach	6	16	2	5	1
	Route 72 - Sunset Beach to Tustin	2	5	0	3	0
	Route 79 - Tustin to Newport Beach	6	14	3	3	0
	Route 86 - Costa Mesa to Mission Viejo	0	5	1	4	0
	Route 87 - Rancho Santa Margarita to Laguna Niguel	2	4	2	2	0
	Route 89 - Mission Viejo to Laguna Beach	1	10	4	1	0
	Route 90 - Tustin to Dana Point	0	8	1	3	0
	Route 123 - Anaheim to Huntington Beach	1	2	2	2	0
	Route 143 - La Habra to Brea	4	14	0	8	0
	Route 167 - Orange to Irvine	1	4	1	6	0
	Route 178 - Huntington Beach to Irvine	1	6	1	2	0
	Route 560 - Santa Ana to Long Beach	2	7	4	4	0
	Subtotal	40	220	38	98	4

Respondents were able to provide open-ended comments to the proposed changes on individual routes. These comments were reviewed and categorized by theme to get a sense of what factors contributed to a respondent's opinion on proposed changes. A comment may contain multiple themes. Categorized comments provided additional details for what considerations motivated respondents to either support or oppose the Plan.

The largest theme of the open-ended comments was about respondents' satisfaction with the proposal (21 percent). Some open-ended comments did not provide details about why they supported or opposed the Plan but did indicate their feelings towards the proposed changes. A total of 16 percent of the categorized responses indicated their satisfaction with the proposal, while 5 percent indicated they were not satisfied with the proposed changes.

The second largest theme of the open-ended comments was the discussion of route alignment, representing 20 percent of categorized responses. While some respondents did agree with proposed alignment and routing changes (4 percent of all categorized comments), the majority of route alignment comments opposed the proposed changes (13 percent), and 3 percent of comments asked for additional alignment/routing beyond what was proposed.

Service frequency was another significant theme of open-ended comments, with 17 percent of categorized responses. The majority of comments supported increased frequency (11 percent), noting that they appreciated the improvements and reduction of waiting time, or noted improved frequency on weekends. Routes noted in this category included routes 43, 50, 57, 59, and 60. An additional 6 percent of comments asked for further improvements in frequency.

Comments about service hours (either weekday or weekend) represented 16 percent of categorized comments, with 7 percent of responses supporting the increased service hours, particularly on weekends (3 percent) and in late evenings (2 percent). Routes noted in this category included routes 26, 30, 54, 55, and 543. Additional service hours beyond the proposed amounts were requested in 3 percent of responses.

The individual counts of categorized comments per route are shown in Figure 9 and Figure 10, specifically showing comments based on frequency, hours of service, and routing / alignment changes. As shown in Figure 9, a total of 476 open-ended comments received supported the increased frequency of the Plan or noted it as part of the reason for their support of the proposed route changes, particularly on busier routes. This was frequently and interchangeably noted as less waiting for the bus. Some of the open-ended comments also requested additional frequency beyond the proposed Plan, noted as "additional frequency needed" (184 comments). There were no comments received that requested less frequency.

Open-ended comments also were generally supportive of proposed additional hours of service, with 300 categorized comments received overall. As with increased frequency, some open-ended comments requested further increases to service hours, with 138 comments received.

Figure 9: Open-Ended Responses to Draft Plan for Frequency & Hours of Service, cont.

Route Feedback Categories		Frequency of Service		Hours of Service		
Individual Route Feedback		Additional Frequency Needed	Support of Additional Frequency Proposed	Additional Service Hours Needed	Support of Additional Hours Proposed	Less Service Hours Needed
Summary of Route Changes	Route					
Changes to frequency and other adjustments including weekday / weekend hours and/or alignment changes	Route 29 - La Habra to Huntington Beach	19	7	1	7	0
	Route 38 - Lakewood to Anaheim Hills	8	3	5	11	1
	Route 46 - Long Beach to Orange	8	3	1	1	0
	Route 59 - Anaheim to Irvine	18	30	3	5	1
	Route 60 - Long Beach to Tustin	4	29	1	2	0
	Route 91 - Laguna Hills to San Clemente	7	2	2	6	0
	Route 129 - La Habra to Anaheim	4	0	0	1	0
	Route 177 - Foothill Ranch to Laguna Hills	5	0	14	0	0
	Route 529 - Fullerton to Huntington Beach	3	2	1	0	0
	Route 543 - Fullerton Transportation Center to Santa Ana	0	5	18	0	1
	Subtotal	76	81	46	33	3
Discontinued Routes	Route 76 - Huntington Beach to John Wayne Airport	0	0	1	0	0
	Route 153 - Brea to Anaheim	2	0	1	0	0
	Subtotal	2	0	2	0	0
No Changes	Route 85 - Mission Viejo to Laguna Niguel	2	2	4	0	0
	Route 150 - Santa Ana to Costa Mesa	6	5	6	0	0
	Route 453 - Orange Transportation Center to St. Joseph's Hospital	2	0	0	0	0
	Route 473 - Tustin Metrolink Station to UCI	1	0	5	0	0
	Route 862 - Downtown Santa Ana Shuttle	1	1	0	0	0
	Subtotal	12	8	15	0	0
Total Responses		184	476	138	300	13

Feedback on changes with routing / alignment changes or the elimination of routes (Figure 10), resulted in open-ended comments that suggested the alignment changes were a common factor in responses opposing proposed changes. A total of 460 comments were opposed to proposed rerouting or alignment changes.

While alignment changes were the most common open-ended reason provided for opposing a change, there was evidence within comments that respondents were considering the tradeoffs between alignment changes and improved frequency or hours of service. A total of 161 of the comments noted their support of the proposed alignment changes.

Figure 10: Open-Ended Responses to Draft Plan for Routing / Alignment

Route Feedback Categories		Routing / Alignment			
Individual Route Feedback		Additional Alignment / Routing Needed	Agree with proposed alignment	Oppose Proposed Alignment	Oppose Route Elimination
Summary of Route Changes	Route				
Route Improvements (including frequency, weekday hours, and/or weekend hours) with no alignment changes	Route 1 - Long Beach to San Clemente	2	0	0	0
	Route 30 - Cerritos to Anaheim	1	2	3	0
	Route 33 - Fullerton to Huntington Beach	2	0	0	0
	Route 50 - Long Beach to Orange	1	2	1	0
	Route 54 - Garden Grove to Orange	0	1	0	0
	Route 55 - Santa Ana to Newport Beach	1	1	2	0
	Route 56 - Garden Grove to Orange	1	0	1	0
	Route 57 - Brea to Newport Beach	2	3	8	0
	Route 64 - Huntington Beach to Tustin	3	2	17	0
	Route 70 - Sunset Beach to Tustin	0	0	2	0
	Subtotal	13	11	34	0
New Routes	Route 164 - Tustin to Irvine	3	1	0	0
	Subtotal	3	1	0	0
More weekday hours and/or weekend hours, includes alignment changes	Route 26 - Fullerton to Yorba Linda	5	9	16	0
	Route 37 - La Habra to Fountain Valley	5	5	20	0
	Route 83 - Anaheim to Laguna Hills	1	11	3	0
	Subtotal	11	25	39	0
Improved frequency with more weekday hours and/or weekend hours, includes alignment changes	Route 25 - Fullerton to Huntington Beach	1	5	4	0
	Route 35 - Fullerton to Costa Mesa	1	2	8	0
	Route 42 - Seal Beach to Orange	1	8	36	0
	Route 43 - Fullerton to Costa Mesa	2	11	35	0
	Route 47 - Fullerton to Balboa	3	8	18	0
	Route 53 - Anaheim to Irvine	4	15	38	0
	Route 66 - Huntington Beach to Irvine	3	5	35	0
	Route 71 - Yorba Linda to Newport Beach	2	6	8	0
	Route 72 - Sunset Beach to Tustin	1	1	0	0
	Route 79 - Tustin to Newport Beach	0	3	8	0
	Route 86 - Costa Mesa to Mission Viejo	3	0	31	0
	Route 87 - Rancho Santa Margarita to Laguna Niguel	0	0	16	0
	Route 89 - Mission Viejo to Laguna Beach	0	2	4	0
	Route 90 - Tustin to Dana Point	0	4	3	0
	Route 123 - Anaheim to Huntington Beach	3	2	19	0
	Route 143 - La Habra to Brea	5	2	6	0
	Route 167 - Orange to Irvine	3	5	14	0
	Route 178 - Huntington Beach to Irvine	3	3	3	0
	Route 560 - Santa Ana to Long Beach	1	2	16	0
	Subtotal	36	84	302	0

Figure 10: Open-Ended Responses to Draft Plan for Routing / Alignment, cont.

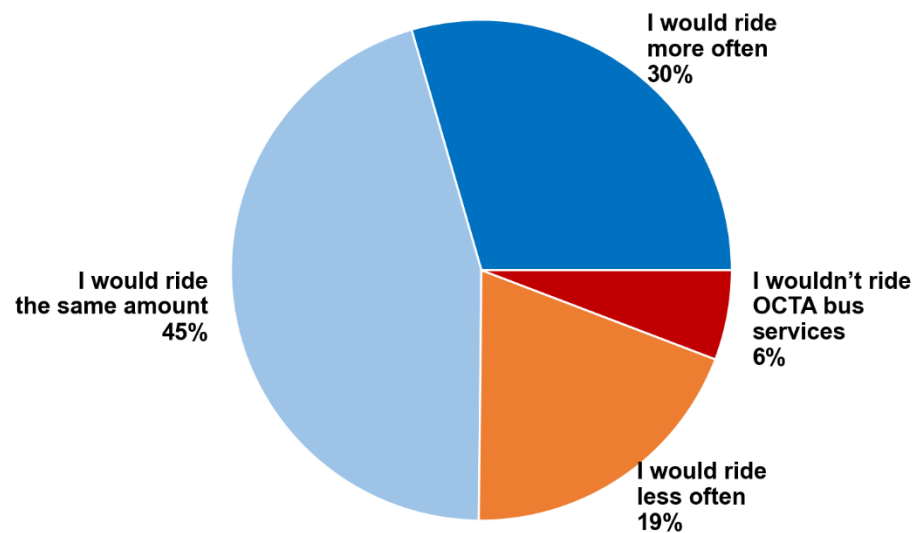
Route Feedback Categories		Routing / Alignment			
Individual Route Feedback		Additional Alignment / Routing Needed	Agree with proposed alignment	Oppose Proposed Alignment	Oppose Route Elimination
Summary of Route Changes	Route				
Changes to frequency and other adjustments including weekday / weekend hours and/or alignment changes	Route 29 - La Habra to Huntington Beach	2	5	27	0
	Route 38 - Lakewood to Anaheim Hills	5	7	17	0
	Route 46 - Long Beach to Orange	0	2	4	0
	Route 59 - Anaheim to Irvine	5	7	0	0
	Route 60 - Long Beach to Tustin	2	3	4	0
	Route 129 - La Habra to Anaheim	1	0	20	0
	Route 177 - Foothill Ranch to Laguna Hills	1	2	10	0
	Route 529 - Fullerton to Huntington Beach	3	1	2	0
	Route 543 - Fullerton Transportation Center to Santa Ana	2	0	1	0
	Subtotal	21	27	85	0
Discontinued Routes	Route 76 - Huntington Beach to John Wayne Airport	0	2	0	28
	Route 82 - Foothill Ranch to Rancho Santa Margarita	1	0	0	15
	Route 153 - Brea to Anaheim	0	6	0	34
	Route 206 - Santa Ana to Lake Forest Express	0	1	0	4
	Route 213 - Brea to Irvine Express	0	0	0	1
	Route 463 - Santa Ana Regional Transportation Center to Hutton Centre	0	1	0	4
	Route 701 - Huntington Beach to Los Angeles Express	0	2	0	8
	Route 721 - Fullerton to Los Angeles Express	0	1	0	8
	Route 794 - Riverside/Corona to South Coast Metro Express	0	0	0	5
	Subtotal	1	13	0	107
No Changes	Route 85 - Mission Viejo to Laguna Niguel	1	0	0	0
	Route 150 - Santa Ana to Costa Mesa	1	0	0	0
	Route 472 - Tustin Metrolink Station to Irvine Business	1	0	0	0
	Route 473 - Tustin Metrolink Station to UCI	2	0	0	0
	Subtotal	5	0	0	0
Total Responses		90	161	460	107

The elimination of routes, several of which have not resumed following COVID-19, was opposed in a total of 107 comments. The majority of comments that opposed route elimination were addressed to routes that are currently in operation, with limited responses to suspended routes.

Expected Ridership with Draft Service Plan

If the proposed Plan were to be implemented, seventy-five percent of respondents stated they would ride OC Bus either more often (29 percent) or the same amount (45 percent) as they currently do, compared with 19 percent who indicated they would ride less often. Approximately 6 percent of respondents said they would not ride OCTA bus services (Figure 11).

Figure 11: Intent to Ride OC Bus



n=4,054 respondents

Other Sources of Public Input

In-person/Virtual Community Meetings

Two in-person and one virtual meeting took place where customers and the public had the opportunity to discuss the proposed changes and provide input. A total of 23 customers participated in three community meetings. Spanish and Vietnamese-speaking staff were available for language assistance as needed for meetings.

- Laguna Hills Community Center (June 14, 2022)
- Virtual Meeting (June 15, 2022)
- Santa Ana Senior Center (June 16, 2022)

A summary of public comments received from the community meetings is listed below. During the meetings, customers noted that they appreciated the opportunity to provide feedback about the proposed bus service changes. A common concern shared was the reduction or discontinuation of certain bus routes, particularly in south Orange County. Some of the concerns were that it would remove service needed for schools and senior destinations.

Comments heard included:

- Opposition to route eliminations, including discussion of areas impacted, such as Irvine Valley College (Route 66), Trabuco Hills High School and Rancho Santa Margarita (Route 82), Moulton Parkway, Irvine, University of California Irvine, and the Irvine Metrolink Station (Routes 86 and 87)
- Concern that Route 60 routing changes may impact Westminster High School students
- Concern about connections in Foothill Ranch between routes 85 and 89
- Concern that the discontinuation of Route 123 will lead to crowding on Route 26 between Downtown Fullerton, California State University Fullerton (CSUF), and Fullerton College
- Suggestion to combine routes 85 and 87 as they serve a similar area
- Requesting additional service hours on Route 177 to connect with Route 89 and other Laguna Hills Transportation Center routes
- Requesting additional Bravo! route service, including weekend service and an extended route (Route 543) or a new Bravo! route (along Katella Avenue)

Public Comments – Email, Phone Calls, and Social Media

Customers were able to provide feedback on the Plan by calling or emailing the Customer Information Center and sending comments to OCTA Customer Relations. A total of 66 comments have been received and summarized below.

Customer Relations comments received included:

- Requesting the continuation of express routes (routes 701 and 794)
- Concern over route changes that would affect service to areas, including La Habra and Buena Park (routes 29 and 37), Seal Beach (Route 42), Tustin Legacy (Route 72), Rancho Santa Margarita (Route 87), and CSUF/Brea Mall (Route 153)
- Concern over alignment changes that would affect destinations beyond the proposed terminus of routes, including the City of Santa Ana in the MacArthur area (Route 53) and Fullerton College (Route 123).
- Opposition to removal of weekend service to Irvine (Route 177)
- Opposition to the elimination of routes (Route 76)
- Concern over possible OC ACCESS service area impacts based on the elimination of Route 153
- Opposition over proposed alignment changes to travel Placentia Avenue rather than Bradford Avenue (Route 26).

Public social media discussion was also considered for feedback on the Plan. Several survey respondents noted that they had learned about the Plan from Reddit.com, a social media site. Staff found discussion underway from the members of the Orange County community regarding the draft plan, attached as Appendix I.

Comments included:

- Concern over proposed service reductions in south Orange County, including service to destinations such as John Wayne Airport and UCI
- Concern about the proposed discontinuation of Route 66 serving Irvine Valley College
- Comments about infrequent and unreliable bus service, along with an inconsistent schedule, currently discouraging riders from using the bus. Commenters also expressed frustration with waiting more than an hour for the bus and suggested that OCTA uses low ridership on impacted routes as an excuse to eliminate those routes.
- Some comments said there were improvements in the proposed service plan to better connect with Metrolink stations, transit hubs, and airport terminals. However, they noted it did not resolve connection issues with other modes of transportation and requested additional coordination and alignment between bus and other transit modes.

- Suggestions to improve payment options between OC Bus, Metrolink and Amtrak so that transferring from OC Bus to Metrolink and Amtrak (rather than from Metrolink/Amtrak to OC Bus) does not require an additional ticket purchase
- Some comments noted they were concerned about safety and security while waiting and riding a bus, saying that loud and aggressive passengers make the ride feel uncomfortable and unsafe

Local Jurisdiction Communication

In order to communicate with all stakeholders and ensure the public had an opportunity to provide feedback, Phase Two of the public involvement program included communications to all Orange County cities. City staff was also offered one-on-one presentations from OCTA staff with a specific focus on changes within their jurisdiction. Presentations were provided as requested to city staff in the cities of Fullerton, Irvine, Mission Viejo, and Rancho Santa Margarita.

These are the key themes expressed by cities:

- City staff generally support the route-level recommendations and recognize the need and logic to restructure the bus system
- Staff want to make sure OCTA used solid data and analysis to support the Plan when it involves the elimination of service
- City staff were engaged and asked numerous questions. Staff were appreciative that OCTA is providing residents in their cities ample time and opportunity to review and comment on the proposed changes

OC Bus Ride-Along

To directly reach current OC Bus riders, staff conducted a series of bus ride-alongs onboard 13 routes in the core service areas of Orange County from June 13 through July 9. Staff provided copies of the Making Better Connection Feedback Survey and encouraged feedback and discussion from riders. Riders expressed appreciation for the short and straightforward rider survey. Staff conducted ride-alongs on some of OCTA's busiest bus routes, including routes 29, 43, 66, and 89.

Transit Center Pop-Up Events

To directly gather feedback on the Plan from current OC Bus riders staff conducted several pop-up events at busy transit centers in Orange County. Staff participated in pop-up events at:

- Santa Ana Regional Transportation Center (June 13 and 15, 2022)
- Orange Metrolink Station (June 14 and 16, 2022)

- Goldenwest Transportation Center (June 20 and 22, 2022)
- Laguna Hills Transportation Center (June 21 and 23, 2022)
- Fullerton Park and Ride (June 27 and 29, 2022)
- Fullerton Transportation Center (July 5 and 6, 2022)

Riders at the transit centers were provided with copies of the Making Better Connections Feedback Survey to complete. Additionally, customers requested the return of OC Bus routes 454 and 456. Some customers also provided feedback on safety at the stations.

Community Events and Organizations

To meet with the public in person and ensure participation across all communities, staff participated in several community destinations and events, including:

- OC Green Expo, Anaheim (June 11, 2022)
- CalFresh Enrollment and Resource Fair, Anaheim (June 11, 2022)
- CalOptima Resource Fair, La Habra (June 18, 2022)
- Juneteenth Festival, Santa Ana (June 18, 2022)
- Concert in the Park, Garden Grove (June 23, 2022)
- Ethnic Supermarkets, Fullerton, and Santa Ana (July 7-12, 2022)

A summary of public comments received from the community events is listed below. While customers supported increased route frequency, some voiced concern about proposed eliminations in the City of La Habra north of the Fullerton Transportation Center. Some attendees noted that they depend on the bus as their only form of transportation.

Comments heard included:

- Requests for more frequent service and more bus stop locations, particularly if that reduces the walking distance to a stop
- Opposition to the proposed lack of service north of the Fullerton Transportation Center from the cities of Fullerton and Buena Park area riders
- Opposition to the discontinuation of the Express and Bravo! routes within central Orange County

OCTA Advisory Committees

The Making Better Connections Draft Service Plan was presented to OCTA's advisory committees. Committee members received a presentation of the proposed draft plan and

were encouraged to provide their feedback and share the information with their respective organizations and constituencies.

Citizen Advisory Committee Meeting July 19, 2022 – OCTA Headquarters

The Citizen Advisory Committee received a presentation on the Draft Service Plan and outreach efforts to date. Discussion of the item amongst the committee included:

- Discussion of the proposed timed transfer hub proposed at Laguna Hills
- Discussion of how routes were proposed for elimination and if those decisions were based on costs per mile including revenues or ridership subsidy amounts
- Suggestions to increase service on underperforming routes to induce ridership demand
- Discussion amongst the committee on how feedback and the results of the draft Plan will be integrated into the long-term transportation vision of Orange County, such as potential future freeway express routes

Diverse Community Leaders Quarterly Meeting July 20, 2022 – Virtual Meeting Via Microsoft Teams

In addition to reaching out to diverse communities using multicultural communications via print or digital media translated into Spanish and Vietnamese, the Making Better Connections Draft Service Plan was presented at the Diversity Community Leaders Quarterly Meeting on July 20, 2022. While there was no route-specific feedback, the participated diversity community leaders agreed to distribute the information to their communities.

Accessible Transit Advisory Committee Meeting July 26, 2022 – OCTA Headquarters

At the July 26, 2022, Accessible Transit Advisory Committee (ATAC) meeting, staff presented the Making Better Connections Draft Service Plan. Staff also shared with the committee what feedback OCTA had already received and heard from the public as of June 20, 2022.

Discussion from the committee included:

- Concern over the possible impact to OC ACCESS based on the proposed elimination or realignment of some OC Bus routes
- Discussion about the factors was considered for the proposed elimination of routes
- Discussion about “walking distance” to an alternative route, and how this may differ for elderly riders

- Concern over discontinuing bus routes within south Orange County, specifically service to the Saddleback community and senior center (Route 86)
- Discussion of outreach efforts to members of the blind community and the accessibility of the Draft Service Plan informational materials and survey to this community

Public Hearing

July 25, 2022 – OCTA Headquarters

As part of the OCTA Board meeting on July 25, 2022, a public hearing on the Draft Service Plan was held for public comment on the proposed plan. A total of eleven comments were received on the proposed changes at the public hearing. The transcript of the public hearing is attached as Appendix G.

Public comments included:

- Opposition to proposed changes to Route 53, based on impacts to Irvine and Woodbridge high schools and businesses along Barranca Parkway. Requests to extend Route 53 between East Yale Loop and West Yale Loop.
- Opposition to proposed changes to Route 86 due to the loss of a connection to Lake Forest and Mission Viejo.
- Opposition to the proposed change to Route 167 based on the new proposed segment
- Opposition to the proposed elimination of Route 76, based on its connections to John Wayne Airport, as well as schools and businesses along MacArthur Blvd
- Support for the proposed changes to routes 72 and 76

Conclusion

On May 23, 2022, the Orange County Transportation Authority embarked on an extensive public involvement program to gather feedback on the Making Better Connections Study Draft Service Plan.

The multifaceted and multilingual outreach program concluded with a public hearing on July 25, 2022. More than 8,500 customer comments and in-person engagements provided valuable feedback on the Plan. All public and customer feedback gathered was shared with transit planning staff to address within the final Making Better Connections Study Service Plan.

If approved by the Orange County Transportation Authority Board of Directors in October 2022, the final changes proposed as part of the Plan will begin to be implemented as early as February 2023 as part of OC Bus service changes.

Appendices

A. Making Better Connections Feedback Survey (English/Spanish/Vietnamese)

SURVEY



Your feedback is very important. Please provide your comments below or online at OCbus.com/ConnectionsSurvey
 Su opinión es muy importante. Escriba sus comentarios a continuación. OCbus.com/ConnectionsSurvey
 Câu trả lời của quý vị rất quan trọng. Xin cho biết ý kiến bên dưới. OCbus.com/ConnectionsSurvey

1. Please review the proposed service changes for the route(s) you wish to comment on and let us know what you think.
 Revise los cambios de servicio propuestos para la (las) ruta(s) sobre la (las) que desea comentar y háganos saber su opinión.
 Duyệt lại các thay đổi dịch vụ đề nghị cho (các) tuyến xe quý vị muốn cho ý kiến rồi điền vào cho chúng tôi biết.

Please write in the route you wish to comment on. Escriba la ruta que desea comentar. Viết tuyến xe mà quý vị muốn cho ý kiến.	Do you support the proposed changes of your route(s)? ¿Apoya los cambios propuestos en su(s) ruta(s)? Quý vị có ủng hộ những thay đổi đề nghị cho (những) tuyến xe này hay không?	Please comment below why you support or do not support the proposed changes of your route(s). Comente a continuación por qué apoya o no los cambios propuestos en su(s) ruta(s). Xin cho biết ý kiến bên dưới tại sao quý vị ủng hộ hoặc không ủng hộ các thay đổi đề nghị cho (những) tuyến xe này.
Route / Ruta / Tuyến #	<input type="checkbox"/> Yes / Sí / Có <input type="checkbox"/> No / No / Không <input type="checkbox"/> No opinion / Sin opinión / Không ý kiến	
Route / Ruta / Tuyến #	<input type="checkbox"/> Yes / Sí / Có <input type="checkbox"/> No / No / Không <input type="checkbox"/> No opinion / Sin opinión / Không ý kiến	
Route / Ruta / Tuyến #	<input type="checkbox"/> Yes / Sí / Có <input type="checkbox"/> No / No / Không <input type="checkbox"/> No opinion / Sin opinión / Không ý kiến	
Route / Ruta / Tuyến #	<input type="checkbox"/> Yes / Sí / Có <input type="checkbox"/> No / No / Không <input type="checkbox"/> No opinion / Sin opinión / Không ý kiến	

2. How often do you currently ride OC Bus? (Choose one)
 ¿Con qué frecuencia viaja actualmente en OC Bus? (Elija una opción) / Quý vị đi xe buýt OC thường xuyên ra sao? (Chọn một câu trả lời)
☐ 4-7 days per week / Entre 4 y 7 días a la semana / 4-7 ngày trong tuần
☐ 1-3 days per week / Entre 1 y 3 días a la semana / 1-3 ngày mỗi tuần
☐ 1-3 times per month / Entre 1 y 3 veces al mes / 1-3 lần một tháng
☐ Less than once per month / Menos de una vez al mes / Ít hơn mỗi tháng một lần
☐ None, but I have previously used OC Bus / Ninguna de las anteriores, pero he utilizado anteriormente OC Bus / Không, nhưng trước đây tôi đã đi xe buýt OC
☐ None, I have never used OC Bus / Ninguna de las anteriores, nunca he utilizado OC Bus / Không, tôi chưa bao giờ đi xe buýt OC
3. If this plan were implemented, how would it affect your use of OCTA bus services? (Choose one)
 Si se implementara este plan, ¿cómo afectaría a su uso de los servicios de autobuses de OCTA? (Elija una opción)
 Nếu chương trình này được thực hiện, nó sẽ ảnh hưởng ra sao đến việc quý vị sử dụng dịch vụ xe buýt OCTA? (Chọn một câu trả lời)
☐ I would ride more often / Viajaría con más frecuencia / Tôi sẽ đi nhiều hơn
☐ I would ride the same amount / Viajaría con la misma frecuencia / Tôi vẫn đi như cũ
☐ I would ride less often / Viajaría con menos frecuencia / Tôi sẽ đi ít hơn
☐ I wouldn't ride OCTA bus services / No utilizaría los servicios de autobuses de OCTA / Tôi sẽ không đi xe buýt của OCTA nữa
4. What is your email address or phone number? (This information will only be used to contact you in case you win a prize)
 ¿Cuál es su dirección de correo electrónico o número de teléfono? (Esta información solo se utilizará para comunicarnos con usted en caso de que gane un premio)
 Địa chỉ điện thư hoặc số điện thoại của quý vị là gì? (Thông tin này chỉ được dùng để liên lạc với quý vị nếu quý vị trúng thưởng)
-

B. Connections Draft Service Plan Booklet

A PDF of the Draft Service Plan booklet is available at:
www.OCTA.net/ConnectionsDraftPlan

C. Connections Survey Questionnaire Results

A summary of responses to individual survey questions is available at:
www.OCTA.net/ConnectionsSurveyResults

Connections Survey Open-Ended Comments

D. Customer Comments Feedback for Route Changes

The verbatim customer comments received for route-specific changes, along with the overall Draft Service plan, are available here:
www.OCTA.net/ConnectionsRouteComments

E. Other Customer Feedback

The verbatim customer comments received for any other "comments/concerns/questions" by respondents are available here:
www.OCTA.net/ConnectionsOtherComments

In-Person/Virtual Community Meetings

F. Customer Comments from Community Meetings

A summary of public comments received from the community meetings is available here:
www.OCTA.net/ConnectionsCommunityMeetingsSummary

Public / Customer Comments

G. Public Hearing Comments (July 25, 2022)

The transcript of the public hearing held during the OCTA Board meeting on July 25, 2022, is available here:
www.OCTA.net/ConnectionsPublicComments

H. Customer Comments Received (Email, Phone, Social Media)

All customer comments received from customer comments are available here:
www.OCTA.net/ConnectionsCustomerComments

Additional online discussion comments from the Making Better Connections Draft Plan on Reddit are available here:

www.OCTA.net/ConnectionsCustomerRedditComments

OCTA Advisory Committees

I. Citizen Advisory Committee Meeting (July 19, 2022)

Minutes from the July 19, 2022, Citizen Advisory Committee meeting are available here:

www.OCTA.net/ConnectionsCACMeetingMins

J. Diverse Community Leaders Meeting (July 20, 2022)

Minutes from the July 20, 2022, Diverse Community Leaders Group Meeting are available here:

www.OCTA.net/ConnectionsDCLMeetingMins

K. Accessible Transit Advisory Committee Meeting (July 26, 2022)

Minutes from the July 26, 2022, Accessible Transit Advisory Committee meeting are available here:

www.OCTA.net/ConnectionsATACMeetingMins

Final Service Plan: Proposed Route Recommendations

Route	Draft Plan Change (May 2022)	Overview of Comments	Final Recommendations (October 2022)	Annual Revenue Hours			Peak Vehicles			Improvement Categories					
				Existing	Proposed	Change	Existing	Proposed	Change	Improved Weekday Frequency	Expanded Service Hours	Improved Weekend Frequency	Route Alignment Changed	No Change	Discontinued Routes
1	<ul style="list-style-type: none"> • Later service on weekends; • More frequent service on weekday peak; • Operate every 30 minutes (30s) southbound AM and northbound PM from Newport Transportation Center (NTC) to El Camino Real and Avenida Santa Margarita; operate 60 minutes (60i) all other times on entire route. 		<ul style="list-style-type: none"> • No changes to draft plan. 	35,743	38,680	2,937	9	9	-	■	■				
25	<ul style="list-style-type: none"> • Travel to Fullerton Park & Ride (FP&R) via Orangethorpe Avenue; • Discontinue out-of-direction service on Artesia Boulevard and to the Buena Park Metrolink Station; • Expand service hours all days; • More frequent service all days. 	<ul style="list-style-type: none"> • Very limited critical comments about lack of service to Buena Park. 	<ul style="list-style-type: none"> • No changes to draft plan. 	21,220	29,580	8,360	4	7	3	■	■	■	■		
26	<ul style="list-style-type: none"> • Travel via Placentia Avenue and Nutwood Avenue instead of Bradford Avenue and Chapman Avenue; • Extend from FP&R to Buena Park Metrolink Station; • Expand service hours on weekends. 	<ul style="list-style-type: none"> • Significant number of critical comments asking for the route to remain on Bradford Avenue instead of serving Placentia Avenue. 	<ul style="list-style-type: none"> • Restore to existing alignment (FP&R to Yorba Linda); • No other changes to draft plan. 	24,885	26,555	1,670	5	5	-		■				
29	<ul style="list-style-type: none"> • No service to Goldenwest Transportation Center (GWTC); • Terminate route at Buena Park Metrolink Station; • Less frequent service on weekday peak; • Later service on weekends. 	<ul style="list-style-type: none"> • Some critical comments about lack of service to GWTC; • Limited number of critical comments about having to transfers to Route 129 to La Habra. 	<ul style="list-style-type: none"> • Restore existing service to GWTC before 6 am and after 6 pm on weekdays and every other trip on weekends; • No other changes to draft plan. 	61,431	53,362	(8,069)	13	8	(5)		■		■		
30	<ul style="list-style-type: none"> • More frequent service on weekdays; • Expand service hours all days; • No alignment changes. 		<ul style="list-style-type: none"> • No changes to draft plan. 	21,190	33,405	12,215	4	7	3	■	■				
33	<ul style="list-style-type: none"> • More frequent service all days; • Expand service hours all days; • No alignment changes. 		<ul style="list-style-type: none"> • No changes to draft plan. 	17,343	24,735	7,392	2	6	4	■	■	■			
35	<ul style="list-style-type: none"> • Travel to FP&R via Orangethorpe Avenue; • Discontinuing out-of-direction service on Commonwealth Avenue; • More frequent service all days; • Expand service hours all days. 	<ul style="list-style-type: none"> • Limited number of critical comments about streamlined operations off Commonwealth Avenue. 	<ul style="list-style-type: none"> • No changes to draft plan. 	28,962	36,456	7,494	4	8	4	■	■	■	■		
37	<ul style="list-style-type: none"> • Terminate route at Fullerton Transportation Center (FTC) via Commonwealth Avenue and segment from Lamber Road to Whittier Boulevard will be covered by Route 143; • Delete segment from Euclid Avenue and Commonwealth Avenue to La Habra; • Delete service on Ellis Avenue; • Expand service hours on weekends. 	<ul style="list-style-type: none"> • Critical comments about discontinued service to La Habra. 	<ul style="list-style-type: none"> • Restore existing alignment to La Habra north of Euclid Street and Commonwealth Avenue; • No other changes to draft plan. 	35,147	35,894	747	7	7	-		■		■		
38	<ul style="list-style-type: none"> • Extend route to Los Cerritos Center; • New eastern terminus at Fairmont Boulevard and La Palma Avenue; • Terminate route at La Palma Avenue and Fairmont Boulevard; • Discontinue segment to Anaheim Hills Festival; • Less frequent service on weekends; • Later service all days. 	<ul style="list-style-type: none"> • Limited number of critical comments about discontinued service. 	<ul style="list-style-type: none"> • No changes to draft plan; restoration of service would be costly for limited benefit. 	40,156	38,250	(1,906)	11	10	(1)		■		■		
42	<ul style="list-style-type: none"> • Terminate route at Carson Street and Norwalk Boulevard in Hawaiian Gardens; • More frequent service on weekdays; • Discontinue segment to Seal Beach; • Later service all days. 	<ul style="list-style-type: none"> • Significant number of critical comments about discontinuation of service to Seal Beach; many seem to think segment is entirely discontinued, instead of being covered by Route 46 	<ul style="list-style-type: none"> • Extend route to Los Alamitos Boulevard and Ball Road to offer direct connection between routes 42 and 46; • No other changes to draft plan. 	47,585	60,075	12,490	11	14	3	■	■	■	■		
43	<ul style="list-style-type: none"> • Terminate route at FTC; • Discontinue segment north of FTC; • More frequent service on weekday; • Less frequent service on weekends. 	<ul style="list-style-type: none"> • Small number of critical comments about discontinuation of service to courthouse. Route 143 provides service to courthouse. 	<ul style="list-style-type: none"> • No changes to draft plan. 	64,964	66,277	1,313	11	11	-	■			■		
46	<ul style="list-style-type: none"> • Extend route to Seal Beach via Norwalk Boulevard/Los Alamitos Boulevard (formerly Route 42); • Operate every 30 minutes (30s) from the Village at Orange to Norwalk Boulevard and Los Alamitos Boulevard and 60 (60i) minutes from Norwalk Boulevard and Los Alamitos Boulevard to Seal Beach Boulevard; • Less frequent service on weekends; • Expand service hours on weekends. 	<ul style="list-style-type: none"> • See Route 42. 	<ul style="list-style-type: none"> • No changes to draft plan. 	23,029	35,460	12,431	5	7	2	■	■		■		

Final Service Plan: Proposed Route Recommendations

				Annual Revenue Hours			Peak Vehicles			Improvement Categories					
Route	Draft Plan Change (May 2022)	Overview of Comments	Final Recommendations (October 2022)	Existing	Proposed	Change	Existing	Proposed	Change	Improved Weekday Frequency	Expanded Service Hours	Improved Weekend Frequency	Route Alignment Changed	No Change	Discontinued Routes
47	<ul style="list-style-type: none">• Terminate route at Newport Boulevard and 23rd Street;• Discontinue service on Victoria Street;• All trips travel on Wilson Street;• More frequent service on weekdays;• Later service all days.	<ul style="list-style-type: none">• Critical comments about discontinued service to Balboa Pier; restoration of service would be costly for limited benefit.	• No changes to draft plan.	69,984	81,875	11,891	17	17	-	■	■		■		
50	<ul style="list-style-type: none">• More frequent service all days.		• No changes to draft plan.	54,208	70,266	16,058	12	15	3	■		■			
53	<ul style="list-style-type: none">• Terminate route at South Coast Plaza area;• Discontinue segment from Main Street and MacArthur Boulevard to Irvine;• Terminate express trips (53X service) permanently;• More frequent service on weekdays;• Later service on weekends.	<ul style="list-style-type: none">• Significant number of critical comments about discontinuation of service to Irvine.	<ul style="list-style-type: none">• Restore Route 53 to its existing alignment;• Operate every 22 minutes (22s) from ARTIC to Main Street and MacArthur Boulevard, 44 minutes (44l) from Main Street and MacArthur Boulevard to Yale Loop and Alton Parkway; additional service on Main Street provided by Route 553;• Extend Route 553 to service to South Coast.	63,357	46,724	(16,633)	14	8	(6)		■				
54	<ul style="list-style-type: none">• Expand service hours all days.		• No changes to draft plan.	41,022	39,056	(1,966)	10	9	(1)		■				
55	<ul style="list-style-type: none">• Expand service hours on weekends.		• No changes to draft plan.	51,247	48,500	(2,747)	12	10	(2)		■				
56	<ul style="list-style-type: none">• More frequent service on weekday peak;• Expand service hours all days.		• No changes to draft plan.	21,548	26,300	4,752	5	5	-	■	■				
57	<ul style="list-style-type: none">• More frequent service all days;• Timed transfers at Brea Mall;• Operate every 10 minutes (10s) during peak and 15 minutes (15l) during midday from South Coast Plaza to California State University (CSU) Fullerton, 20 minutes (20l) during peak and 30 minutes (30l) during midday from CSU Fullerton to Brea Mall and 20 minutes (20l) during peak and 30 minutes (30l) during midday from South Coast Plaza to NTC;• Terminate express trips (57X service) permanently.		• No changes to draft plan.	83,112	97,099	13,987	16	23	7	■		■			
59	<ul style="list-style-type: none">• Extend Route to Brea Mall;• More frequent service on weekdays;• Less frequent service on weekends;• Expand service hours on weekends;• Timed transfers at Brea Mall.	<ul style="list-style-type: none">• Very limited critical comments.	• No changes to draft plan.	27,624	40,120	12,496	7	8	1	■	■		■		
60	<ul style="list-style-type: none">• All trips will operate between Larwin Square and CSU Long Beach;• Less frequent service on weekends;• More frequent service on weekdays.	<ul style="list-style-type: none">• Very limited critical comments.	• No changes to draft plan.	55,528	65,730	10,202	10	12	2	■			■		
64	<ul style="list-style-type: none">• Later service all days;• Terminate express trips (64X service) permanently.		• No changes to draft plan.	56,096	60,459	4,363	11	14	3		■	■			
66	<ul style="list-style-type: none">• Terminate route at Larwin Square;• Discontinue segment from Walnut Avenue and Newport Boulevard to Irvine Valley College;• More frequent service weekday midday and on weekends;• Later service all days.	<ul style="list-style-type: none">• Critical comments about removal of service to Irvine, especially Irvine Valley College.	<ul style="list-style-type: none">• Restore existing Route 66 alignment and operations;• Operate every 12 minutes (12s) during peak and 15 minutes (15l) during midday from GWTC to MacFadden Avenue and Newport Boulevard; 24 minutes (24l) during peak and 30 minutes (30l) during midday to Larwin Square and Irvine Valley College;• No other changes to draft plan.	55,172	65,965	10,793	15	15	-	■	■	■			
70	<ul style="list-style-type: none">• More frequent service on weekdays;• Later service all days;• Less frequent service weekends;• Operate every 20 minutes (20s) from Edinger Avenue and Harbor Boulevard to Tustin Metrolink Station and 40 minutes (40l) from Edinger Avenue and Harbor Boulevard to Pacific Coast Highway and Warner.		• No changes to draft plan.	39,358	35,640	(3,718)	7	8	1	■	■				
71	<ul style="list-style-type: none">• Extend route to California State Fullerton;• Discontinue segment from Rose Drive and Orangethorpe Avenue to Rose Drive & Yorba Linda Boulevard;• More frequent service on weekdays;• Later service on weekends.	<ul style="list-style-type: none">• Limited number of critical comments about discontinuation of service to Yorba Linda Boulevard.	• No changes to draft plan.	27,290	44,464	17,174	5	9	4	■	■		■		
72	<ul style="list-style-type: none">• Extend route to Tustin Metrolink Station;• More frequent service on weekdays;• Expand service hours all days.	<ul style="list-style-type: none">• No comments.	• No changes to draft plan.	24,491	24,480	(11)	5	6	1	■	■		■		
76	<ul style="list-style-type: none">• Proposed for discontinuation;• Route 178 will be rerouted along MacArthur Boulevard to provide closer service to John Wayne Airport.	<ul style="list-style-type: none">• Significant number of critical comments, especially about lack of service to the airport.	• Restore existing alignment and service levels.	6,549	6,630	81	2	2	-					■	

Final Service Plan: Proposed Route Recommendations

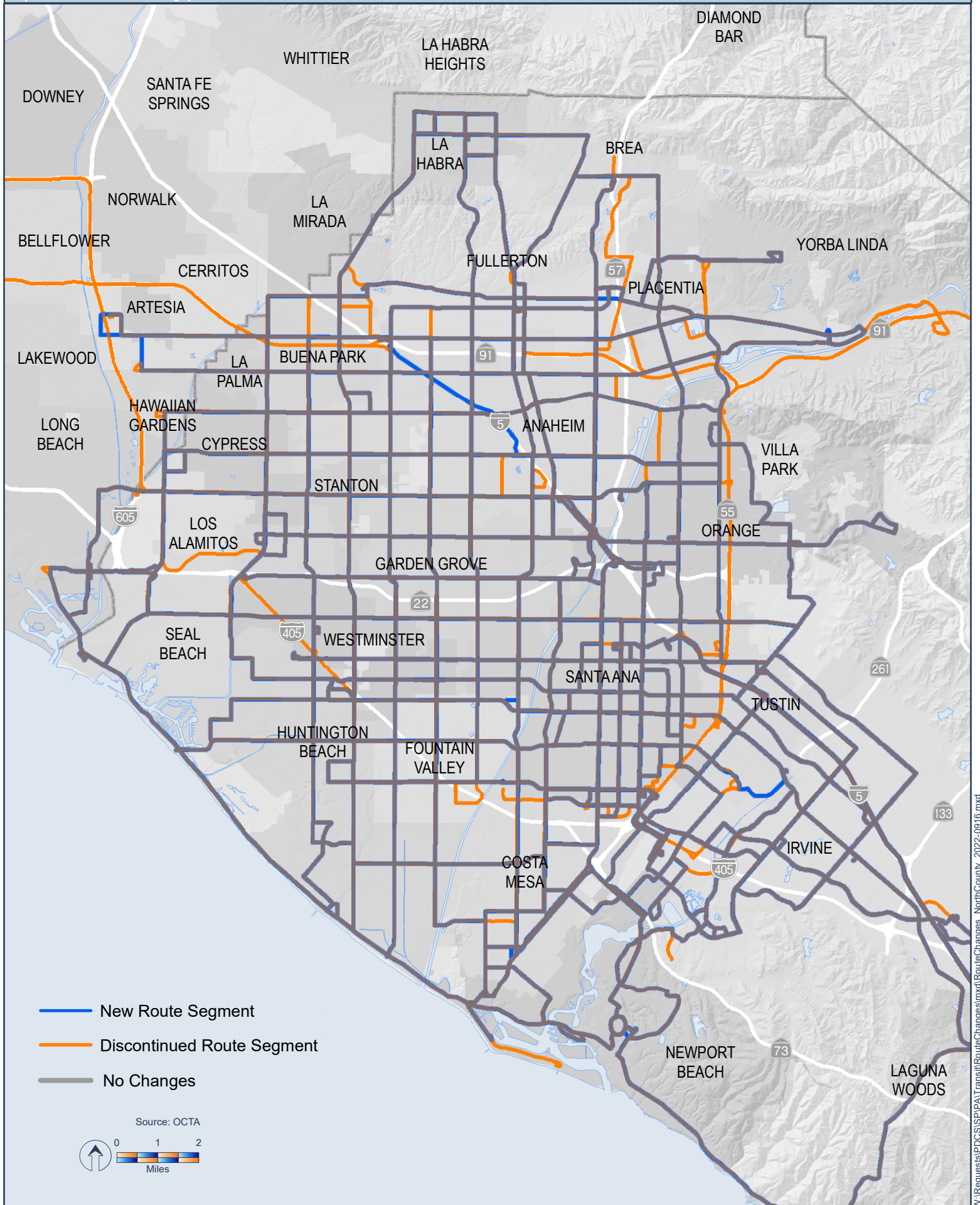
Route	Draft Plan Change (May 2022)	Overview of Comments	Final Recommendations (October 2022)	Annual Revenue Hours			Peak Vehicles			Improvement Categories					
				Existing	Proposed	Change	Existing	Proposed	Change	Improved Weekday Frequency	Expanded Service Hours	Improved Weekend Frequency	Route Alignment Changed	No Change	Discontinued Routes
79	<ul style="list-style-type: none"> All trips will use current alternate routing Ford Road and San Miguel Drive to NTC; Discontinue segment on Jamboree Road and Ford Road to NTC; More frequent service on weekdays; Expand service hours all days. 	<ul style="list-style-type: none"> Limited number of critical comments about choosing San Miguel Drive over Jamboree Road. 	<ul style="list-style-type: none"> No changes to draft plan. 	24,377	27,285	2,908	6	7	1	■	■		■		
82	<ul style="list-style-type: none"> Proposed for discontinuation; Segment from Portola Plaza to Rancho Santa Margarita will be served by an extension of Route 89. 	<ul style="list-style-type: none"> Some critical comments about discontinuation. 	<ul style="list-style-type: none"> No changes to draft plan; Route 177 extended to Portola Plaza to cover discontinued segment. 	3,897	-	(3,897)	2	-	(2)						■
83	<ul style="list-style-type: none"> Extend route to FP&R via interstate 5; Later service all days; Provide timed connections at Laguna Hills Transportation Center (LHTC). 	<ul style="list-style-type: none"> Limited critical comments about lack of access to Disneyland employee entrance on Ball Road. 	<ul style="list-style-type: none"> Realign to serve stops on Ball Road by Disneyland employee entrance; No other changes to draft plan. 	33,475	37,676	4,201	11	7	(4)		■		■		
85	<ul style="list-style-type: none"> No change. 		<ul style="list-style-type: none"> No changes to draft plan. 	7,956	8,160	204	2	4	2					■	
86	<ul style="list-style-type: none"> Terminate route at Irvine Metrolink Station; Discontinue segment from Irvine Metrolink Station to Mission Viejo; More frequent service all days; New weekend service. 	<ul style="list-style-type: none"> Significant number of critical comments about discontinuation of service east of Irvine Station. 	<ul style="list-style-type: none"> Restore existing alignment and service levels. 	11,271	15,300	4,029	3	4	1					■	
87	<ul style="list-style-type: none"> Discontinue segment from LHTC to Rancho Santa Margarita; Route to operate from LHTC to Crown Valley Parkway and Niguel Road; Provide timed connections at LHTC. 	<ul style="list-style-type: none"> Some critical comments about discontinuation of service on Alicia Parkway. 	<ul style="list-style-type: none"> No changes to draft plan. 	7,038	4,080	(2,958)	2	2	-	■	■		■		
89	<ul style="list-style-type: none"> Extend to Santa Margarita Parkway and Plano Trabuco Road; More frequency service all days; Expand service hours on weekends; Provide timed connections at LHTC. 	<ul style="list-style-type: none"> See Route 82. 	<ul style="list-style-type: none"> No changes to draft plan. 	16,911	21,600	4,689	5	7	2	■		■	■		
90	<ul style="list-style-type: none"> Reroute to serve LHTC; More frequent service all days; Expand service hours all days; Less frequent service on midday; Provide timed connections at LHTC. 	<ul style="list-style-type: none"> Some critical comments about deviation to Laguna Hills Transportation Center but more comments supportive of the change. 	<ul style="list-style-type: none"> No changes to draft plan. 	19,454	23,970	4,516	4	7	3	■	■	■	■		
91	<ul style="list-style-type: none"> Less frequent service on weekends; Expand service hours all days; Provide timed connections at LHTC. 		<ul style="list-style-type: none"> No changes to draft plan. 	28,571	29,964	1,393	8	6	(2)		■				
123	<ul style="list-style-type: none"> Terminate at FP&R; Discontinue segment from Buena Park Metrolink Station to Anaheim Canyon Metrolink Station; More frequent service; Later service. 	<ul style="list-style-type: none"> Some critical comments that want service to Anaheim Canyon Station restored, especially connection to CSU Fullerton. 	<ul style="list-style-type: none"> Extend to CSU Fullerton; No other changes to draft plan. 	16,856	17,340	485	5	5	-	■	■		■		
129	<ul style="list-style-type: none"> Extend route to Buena Park Metrolink Station; Terminate route at Brea Mall; Discontinue segment from Brea Mall to Kraemer Boulevard and La Palma Avenue; Less frequent service all days; Expand service hours on weekends; Timed connections at Brea Mall. 	<ul style="list-style-type: none"> A number of critical comments about the discontinuation of service past Brea Mall; however, many didn't seem to realize 59 was extended. 	<ul style="list-style-type: none"> Improved frequency from 60 to 30-minute all-day service to provide increased service to La Habra; No other changes to draft plan. 	13,430	20,095	6,665	3	5	2	■	■		■		
143	<ul style="list-style-type: none"> Realign to operate on Lambert Road and Euclid Street in La Habra instead of Harbor Boulevard to cover discontinued portions of Route 37; More frequent service all days; Expand service hours on weekends; Timed connections at Brea Mall. 	<ul style="list-style-type: none"> Some critical comments about choosing Lambert Road instead of Whittier Boulevard. 	<ul style="list-style-type: none"> Restore existing alignment; No other changes to draft plan. 	15,839	19,050	3,211	3	3	-	■	■	■	■		
150	<ul style="list-style-type: none"> No change. 		<ul style="list-style-type: none"> No changes to draft plan. 	12,878	13,005	128	3	4	1					■	
153	<ul style="list-style-type: none"> Proposed to be discontinued. Riders can use Route 50, 57, and 59 to connect to ARTIC from the Brea Mall. 	<ul style="list-style-type: none"> Some critical comments about discontinuation. 	<ul style="list-style-type: none"> No changes to draft plan. 	10,991	-	(10,991)	2	-	(2)						■
164	<ul style="list-style-type: none"> New weekday route from the Tustin Metrolink Station to the Irvine Spectrum serving Irvine Boulevard; Provides new connections from Woodbury, Northwood, Stonegate, Orange County Great Park, and Portola Springs developments. 	<ul style="list-style-type: none"> Lack of support 	<ul style="list-style-type: none"> New Route 164 will not be included in the plan; The restoration of Routes 64 and 167 in Irvine would provide partial coverage. 				-	-	-						
167	<ul style="list-style-type: none"> Realignment on Walnut Avenue instead of Irvine Boulevard replacing discontinued portion of existing Route 66; Discontinue segment from Jeffrey Road and Walnut Avenue to Jeffrey Road and Irvine Boulevard; Operate every 30 minutes (30s) from Larwin Square to UC Irvine and 60 minutes (60l) from Larwin Square to the Village at Orange; New weekend service south of Walnut Avenue; Later evening service. 	<ul style="list-style-type: none"> Some critical comments about choosing Walnut Avenue over Irvine Boulevard. 	<ul style="list-style-type: none"> Restore existing alignment and service levels. 	15,606	15,810	204	2	4	2					■	

Final Service Plan: Proposed Route Recommendations

Route	Draft Plan Change (May 2022)	Overview of Comments	Final Recommendations (October 2022)	Annual Revenue Hours			Peak Vehicles			Improvement Categories					
				Existing	Proposed	Change	Existing	Proposed	Change	Improved Weekday Frequency	Expanded Service Hours	Improved Weekend Frequency	Route Alignment Changed	No Change	Discontinued Routes
177	<ul style="list-style-type: none"> Realignment on Jeronimo Road and Alicia Parkway providing connections to Target, Kaiser, Vocational Visions and other shopping centers; Provide time connections at LHTC; Discontinue service on Saturdays; Less frequent service. 	<ul style="list-style-type: none"> Some critical comments about lack of Saturday service. 	<ul style="list-style-type: none"> No realignment on Jeronimo Road and Alicia Parkway; Add extension to Portola Plaza to cover discontinued portion of Route 82; Extend to Alicia Parkway to cover a portion of the discontinued Route 87; Restore service on Saturdays; No other changes to draft plan. 	7,517	9,408	1,891	2	3	1						
178	<ul style="list-style-type: none"> Realignment on MacArthur Boulevard instead of Von Karman Avenue to serve John Wayne Airport; More frequent weekday service 	<ul style="list-style-type: none"> Some critical comments about shorter turnaround by UC Irvine - the existing turnaround is near student housing. 	<ul style="list-style-type: none"> Restore to existing alignment around University of California, Irvine and on Von Karman Avenue; Restoration of Route 76 will serve the airport; No other changes to draft plan. 	9,070	13,515	4,445	3	4	1						
206	Discontinue Route.		No changes to draft plan.				-	-	-						
213	Discontinue Route.		No changes to draft plan.				-	-	-						
453	No change.		No changes to draft plan.	1,849	1,530	(319)	3	3	-						
463	<ul style="list-style-type: none"> Proposed to be discontinued; Riders can use Route 862 at Santa Ana Regional Transportation Center and Route 53 on Main Street. 	Limited critical comments.	No changes to draft plan.	3,158	-	(3,158)	5	-	(5)						
472	No change.		No changes to draft plan.	1,755	1,785	30	3	3	-						
473	No change.		No changes to draft plan.	1,955	1,811	(145)	3	3	-						
480	No change.		No changes to draft plan.	1,568	1,530	(38)	2	2	-						
529	Reduce peak frequency.		No changes to draft plan.	14,378	12,750	(1,628)	5	5	-						
543	<ul style="list-style-type: none"> More frequent service on weekdays; Later service on weekdays; Discontinue weekend service; No alignment changes. 		No changes to draft plan.	28,789	24,480	(4,309)	7	8	1						
553	New Bravo! service on Main Street scheduled for implementation October 2022.		<ul style="list-style-type: none"> Extend to South Coast Plaza. No other changes to draft plan. 	-	17,340	17,340	-	6	6						
560	<ul style="list-style-type: none"> Operate between Santa Ana Regional Transportation Center and Westminster Avenue and Goldenwest Street; Service to CSU Long Beach will be provided all day by Route 60; Later service on weekdays; More frequent service on weekdays. 	<ul style="list-style-type: none"> Some critical comments about discontinuation of service to CSU Long Beach. 	No changes to draft plan; CSU Long Beach served by Route 60.	25,283	18,870	(6,413)	8	8	-						
701	Discontinue Route.		No changes to draft plan.				-	-	-						
721	Discontinue Route.		No changes to draft plan.				-	-	-						
794	Discontinue Route.		No changes to draft plan.				-	-	-						
862	No change.		No changes to draft plan.	9,750	9,775	25	1	2	1						
Total Resources Impact				1,441,866	1,598,166	156,300	337	372	35						

Existing and Proposed Route Network (North County)

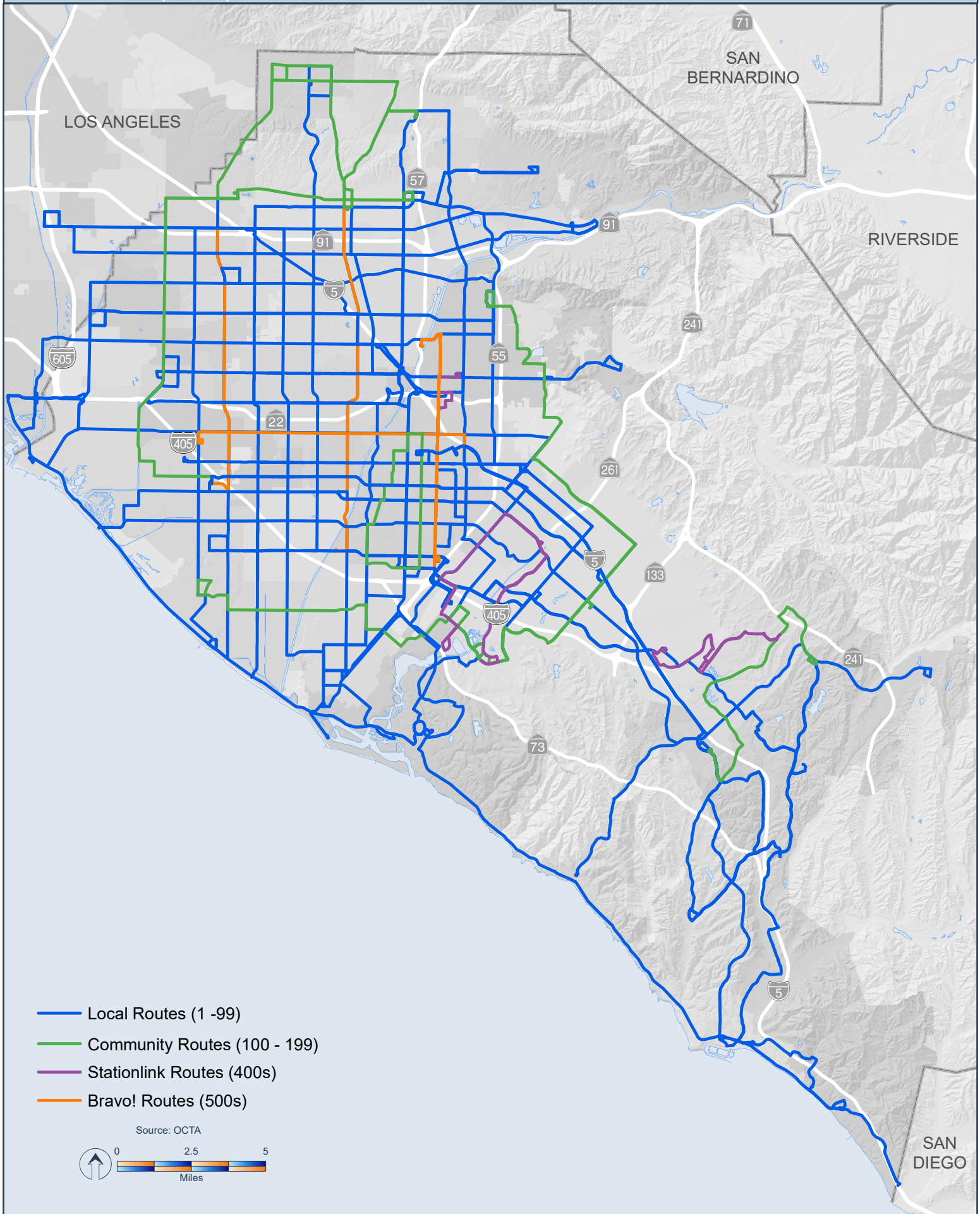
ATTACHMENT D

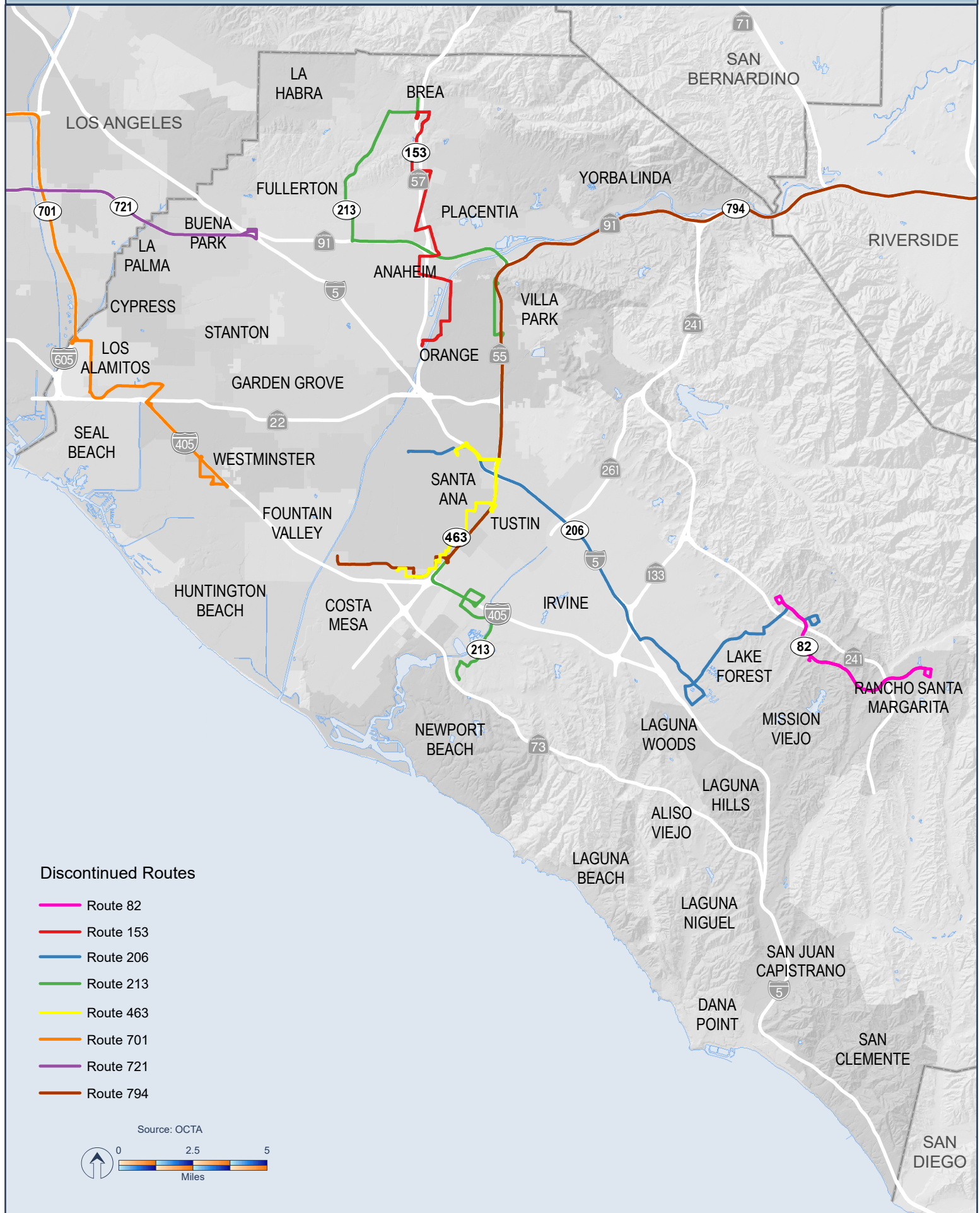


Existing and Proposed Route Network (South County)

ATTACHMENT E







Making Better Connections Study Final Service Plan

Background and Purpose

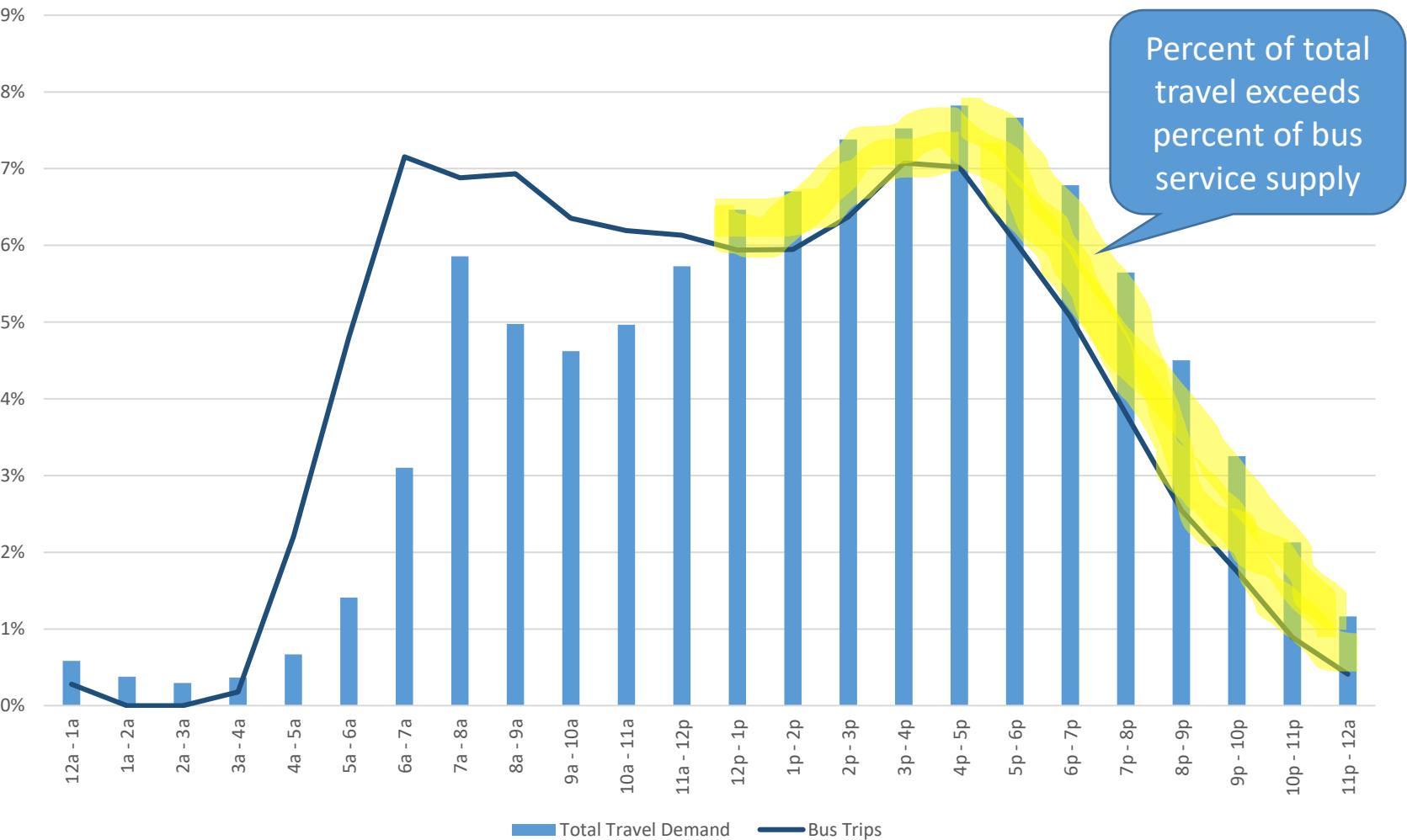
- Last bus restructuring study in 2012 and implemented as OC Bus 360°
- Declining ridership experienced over the last decade
- Ridership decline exacerbated by COVID-19
- Ascertain current transit demand trends
- Align transit system design with emerging, post pandemic, travel patterns
- Improve customer experience and grow ridership by:
 - Matching the service to markets
 - Improving service in the central urban core area
 - Leveraging innovation and technology to reduce customer wait and travel times

Total Travel Demand vs. Bus Trips Provided Hour (2021)

Some transit service delivery is not well-aligned with regional travel behavior by time of day.

Opportunities exist to increase all-day service levels to capture more demand.

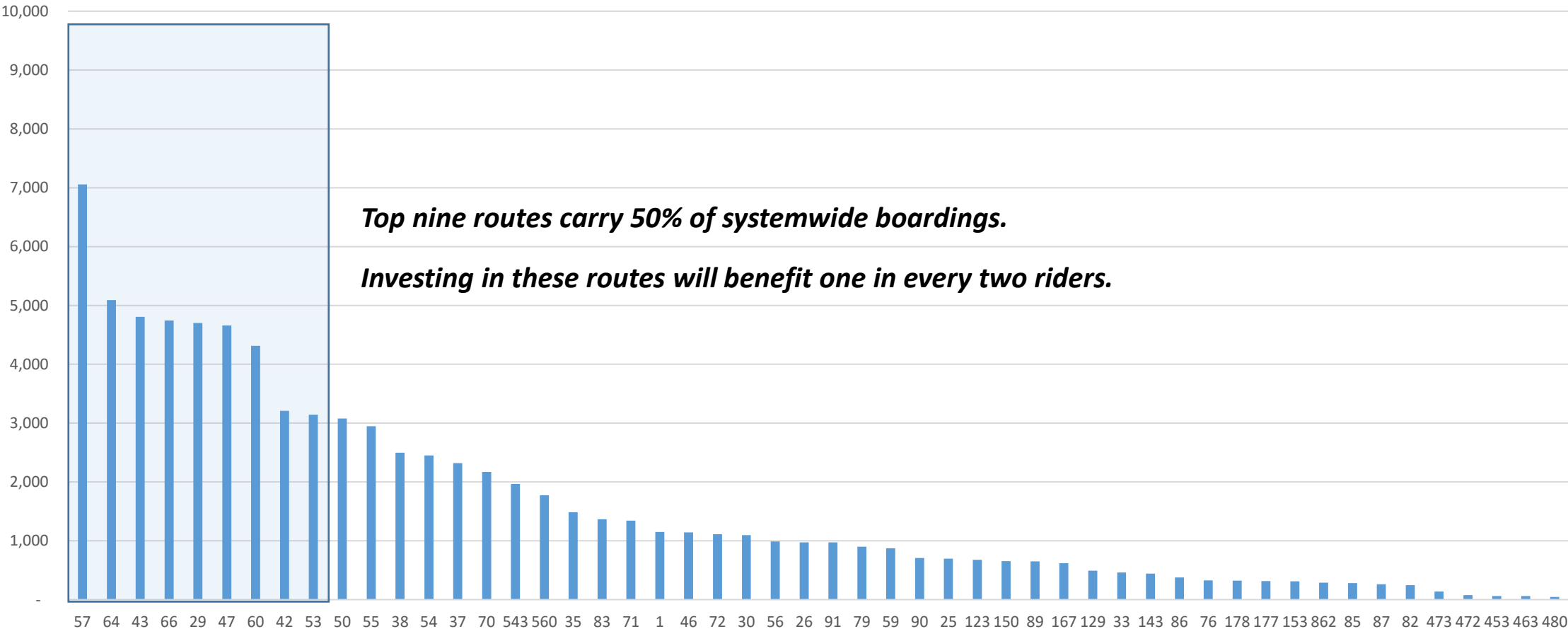
Sources: Anonymized regional cell phone data and OCTA scheduled bus service; Cambridge Systematics, Inc., 2021



Demand and Productivity

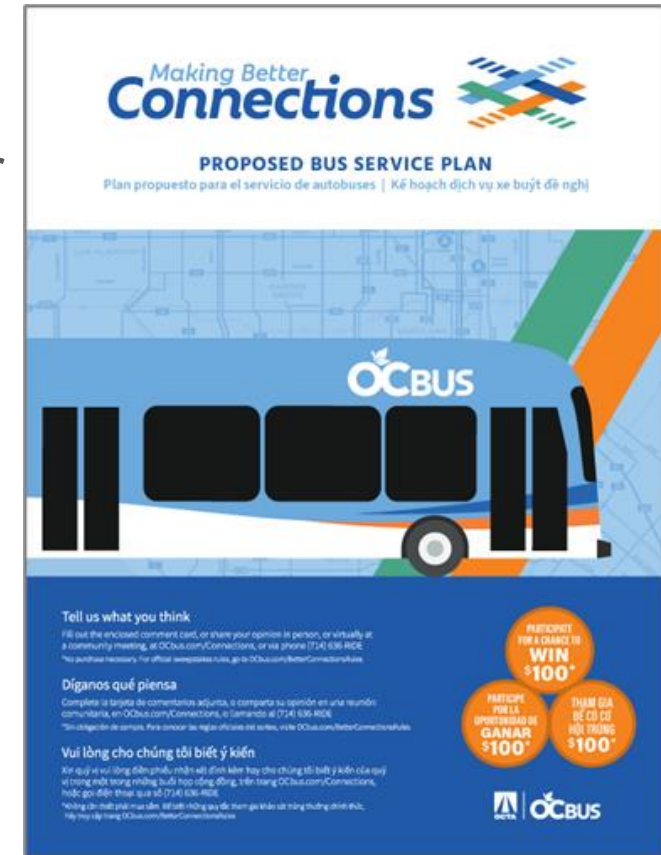


2021 Weekday Ridership by Route



Phase 2 Outreach Activities Summary

- 60,000 print booklets including survey in multiple languages – onboard buses and at outreach events (also available online)
- Digital communications – web portal and comparative trip planner
- Bus ride-alongs, ads, and interior cards
- Press releases/advertisements
- Local jurisdiction and public committee communications and meetings
- School (elementary, high school, and college) and employer communications
- Three in-person/virtual community meetings



What We've Heard

57 percent support proposed changes, noting:

- Increased service frequency
- Increased weekday service hours
- Increased weekend service hours

23 percent disagreed with the draft plan, noting:

- Route modifications, including removed segments
- Discontinuation of routes or limited stop service

20 percent of responses were neutral with the proposed OC Bus service plan on individual routes

CHANNEL	COUNT
Online/Print Surveys	4,885
Onboard Ride-Along Engagements (estimated)	1,830
Community Event Engagements at OCTA Booths (estimated)	1,235
Transit Center Pop-Up Event Attendees (estimated)	318
Customer Relations (Calls, Emails, and Social Media)	185
In-person/Virtual Community Meeting Attendees	97
Public Hearing Comments	11
Total	8,561

Final Service Plan Modifications Summary

- OC Bus system consist of 58 routes
- Improve frequencies, expand service hours, modify route alignments, and discontinue unproductive routes
- Top ten corridors operate every 10-15 minutes frequency from 6:00 AM to 6:00 PM, benefiting over 58% of all riders
- 35 routes operate on a frequency of 30 minutes or better
- All routes operate on a maximum of 60 minutes, every day of the week

Final Service Plan Modifications Summary (cont.)

- Timed transfer hubs at Brea Mall and Laguna Hills Transportation Center
- Limited stop Bravo! Route 553 on Main Street (implemented as part of the October 2022 service change)
- Five freeway Express Routes (206, 213, 701, 721, 794) proposed to be discontinued
- Two local Routes (82, 153) and one Stationlink Route (463) proposed to be discontinued

Draft vs. Final Service Plan

- 40 routes proposed to be modified as part of Draft Service Plan
- Public input resulted in further refinements for 17 routes
- Modifications include:
 - Route 26 – restored to its original alignment and service levels
 - Route 29 – restored service to Goldenwest Transportation Center when 529 is not running (before 6:00 am and after 6:00 pm on weekdays and every other trip on weekends)
 - Route 37 – restored service to La Habra Boulevard, north of Euclid Avenue and Commonwealth Avenue
 - Route 42 – extend route south to Ball Road to maintain transfer opportunities with service to Seal Beach Boulevard on Route 46

Changes from Draft Plan

- Route 53 – restore to its original alignment with a direct connection to Irvine
- Route 66 – restore to its original alignment with a direct connection to Irvine
- Route 76 – continue to operate route on existing alignment and service levels to maintain service to John Wayne Airport
- Route 83 – realign service on Ball Road to serve additional stop by Disneyland before resuming service on Interstate 5
- Route 86 – restore to its original alignment and service levels
- Route 123 – extend service to terminate at CSU-Fullerton, maintaining a direct connection between Fullerton College and CSU-Fullerton along East Chapman Avenue
- Route 129 – improve frequency from every 60 to every 30 minutes in order to provide more comparable service levels on segments previous served by Route 29

Changes from Draft Plan (continued)

- Route 143 – restore to its original alignment
- Route 164 – no longer recommended as a new route due to lack of support, and revised Route 167 would generally be duplicative
- Route 167 – restore to its original alignment and service levels
- Route 177 – extend to Portola Plaza to cover segment of discontinued Route 82
- Route 178 – restore to its original alignment
- Route 553 – extend southern terminus to South Coast Plaza for better network connections

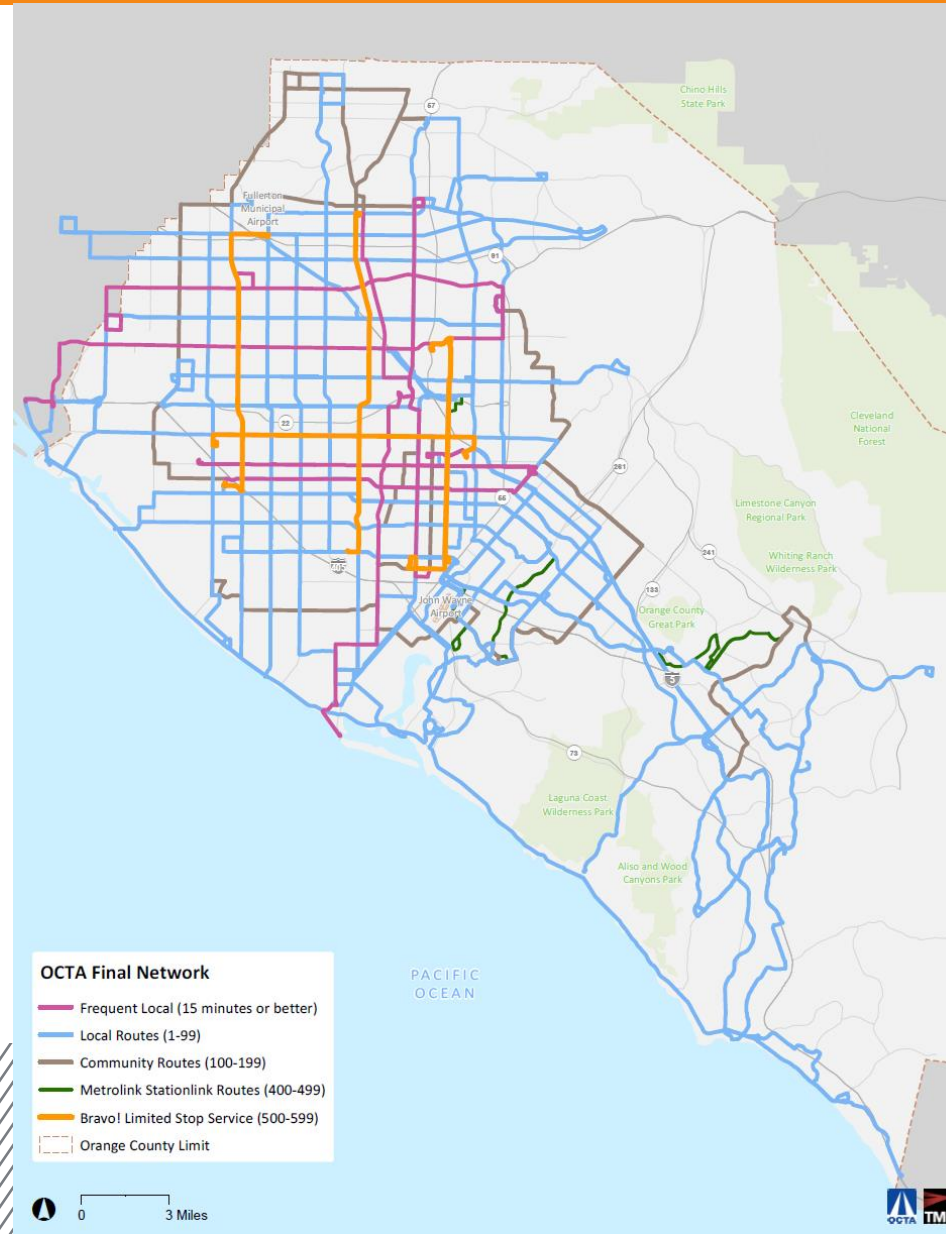
Final Service Plan (North)



Final Service Plan (South)



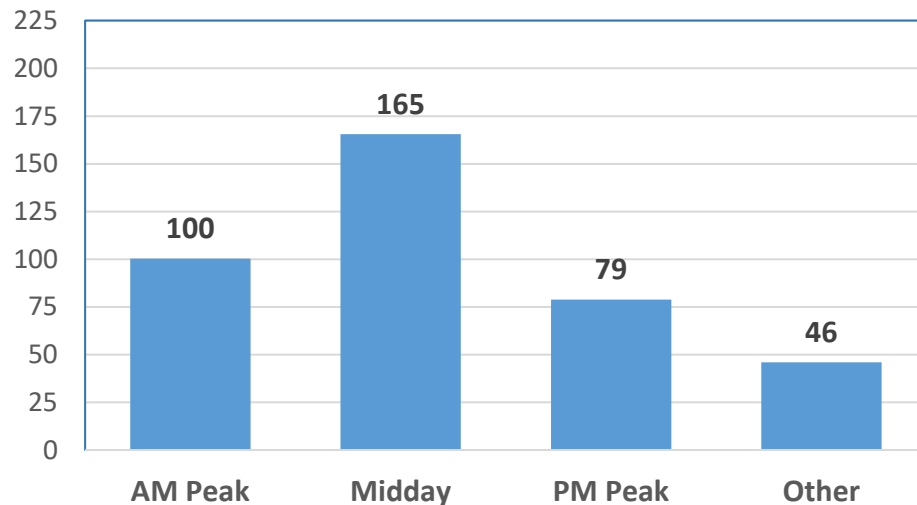
Final Bus Network



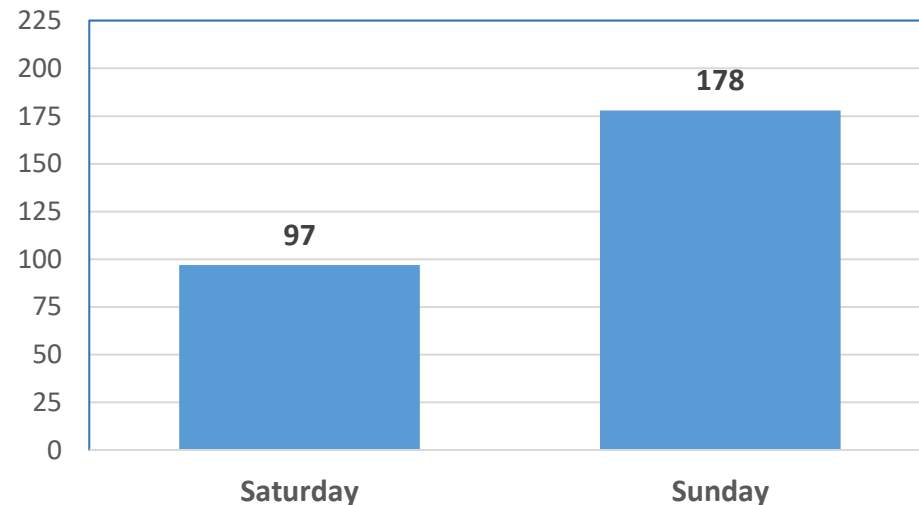
Benefits – Increased Bus Trips

- Adds over 114,000 annual bus trips
- Adds 390 weekday bus trips (+13%)
- Add 275 weekend bus trips (+5% on Saturday and +9% on Sunday)

Change in Number of Daily Bus Trips by Time of Day - Weekdays



Change in Number of Daily Bus Trips Weekends



Final Plan Outcomes

- 89% of OC Bus riders will experience:
 - More frequent service
 - Better connections
 - More hours of service
- 10% will experience no changes
- <1% located more than 1/2 mile from a bus stop

Title VI Equity Analysis

- An analysis of the potential impacts of the final plan on minority and low-income populations has found that there is no disparate impact or disproportionate burden, and no mitigation measures need to be considered.

Potential Access Services Impacts

- <0.05% impacts to OC Access trips.
- <15 trips impacted per day.
- Same day taxi would augment these trips.

Implementation Strategies

- Assess and determine availability of labor resources during each service change.
- Monitor ridership levels and passenger loads and focus service additions to ensure sufficient capacity on vehicles.
- Adjust service based on changes in demand.
- Balance service changes to accommodate seasonal differences in transit demand.
- Group changes to minimize gaps in geographic coverage.
- Group changes at timed transfer hubs ensuring connections to minimize passenger wait time.

Recommendations/Next Steps

- Approve final service plan
- Communicate final plan to the public
 - Bus interior cards
 - Transit Connection Newsletter - quarterly newsletter sent to active OC ACCESS riders and Adult Day Centers
 - Digital communications
 - OCTA advisory committee meetings
- Implement over a 24-month period, consistent with available resources