

# June 2014 Bus Service Change Program



# Based on Ride Check Data Collected by Schedule Checkers . . .

## On-Board Ride Check

ORANGE COUNTY TRANSPORTATION AUTHORITY Page 1 of 2

TripSheet ID: H33DNLW  
 Checker: LHS  
 Line/Direction: 72 / East  
 Bus No: 7211  
 Operator: R. Conhulla  
 Date Scheduled: Tuesday 07/01/12  
 Actual Date: 7-01-12  
 Coach/Seat: 2019  
 Driver: [blank]  
 Scheduled Start Time: 05:55AM  
 End Time: 05:56AM  
 PFD Depart Bus Time: [blank]  
 PFD Depart Final Stop Time: [blank]  
 OR Depart Time: [blank]

Arrive At Stop Time: [blank]  
 Arrive At Base Time: [blank]  
 VCR: [blank] XRD: [blank]  
 CDA: [blank]

Stop	Stop Description	KEI	Sched Time	Swirl Start	Depart Time	Cash Fare	Seater	Chair	Other	Wheat	Double	Min. Pass	Free Pass	Day Pass	Sta. Etc.	Page	Bus Total
1	Warner-Pacific																
2	Warner-Pacific Coop																
3	Warner-Lee Plaza																
4	Warner-John																
5	Warner-Clear																
6	Warner-Baker-Chase																
7	Warner-Leslie																
8	Warner-Graham																
9	Warner-Washington																
10	Warner-Springdale																
11	Warner-Exit 2042 California																
12	Warner-Edwards																
13	Warner-Gulch																
14	Warner-Gulch West																
15	Warner-Dobson																
16	Warner-Nichols																
17	Warner-Oak																
18	Warner-Sandy																
19	Warner-Rutherford																
20	Warner-Hawthorn																
21	Warner-Tree																
22	Warner-Magnolia																
23	Warner-Beckham																
24	Warner-Overstreet																
25	Warner-Beckham																
26	Warner-Stockyard																
27	Warner-Sun Thru																
28	Warner-Vance																
29	Warner-Lee-Jarvis Plaza																
30	Warner-Guthrie																

Handwritten notes at bottom: (10) 7 2 4 1 (10) 5 10

ORANGE COUNTY TRANSPORTATION AUTHORITY Page 2 of 2


TripSheet ID: H33DNLW  
 Checker: [blank]  
 Line/Direction: 71 / East  
 Bus No: 7211  
 Operator: [blank]  
 Date Scheduled: Tuesday 07/01/12  
 Actual Date: [blank]  
 Coach/Seat: [blank]  
 Driver: [blank]  
 Scheduled Start Time: 05:07AM  
 End Time: 05:14AM  
 PFD Depart Bus Time: [blank]  
 PFD Depart Final Stop Time: [blank]  
 OR Depart Time: [blank]

Arrive At Stop Time: [blank]  
 Arrive At Base Time: [blank]  
 VCR: [blank] XRD: [blank]  
 CDA: [blank]

Stop	Stop Description	KEI	Sched Time	Swirl Start	Depart Time	Cash Fare	Seater	Chair	Other	Wheat	Double	Min. Pass	Free Pass	Day Pass	Sta. Etc.	Page	Bus Total
31	Warner-Bechtel																
32	Warner-Hickory																
33	Warner-Minkenberg																
34	Warner-Harbor																
35	Warner-Yale																
36	Warner-Deleh																
37	Warner-Pendley																
38	Warner-Greenfield																
39	Warner-Diamond																
40	Warner-Ruff																
41	Warner-Pavilion																
42	Warner-Griffin																
43	Warner-Rosewood																
44	Warner-Road																
45	Warner-Old Main																
46	Warner-Bloch																
47	Warner-Main																
48	Warner-Maple																
49	Warner-Hatfield																
50	Warner-Standford																
51	Warner-Daniel																
52	Warner-BrookHollow																
53	Warner-Talman																
54	Rd 48-Wood																
55	Rd 48-Carriage																
56	Dyer-Rd 48																
57	Dulman-Deer																

Handwritten notes at bottom: Good Trip, Pace Average, Traffic moderate, (5) (34)

# Based on Customer Input . . .

 **Customer Relations Comment Report**

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Ref#: 331641  
EnteredBy: jorrey  
Entry Date: 2/21/2014  
Contact Mode: Phone

Caller: Rocio Cortez  
Customer Name: N/A  
Address:  
City:  
ZIP Code:

State: CA  
Phone Number: 3232276468  
Phone Number Ext:  
Email:

Division: X  
Incident Date: 2/20/2014  
Incident Time: 4:26:00 PM  
Route: 25  
Location: NB KNOTT/KATELLA FS STN #7139

Direction: N  
Bus Run: 3362  
Bus Number:

Cust. Desc. of Operator:  
CR Operator Name / Badge: /  
Operator Name / Badge: /

Comment Code: 2N02 : Schedule Adjustment

**Customer's Comment**  
The caller boards bus 25 north on Katella/Knott at 4:26p on a daily basis. The caller said that the bus arrives at the Buena Park train station at 4:55p but her train leaves at 4:53p. The caller stated that the new schedule change has the 25 north leaving 15 minutes earlier and that makes her miss her train home. The caller said that there are two other passengers who are in the same situation.

**Cust Rel Comments:**

Letter Writer: No Letter Necessary  
Final Letter Req'd:   
ReceivedDate: 2/21/2014  
Response Due Date: 3/7/2014

Will Respd Letter Date: ActionDate  
Final Letter Due Date:  
Final Letter Sent Date:

ResponseText

ManagementText  
Effective 03/17/14 – in response to C3s # 331006, 331597, 331641 – the Rte 025 Wkdy 203p+253p+334p+414p NB trips will be revised with new starting times. These changes are intended to improve transfer connections with BPMS trains in an effort to facilitate the 4:52 p.m. transfer connection at the Buena Park Metrolink train station, the Route 025 NB 3:34 p.m. trip will start 7 minutes earlier, effective 3/17/14.

ActionTakenCode

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Friday, April 04, 2014 Ref#: 331641 MO Page 1 of 1



# Based on Coach Operator Input . . .

Ri2  
Route Issues and Input

**MAIN MENU**


- Record Input
- Record Status
- History
- Administration
- AVL Statistics

For help filling out this form, contact your Line Captain or Base Instructor.  
For problems call the Help Desk at ext 5545.  
Suggestions...

Scheduling/Planning Issue

[back](#) [Print](#)

<b>ID#</b>	7632
<b>Status</b>	Resolved
<b>Badge#</b>	9397
<b>Operator</b>	THOMAS, STEVEN
<b>Entered By</b>	THOMAS, STEVEN
<b>Issue Date</b>	2/23/2014
<b>Time</b>	100
<b>Issue Type</b>	Schedule/Planning
<b>Base</b>	Santa Ana
<b>Route</b>	43
<b>Bus Run</b>	4321
<b>Work Run</b>	43828
<b>Day Type</b>	Su
<b>Issue</b>	Running time Excessive
<b>Description</b>	if I depart westminster 3 minutes late im still getting to macarthur 3 to 4 minutes early, also im un able to pull into the very last stop on 19th and newport due to the center divider.
<b>Entered Date</b>	2/25/2014
<b>Narrative</b>	Thank you for your comments. Effective 3/23/14 (after Riders' Alerts have been issued), your SB 12:17 a.m. trip will be scheduled with a 5-minute reduction in running time between Westminster and MacArthur. Hopefully, this will be a more realistic running time for that segment. Regarding the accessibility of the last stop SB at 19th & Newport, please contact your base's instructor for advice on how to negotiate that left-turn maneuver. Tim Morris: 714-560-5884. *** 3/10/2014 8:54:56 AM ***
<b>NarrativeDate</b>	3/10/2014







## Schedule Revisions are made 3 times a year

- Per the Coach Operators Collective Bargaining Agreement
- Service Changes in February, June, and October
- Provides an opportunity for Operators to change assignments
- Provides an opportunity for Scheduling to improve schedules



# June 2014 Running Time Adjustments

- When a Schedule Analyst analyzes data on a route, for an entire weekday, Saturday or Sunday schedule, and revises times throughout the schedule, that is referred to as a Running Time Adjustment.
- Running Time Adjustments improve on-time performance
- The following Routes will have Running Time Adjustments effective June 2014:
- 1, 29, 35, 38, 50, 51, 54, 57, 64, 66, 72, 173, 191, 211, and 794
- These routes are shown on a map on the following slide



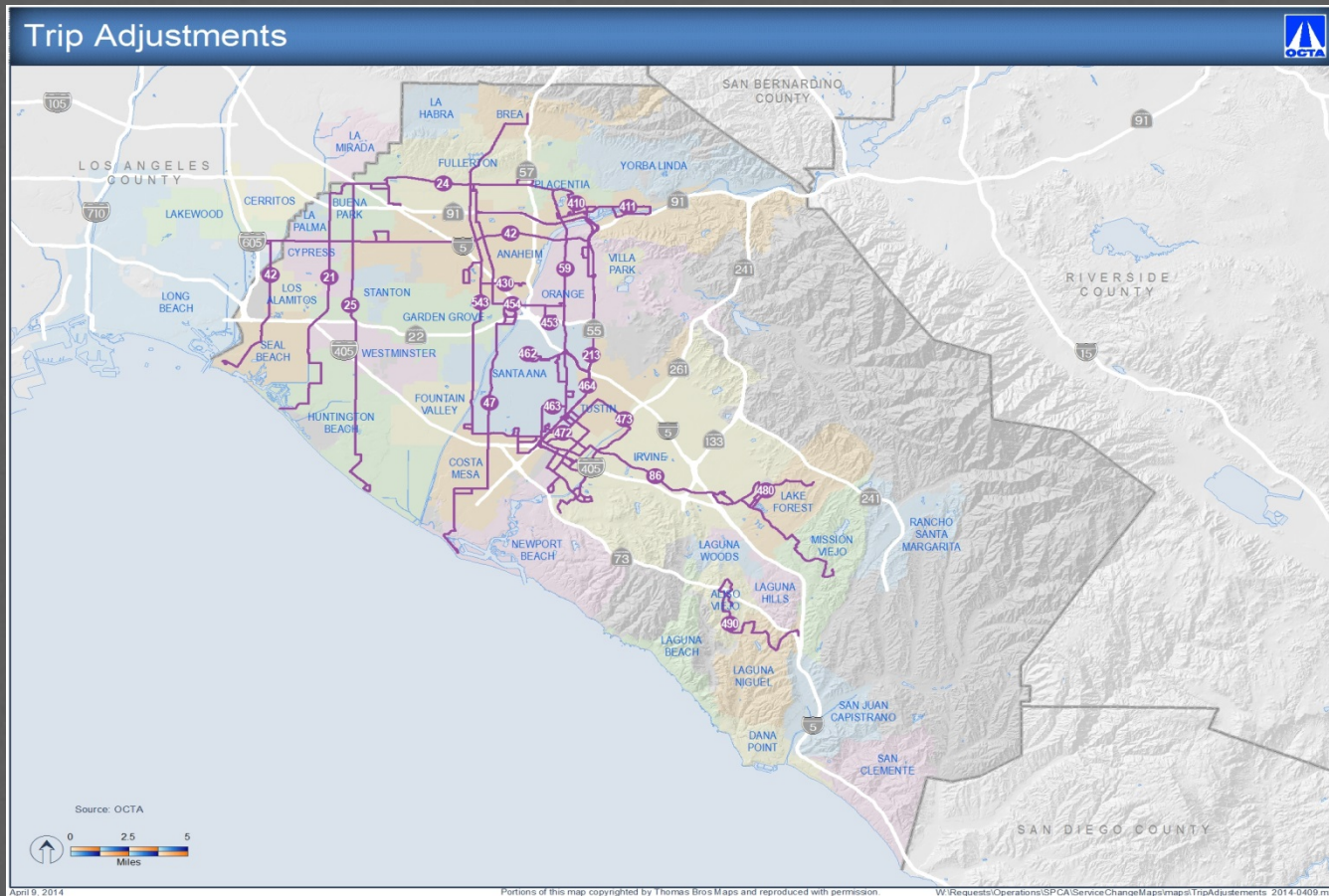


# Trip Adjustments

- o Reasons for Individual Trip Adjustments:
- o Improve Connections with other OCTA buses
- o Improve inter-agency connections (Metrolink, Long Beach Transit, etc.)
- o Improve on-time performance
- o The following Routes will have Individual Trip Adjustments effective June 2014
- o 21, 24, 25, 42, 47, 59, 86, 213, 410, 411, 430, 453, 454, 462, 463, 464, 472, 473, 480, 490, and 543



# Map of Routes with Trip Adjustments



# Route 543 Headway Adjustments

- Route 543 will have a modest reduction of peak-hour frequency from ten to 12 minutes, and off-peak frequency from 15 to 18 minutes.
- These modifications are designed to improve the productivity level on the route.
- Cost savings will be reinvested by adding three later, PM southbound trips at 534pm, 546pm, and 558pm.





