Marketing Update

Citizens Advisory Committee July 17, 2012

Bus Service SWOT Analysis



Strengths

- · Clean, safe buses; courteous drivers
- More economical compared to driving
- · Bus stops near home and destinations
- Effective bus information (Text4Next, eBusbook, and JustClick trip planning)
- Discounted pricing for special groups (senior, youth)
- · 200 retail pass sales outlets

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Weaknesses

- Not enough frequency
- Overcrowding on some buses
- No late night service, limited weekend service
- · Longer travel times, multiple transfers
- · Perception of safety at bus stops

Opportunities

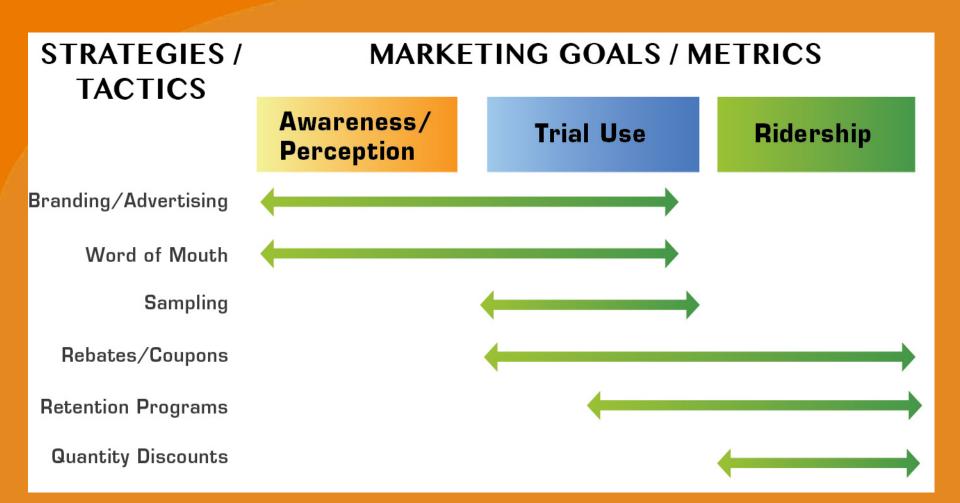
- Rising gas prices
- Unemployment rates reducing

Threats

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- · Potential fare increase
- Unemployment still high







2012 Marketing Program/Timeline/Budget

May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Budget
	nniversary/ ne Pump							\$30,000
			Ridersh	ip Campaign	/ Route Pror	notions		\$80,000
Youth Summer Bus Pass								\$25,000
OC Fair Express							\$55,000	
Pre-Paid Pass Sales Promotion								\$20,000
					Holiday P	romotion/ Ji	ngle Pass	\$30,000
							New Year's Eve Free Ride	\$10,000
							Total:	\$250,000

OCTA's 40th Anniversary



40th Anniversary Commemoration June 11, 2012



40th Anniversary Celebration sponsored by:





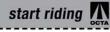


40th Anniversary/Dump the Pump



Just say no to the nozzle! Ride the bus.

Why not do something good for your budget and our environment-trade the gas pump for one of our sleek 40 foot buses. With over 77 bus routes, 6500 bus stops, and 200,000 boardings a day, it is one of the most economical ways to get where you're going! And Dump the Pump week is the perfect time to hop on the bus and give it a try. We will even give you a free bus pass. See coupon below for details!



OCTA

Free Bus Pass Valid any day during Dump the Pump Week, June 11-15.

feern this coupon when boarding for a free one-day bus pass, good for a full day of unlimited riding on any OCTA bus (excluding ACCESS Service). Just hand it to the coach operator on your first trip and you'll receive a regular one-day bus pass that will allow you to go anywhere in he county without pumping gas

For more information call 714-636-RIDE or visit octa.net.

ND CASH REDEMPTION. One coupon per person, per day. Original equired. Photocopies not accepted. Offer good June 11–15, 2012.





¡No gaste más en gasolina! Viaje en autobús.

¿Por qué no hacer algo bueno para su bolsillo y para el medio ambiente? Cambie la estación de gasolina por uno de nuestros elegantes autobuses de 40 pies. Con más de 77 rutas de autobuses, 6,500 paradas y 200,000 pasajeros por día, jes una de las maneras más económicas de llegar adónde val La semana, Dump the Pump, es el momento perfecto para tomar el autobús y olivdarse de la gasolina. Incluso le daremos un pase gratuito de autobús. Mire el cupón que se encuentra abaio para más detalles.

> viaje hoy Λ

> > 1

OCTA

Pase gratuito de autobús

Válido para cualquier día durante la semana "Dump the Pump", del 18 al 22 de junio.

Cuando suba, cambie este cupón por un pase de un día de autobús gratuito, válido para un día completo de viajes ilimitados en cualquier autobús de OCTA (sin incluir el Servicio ACCESS). Sólo entrégueselo al conductor del autobús en su primer viaje y recibirá un pase regular de un día de autobús que le permitirá ir a cualquier lugar en el condado sin gastar gasolina!

Para obtener más información, visite octa.net/ipledge

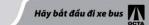
SIN VALOR DE CAMBIO EN EFECTIVO. Un cupón por persona, por día es válida del 18 al 22 de junio. 2012



Hãy nói " Không bom xăng"! Hãy đi xe Bus.



Tại sao quí vị không làm lợi cho túi tiền và môi trường của chúng ta bằng cách di chuyển trên một trong những chiếc xe bus sang trọng dài 40 foot của chúng tôi. Với trên 77 tuyến đường xe bus,6500 trạm xe bus và 200,00.00 lượt khách đáp xe mỗi ngày,đó là một trong những cách kinh tế nhất mỗi khi muốn đi đến một nơi nào quí vi muốn! Tuần lễ " không bơm xăng" là thời gian tốt nhất để xử dụng và thử đi xe bus.Chúng tôi sẽ tặng vé xe bus miễn phí .Đọc phiếu coupon dưới đây để có thêm chi tiết:



Vé Xe Bus Miễn Phí

Có giá trị bất cứ ngày nào trong tuần lễ "Không bơm xăng" từ 18 tháng Sáu đến 22 tháng Sáu.

- Print & Bus ads \bullet
- Web/social media \bullet
- Budget: \$30,0000

Brand Message - "I ride OCTA"

- Not just a campaign a long-term message
- Showcase benefits of riding
- Meaningful call to action

- Brand consistency
- Relevant testimonials



Target Marketing - Employees

- Push and Pull
 - Employees promotion
 - Employers sales
- Bus Advertising
- Budget: \$10,000



I love my commute

Ask your employer about the OCTA employer pass



I get to work stress-free

Ask your employer about the OCTA employer pass

M Start Riding.

start riding

start riding



Target Marketing - Youth (6-18)



Get out and have some fun. If you're 18 or younger, you can ride the bus all you want from June 1st to August 31st for just \$50! Better yet, your pass gets you discounts at some of your favorite places, like \$2 admission to the OC Fair when you take the OC Fair Express bus Buy your pass online, inside Ralphs supermarkets, at the OCTA Store in Orange, or by calling 714-560-5932 And don't forget to become a fan on facebook.com/OCTAbus.



- Expand pass sales locations
- Target advertising and outreach
- Budget: \$25,000

Target Marketing - Colleges/Universities

- Partner with cities and colleges
- Seek grant funding from the Mobile Source Air Pollution Reduction Review Committee

OCTA.net

- Promotion/Outreach/Target Ads
- Budget: \$17,000







Get your trial pass at OCTA.net/trialpass



Target Marketing - Seniors

Outreach and Direct MailSeniors publication adsBudget: \$18,000

We stay active We ride the bus

Keep on the go with OCTA bus. With reduced fares for seniors, OCTA's bus is a safe, easy and inexpensive way to spend time on the court, visit the grandkids, and do the things you want to do.

To learn more about senior fares, visit www.octa.net. While you're there, you can also buy your bus pass, sign up to receive email updates, and even plan your next bus trip with the JustClick trip planner. See you on board!



Get your free bus riding kit today!*

To get your free riding kit that includes two FREE bus passes and a booklet on how easy it is for seniors to ride the bus, send this reply card in the mail to the Orange County Transportation Authority, Attn: Senior Marketing – LW12, PO Box 14184, Orange CA 92863-9831. Or to arrange a free group presentation on how easy it is to ride the bus, call us at (714) 560-5310 and mention code LW12.

Address:			
City:	State:	Zip:	
Email:			

start riding



Transit Programs for Seniors



Target Marketing – ACCESS Customers



I save money I ride the big bus

Why pay \$2.70 each way? If you are an ACCESS customer and able to ride OCTA regular service big buses, fares are just 25 cents when you show your ACCESS Reduced Fare ID card.



start riding 👖

- Encourage ACCESS-eligible customers to use fixed-route service
- Promote fixed-route bus fare of 25 cents
- Target advertising and outreach
- Budget: \$5,000

Yo ahorro dinero Ahora viajo en el autobús grande

¿Por qué pagar \$2.70 por viaje? Si usted es un cliente de ACCESS y es capaz de viajar en los autobuses grades de servicio regular de OCTA, la tarifa es de sólo 25 centavos cuando usted muestra su tarjeta de tarifa reducida, ACCESS ID.



comienze hoy

Start Riding.



Tôi tiết kiệm tiền Tôi đi xe bus loại lớn

Tại sao phải trả \$2.70 cho mỗi chuyến đi? Nếu quí vị là khách hàng và có thể đi xe bus loại lớn của OCTA qua dịch vụ thường nhật,thì chỉ phải trà có 25 cents khi có thể chứng minh giảm giá ACCESS Reduced Fare ID.



Hāy bắt đầu xử dụng xe bus ngay đi

Target Route Promotions

With **16 bus routes** and **265 stops** in **Costa Mesa**, we've got you covered! Check out the routes below for the destinations where you can go.

ROUTE 37: Fountain Valley Hospital, Mile Square Park

ROUTE 43: Triangle Square, Estancia High School, Charles W. Tewinkle Middle School, Disneyland, Anaheim Garden Walk, Anaheim Convention Center

ROUTE 47: Hoag Hospital, Newport Pier, Costa Mesa High School, Estancia High School, OC Fairgrounds, Orange Coast College, South Coast Marketplace, Talbert Medical Group, The Outlets at Orange, UCI Medical Center

ROUTE 55: Balboa Island, Fashion Island, Triangle Square, OC Fairgrounds, Orange Coast College, South Coast Plaza, OC Performing Arts Center

ROUTE 57: Fashion Island, Orange County Museum of Art, Platt College, South Coast Plaza, Costa Mesa Library, OC Performing Arts Center, South Coast Village, Mater Dei High School, The Outlets at Orange, UCI Medial Center, Angel Stadium

ROUTE 71: Balboa Island, Balboa Pier, Newport Pier, Hoag Hospital, Vanguard University, OC Fairgrounds, Costa Mesa High School, Pacific College, Triangle Square

ROUTE 76: Harbor View Nature Park, South Coast Plaza, Segerstrom High School, Costco Plaza, Orange Coast Memorial Medical Center, Huntington Central Park ROUTE 86: South Coast Village, South Coast Plaza, OC Performing Arts Center, Irvine Metrolink Station, Irvine Spectrum, Kaiser Permanente

Goodbye

gas pump

I ride the bus

ROUTE 145: South Coast Plaza, Santa Ana Senior Center, Segerstrom High School, Valley High School, Orange County High School of the Arts

ROUTE 172: South Coast Plaza, OC Performing Arts Center, Segerstrom High School, Costco Plaza, Huntington City Beach

ROUTE 173: Segerstrom High School, Conta Mesa High School, South Coast Plaza, OC Fairgrounds, Vanguard University, Triangle Square, Estancia High School, Huntington City Beach

ROUTE 178: Seacliff Village Center, Orange Coast College, Costa Mesa High School, OC Fairgrounds, UC Irvine, University Center

ROUTE 211: Leisure World, Golden West College, Bella Terra Shopping Center, South Coast Metro, Sough Coast Plaza, Segerstrom High School, Kaiser Permanente Hospital, Irvine Spectrum, Irvine Metrolink Station

start riding

Get your FREE trial pass today! Visit octa.net/cmtrial. Plan your trip at octa.net/justclick

ByeBye gas pump I ride the bus

Take the bus from Costa Mesa to Mission Viejo for less than a gallon of gas!



- Route specific
- Door hangers

start riding

- Local community newspaper ads
- Budget: \$30,000

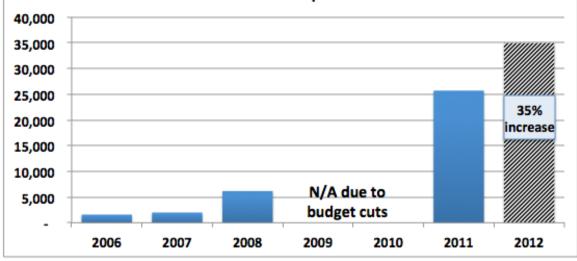
Customer Retention



OC Fair Express

- Direct service to OC Fair
- Partnership with OC Fair (Bus customers save \$9 on admission)
- Bus, print and online ads
- Special events
- Budget: \$55,000

OC Fair Express Ridership Six-Year Comparison



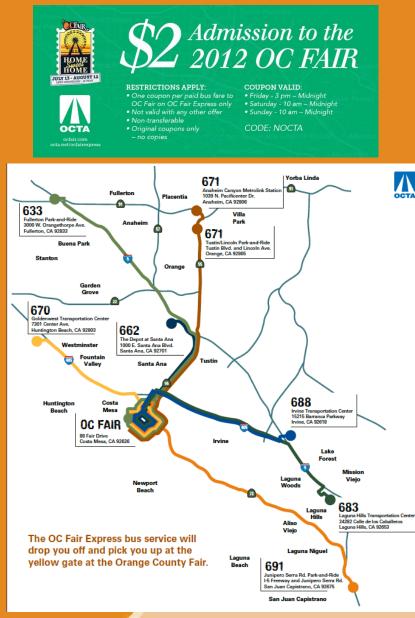
2011 Results:

- ✓ Reinstated service in 2011 with MSRC grant
- Direct service to OC Fair with
 5 routes
- ✓25,699 boardings
- ✓ 57% of customers never rode the bus before
- ✓ 40% of the new customers continued to ride the bus
- ✓ 99% are satisfied with the service

OC Fair Express – 2012 Highlights

- Partnership with the OC Fair \$2 Fair admission
- Addition of 2 new routes
 - Irvine Metrolink Station
 - Laguna Hills Transportation Center
- New OC Fair transit hub





Direct Mail to 370,000 homes in OC and IE



OCTA TRAVELS EVERYWHERE YOU DO

550 busses

6,500 bus stops | 77 routes

OC Fair Express

Youth Summer Bus Pass

OCTA's Youth Summer Bus Pass is a great deal for youth 18 years and younger to get around during the summer. At only \$50, that's only 55 cents a day. And if you purchase online now at octa.net/buyapass you can enter to win a \$50 gift card. The Youth Summer Bus Pass is also available for sale any Orange County Palphs, Vons, Pavilions and Northgate markets, the OCTA store in Orange, or by calling

714-560-5932 For more information on the Summer Youth Bus Pass visit: octa.net/youthpass6

Note: Contest open to online purchases only. Not applicable to purchases at pass sales outlets.

OC Fair Express provides direct bus service on Friday attempons, and all day Saturday and Sunday to the OC Fair for only \$1.50 each way, and you will receive a coupon for \$2 admission into the OC Eair

7 Orange County Locations Fullerton Park and Ride Santa Ana Metrolink Station

Goldenwest Transportation Center (Huntington Beach

Anabaim Carwon Metrolink Station

Tustin/Lincoln Park and Ride (Orange) Laguna Hills Transportation Center (NEW LOCATION FOR 2012)

Irvine Metrolink Station (NEW LOCATION FOR 2012)

San Juan Canistrano Park & Bida

7 Orange County Locations:

- Santa Ana Metrolink Station

- Anaheim Canyon Metrolink Station

Tustin/Lincoln Park and Ride (Orange)

San Juan Capistrano Park and Ride

- Goldenwest Transportation Center (Huntington Beach)

- Irvine Metrolink Station (NEW LOCATION FOR 2012)

Laguna Hills Transportation Center (NEW LOCATION FOR 2012)

- Fullerton Park and Ride

For location addresses and schedule information for the OC Fair Express visit: octa.net/ocfairexpress1





Make Metrolink your first ride to the OC Fair.

If you're going to the Orange County Fair this year, take Metrolin to the Anaheim Canyon, Santa Ana or Irvine Metrolink Station. Then show your Metrolink ticket and hop aboard one of OCTA's OC Fair Express buses. You'll ride FREE with a valid Metrolink ticket directly to the yellow gate at the OC Fair. Plus, all OC Fair Express passengers riding to the fair will receive a coupon good for \$2 admission into the fair.

Catch the OC Fair Express.

Already near one of 7 locations in Orange County with direct bus service to the OC Fair? Catch the OC Fair Express bus for only \$1.50 each way, and you receive a coupon for \$2 admission into the OC Fair.

For location addresses and schedule information for the OC Fair Express visit: octa.net/ocfairexpress1











Metrolink Weekend Promotion

- Created a system-wide branding:
 "Metrolink Weekends Opening the Doors to New Adventures"
- Leverage destinations, special events and partnerships to create buzz and excitement







RIDE ANYWHERE, ALL WEEKEND FOR ONLY \$10.

Start your adventure from the moment you board! Lewe your car, skip the weekend traffic, and ride Metrolink to the beach, theme parks, ball games, downtown Los Angeles and beyond. Metrolink's Weekend Pass gives you unlimited rides for only \$10. Your pass is even accepted for free transfers on most connecting transit services (Antrak excluded).

metrolinktrains.com/weekends



MORE TRAINS. MORE DESTINATIONS. MORE FUN.

Start enjoying even more weekend travel options. More weekend service has been added to the Orange County and Inland Empire-Orange County Lines—two more roundtrips on the Orange County Line and one more on the Inland Empire-Orange County Line. Purchase yours today at any Metrolink station ticket vending machine. First select Special Ticket Options, and then 510 Weekend Pass.



METROLINK Weekends.

Opening the Doors to New Adventures

RIDE FREE TO THE SAN CLEMENTE OCEAN FESTIVAL

Join OCTA to kick off summer fun! SATURDAY, JULY 21, 2012 8:30 a.m. Fullerton Transportation Center 120 East Santa Fe Avenue Fullerton, CA 92832

FREE Metrolink ticket to the first 100 people (ticket distribution starts at 8:30 a.m.)

FREE prizes and giveaways

FREE food provided by



TRAIN TO SAN CLEMENTE PIER DEPARTS AT 9:28 A.M.

Visit octa.net/oceanfestival for more details.

Ride Metrolink to San Clemente Pier for the festival to enjoy "The Greatest Show on Surf." With more Metrolink weekend service on the Orange County and Inland Empire-Orange County lines, it's easy to get to the fun! For more information, go to metrolinktrains.com/weekends.









METROLINK Weekends.

Opening the Doors to New Adventures

WEEKEND PASS

Opening the Doors to New Adventures

Win FREE Passes - Click Here

Ocean Festival Kickoff Event July 21 8:30 a.m. Start | Train leaves 9:28 a.m. Fullerton Transportation Center





Start your adventure from the moment you board! Leave your car, skip the weekend traffic, and ride Metrolink to the beach, theme parks, ball games, downtown Los Angeles and beyond. Metrolink's Weekend Pass gives you unlimited rides for only \$10. Purchase your pass today at all Metrolink station ticket vending machines.

metrolinktrains.com/weekends





Get your summer fun started with OCTA, Metrolink and the San Clemente Ocean Festival. Be one of the first 100 people to arrive at the Fullerton Transportation Center on Saturday, July 21st, at 8:30 a.m. and get a FREE roundtrip Metrolink ticket to the Ocean Festival! Plus there will be

prizes, giveaways, and free food provided by Fullerton-area restaurants for everyone. Details at octa.net/oceanfestival

METROLINK.



