



Making Better Connections Study Draft Service Plan

Accessible Transit Advisory Committee
July 26, 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

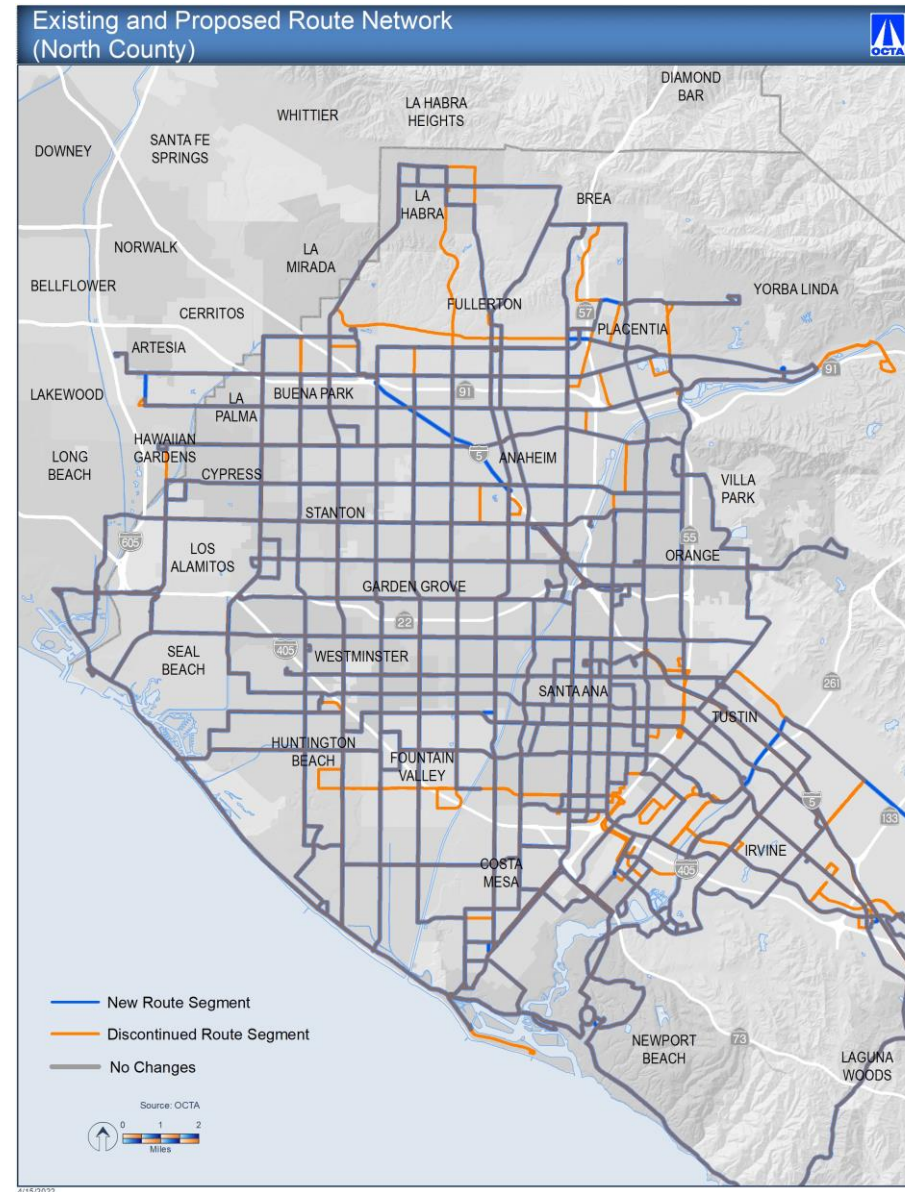
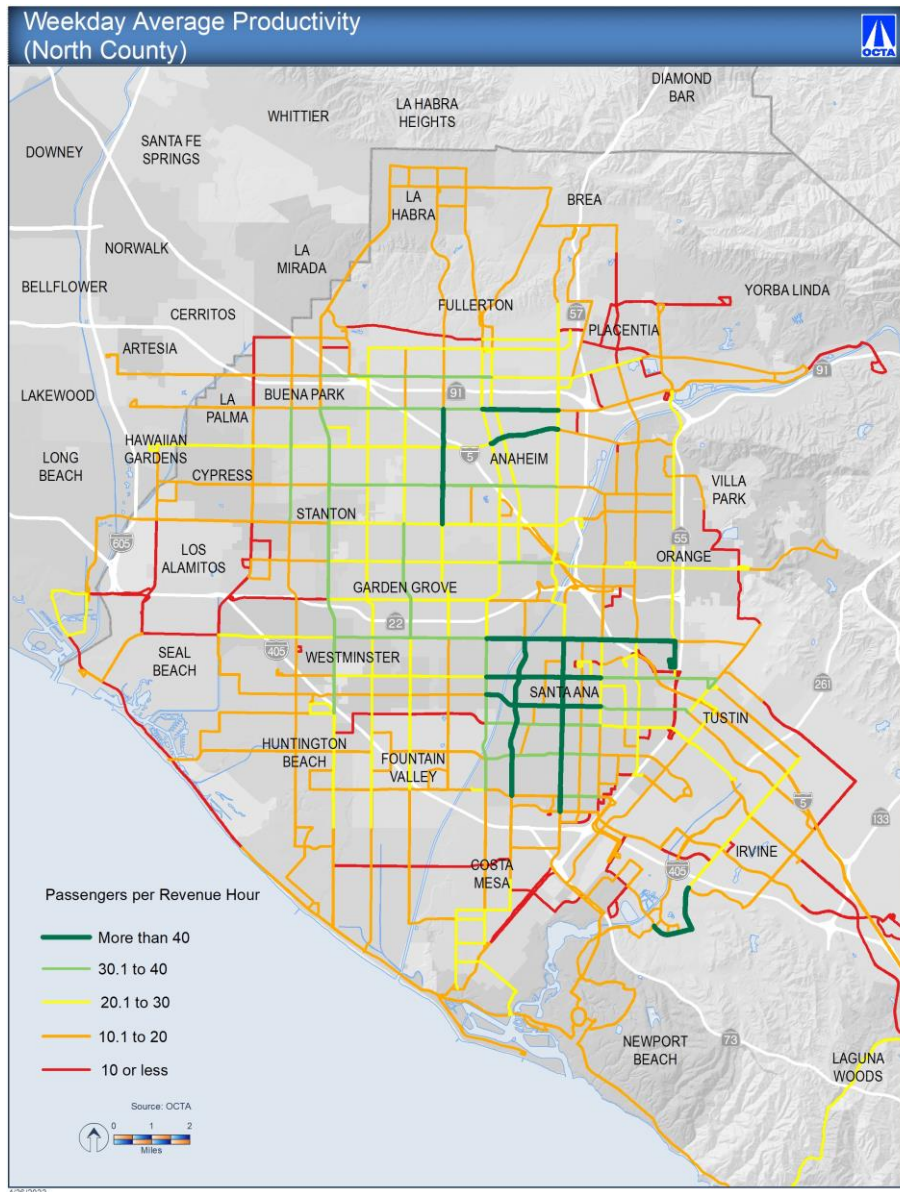
Summary of Proposed Modifications

- 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

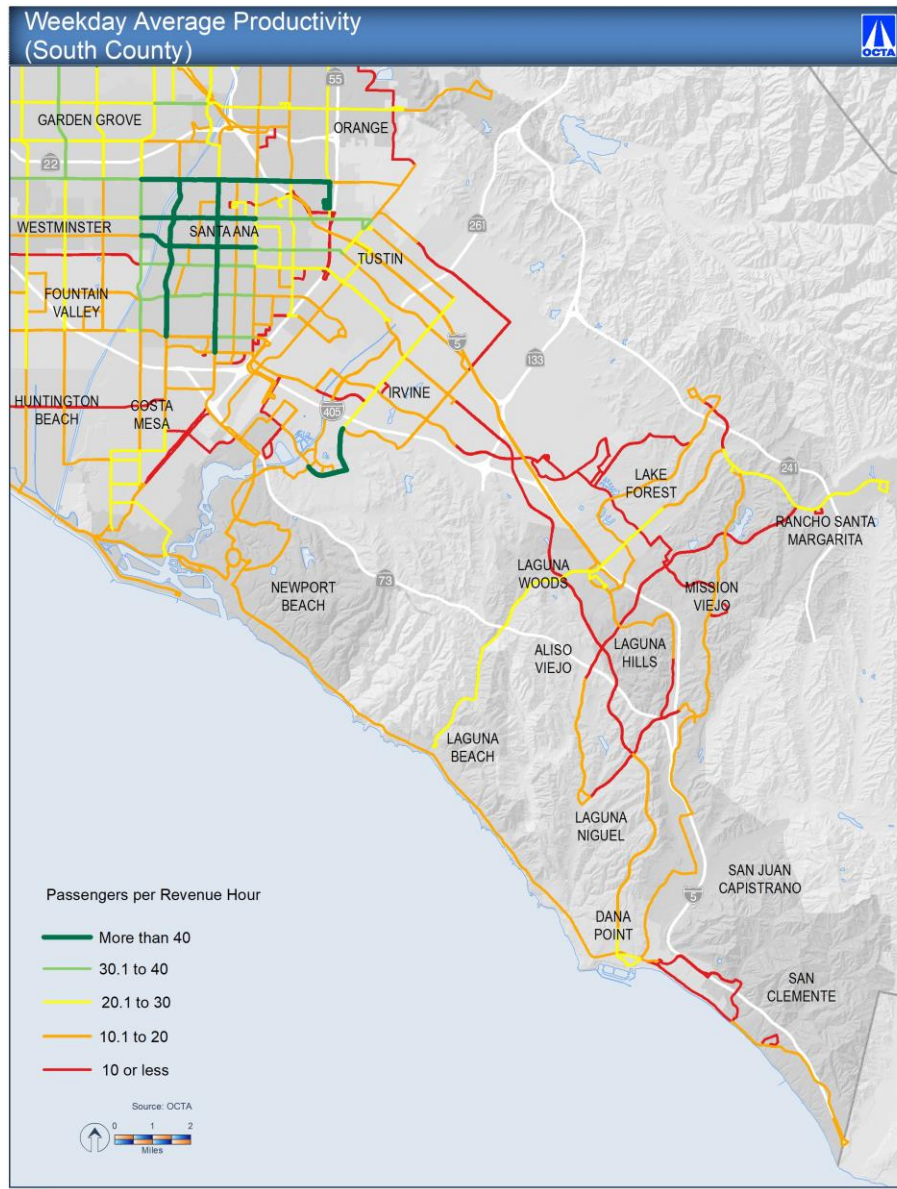
Summary of Proposed Modifications (cont.)

- 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)

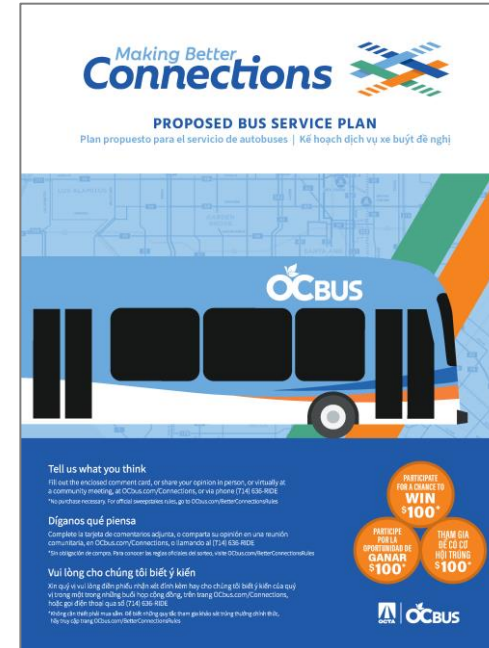


Existing Productivity and Proposed Network (South)



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**
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 

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