



Making Better Connections Study Draft Service Plan

Citizens Advisory Committee
July 19, 2022

Making Better
Connections



OCBUS



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
- Understand the changes in transit demand
- 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

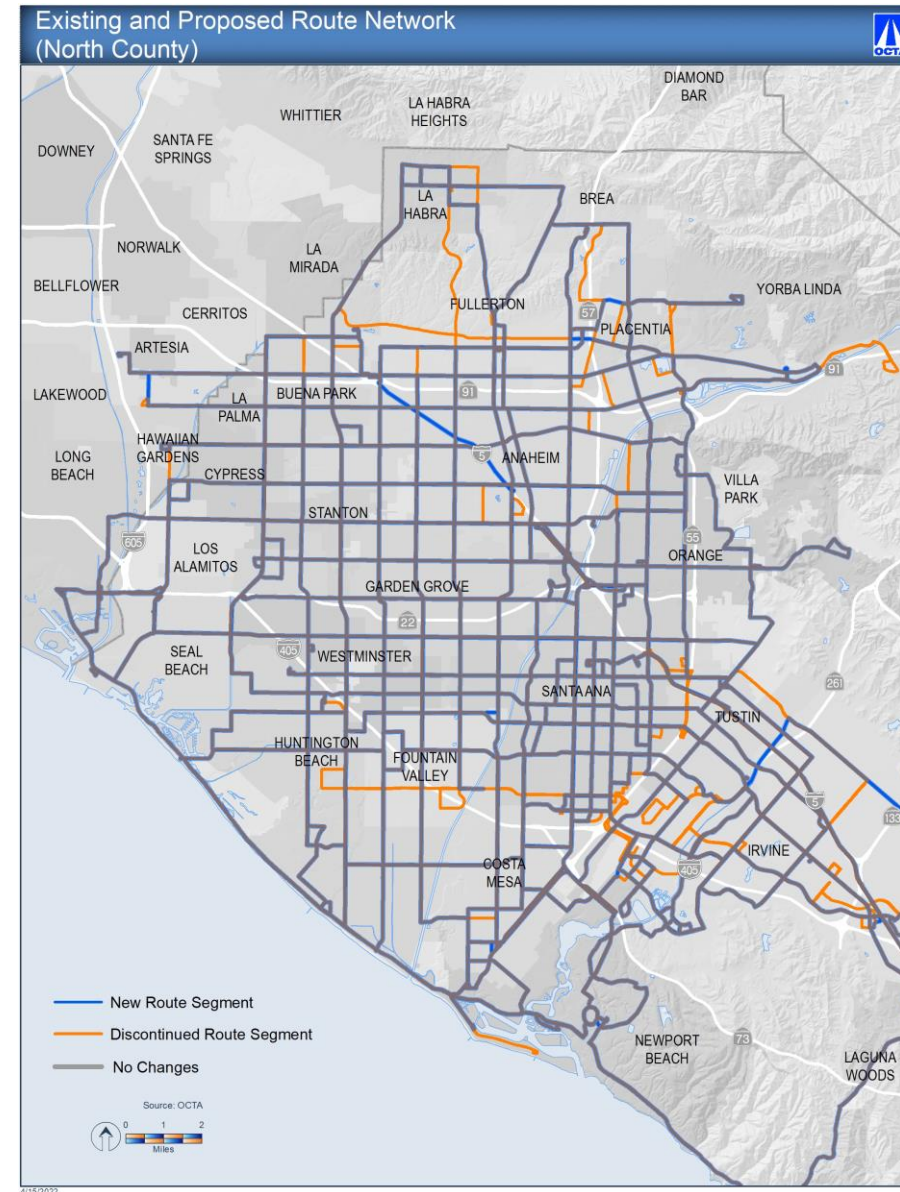
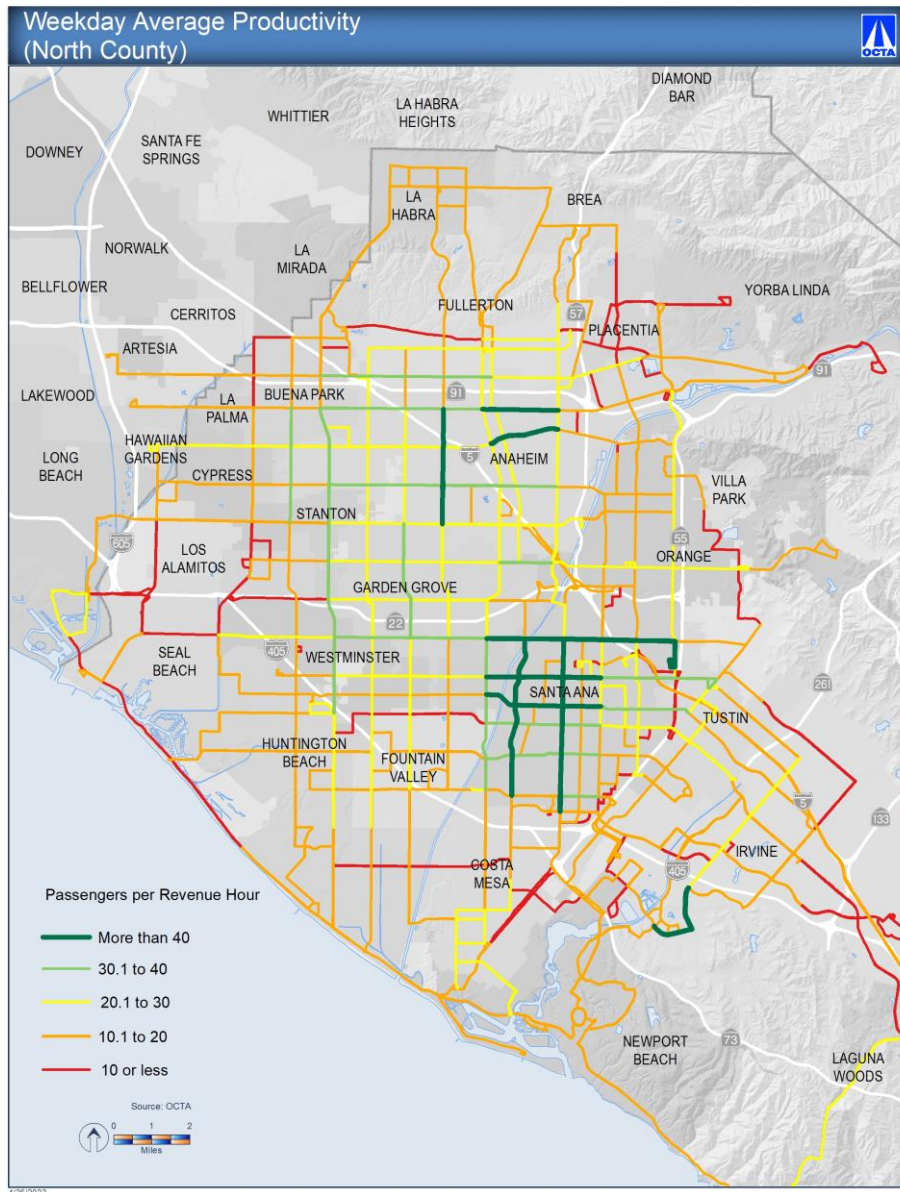
Summary of Proposed Modifications

- Improve frequencies, expand service hours, modify route alignments, and discontinue unproductive routes
- Top 10 corridors operate every 10-15 minutes frequency from 6:00 AM to 6:00 PM, benefiting over 58% of all riders
- 38 routes in core area operate on a frequency of 30 minutes or better
- Nine routes operate on a frequency between 30 and 60 minutes
- Timed transfer hubs at Laguna Hills Transportation Centers and Brea Mall

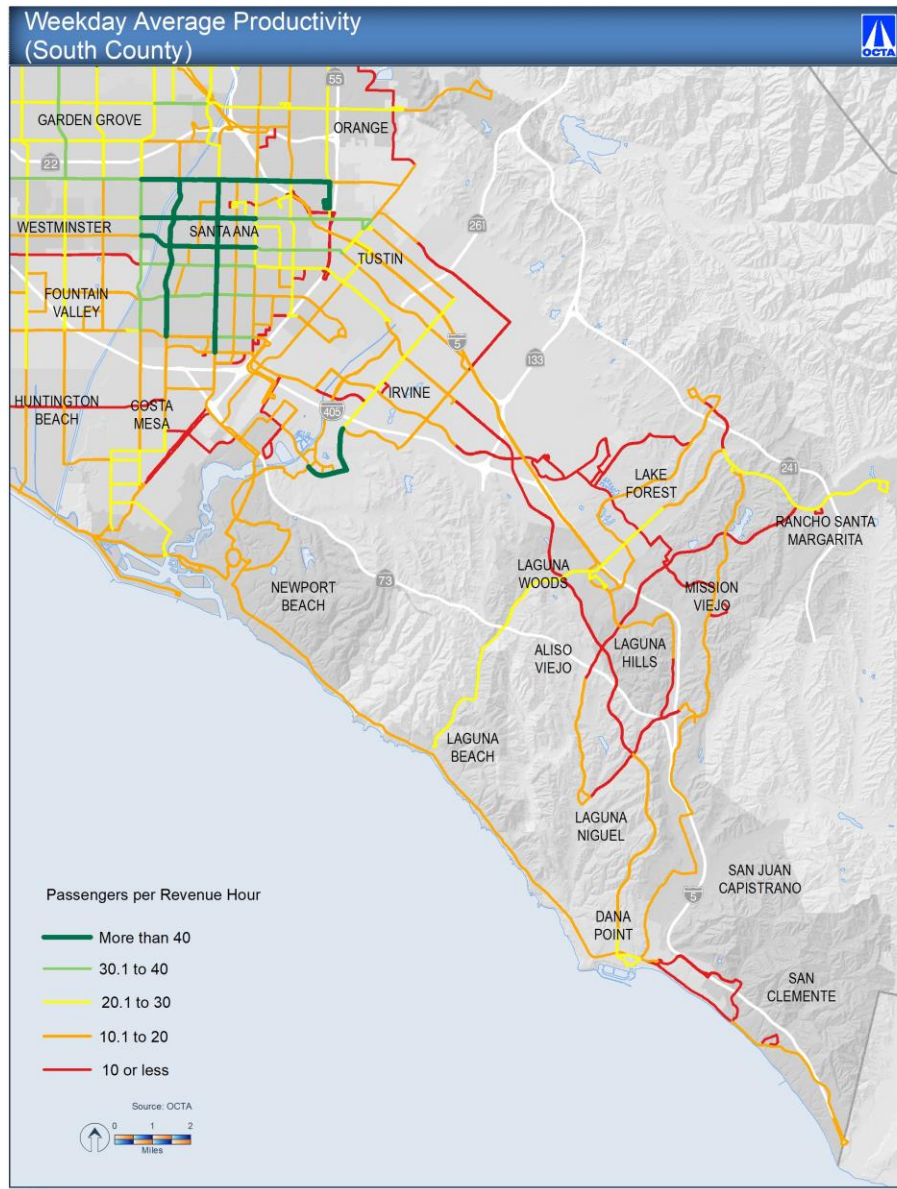
Summary of Proposed Modifications (cont.)

- New community Route 164 on Irvine Boulevard
- New limited stop Bravo! Route 553 on Main Street
- Five freeway Express Routes proposed to be discontinued (currently suspended)
- One Stationlink Route and three arterial Local Routes proposed to be discontinued

Existing and Proposed Route Network (North)

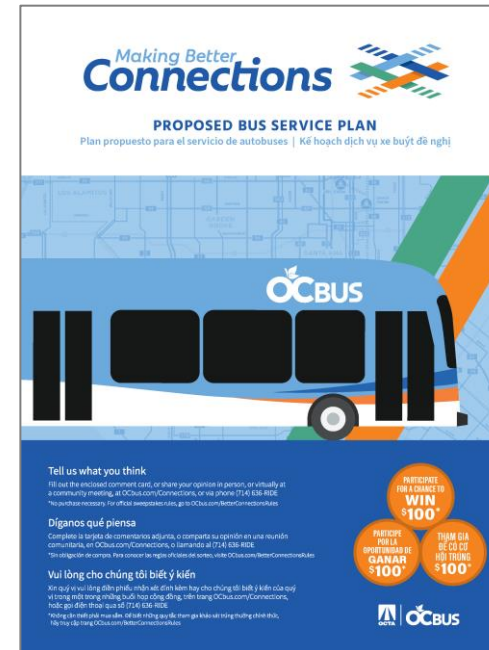


Existing Productivity and Proposed Network (South)



Outreach Activities

- 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 (K-12 & College) and employer communications
- 3 in-person / virtual community meetings



Making Better Connections

Necesitamos sus comentarios sobre el propuesto plan de servicio de autobuses. Elija una manera de contestar a continuación.

PARTICIPA POR LA OPORTUNIDAD DE GANAR \$100

Llene el cuestionario en línea hasta el 25/7 en
OCBus.com/ConnectionsSurvey

Participe en una reunion

14 de junio del 2022 | 6:00 pm
Laguna Hills Community Center (Heritage Room)
25555 Alicia Parkway, Laguna Hills, CA 92653
Atendida por las rutas de autobús 87, 91

15 de junio del 2022 | 6:00 pm
Reunión virtual
Por computadora: OCBus.com/Connections
Por teléfono: +1 669 900 6833 | ID de la reunión: 886 0055 2644
Se cuenta con servicio de traducción en español

16 de junio del 2022 | 6:00 pm
Santa Ana Senior Center (Hibiscus Room)
424 W. 3rd St, Santa Ana, CA 92701
Atendida por las rutas de autobús 53, 55, 64, 83, 150, 862

Audiencia pública
25 de julio del 2022 | 9:00 am
Sede de OCTA - Sala de la Junta
(sala de conferencias 07-08)
550 S. Main St, Orange, CA 92863
Atendida por las rutas de autobús 53, 56, 83

Provea sus comentarios por teléfono hasta el 25/7
(714) 636-RIDE

Mande por correo la tarjeta de comentarios antes del 25/7
Llene y mande por correo la tarjeta de comentarios con sello prepagado accesible en el autobús.

¿Tienes preguntas?
Busque al personal de OCTA a bordo de su autobús o visítenos en la Tienda de OCTA, 600 S. Main St. en Orange, de lunes a viernes de 8 a. m. a 5 p. m. Acceda a información exclusiva y complete las encuestas.

OcBus.com/ConnectionsESP

OCTA OC BUS

Reported as of 6/17/2022

What We're Hearing So Far

60 percent support proposed changes, noting:

- Increased service frequency (27 routes)
- Increased weekday service hours (23 routes)
- Increased weekend service hours (31 routes)

22 percent disagreed with the draft plan, noting:

- Route modifications, including removed segments (30 routes)
- Discontinuation of routes (9 routes) or limited stop service (3 routes)



Feedback by Type of Change

Route Change Summary	% Support	% No Opinion	% Oppose	Total Responses
New Routes	77%	18%	5%	73
Route improvements (including frequency, weekday hours, and/or weekend hours)	72%	15%	13%	1,177
More weekday hours and/or weekend hours, includes alignment changes	59%	22%	20%	333
Improved frequency with more weekday hours and/or weekend hours, includes alignment changes	56%	21%	23%	1,757
Changes to frequency and other adjustments, including weekday / weekend hours and/or alignment changes	52%	18%	30%	787
Discontinued Routes	48%	16%	36%	234
No Changes	41%	41%	19%	27
Total	60%	19%	22%	4,388

Plan Schedule	Timeline
Released Draft Plan for Public Input	May 23, 2022
Implementing Outreach Program	May 2022 - July 2022
Conduct Public Hearing	July 25, 2022
Consider Comments in Preparation of Final Plan	May 2022 - October 2022
Submit Final Plan Recommendations	October 24, 2022
Initiate Changes with Service Changes	As early as 2023