



Orange County Transportation Authority . 550 South Main Street . P.O. Box 14184 . Orange, California 92863-1584 . 714-560-OCTA (6282)

Meeting of March 22, 2010

March Bus Service Reduction Outreach Efforts Continue

On March 14, bus service was reduced by 150,000 annual revenue vehicle hours and extensive public outreach efforts have been conducted, including:

- Continuing service change presentations at schools and other locations
- Conducting a press conference
- Sending ambassadors to ride the bus and inform riders
- Doubling Bus Book production to 200,000 copies
- Placing 3,000 notice signs at bus stops throughout Orange County
- Making public service announcements
- Sending e-mail blasts to cities and schools
- Providing detailed information about routes affected in each city on the OCTA Web site
- Incorporating a service reduction message with an on-hold feature for the customer service line



The service reductions will save OCTA approximately \$13 million as it faces a more than \$30 million budget shortfall this year. The reductions are necessary to make up for cuts in state funding and significant drops in sales tax revenue and fare revenue.

Since the service change, OCTA has received 1,800 daily customer service calls, less than the projected 3,000. The majority of calls are related to trip planning assistance. The SMS text messaging daily volume has increased from 1,500 to 5,000.

Since September 2008, OCTA has reduced 20 percent of bus service – 383,000 revenue vehicle hours – to bring service in line with available revenue.

BOARD OF DIRECTORS

Jerry Amante
Chairman

Patricia Bates
Vice Chairwoman

Peter Buffa
Director

Art Brown
Director

Bill Campbell
Director

Carolyn V. Cavecche
Director

William J. Dalton
Director

Richard Dixon
Director

Paul G. Glaab
Director

Don Hansen
Director

Allan Mansoor
Director

John Moorlach
Director

Janet Nguyen
Director

Curt Pringle
Director

Miguel Pulido
Director

Gregory T. Winterbottom
Director

Cindy Quon
Governor's Ex-Officio Member

CHIEF EXECUTIVE OFFICE

Will Kempton
Chief Executive Officer



Orange County Transportation Authority . 550 South Main Street . P.O. Box 14184 . Orange, California 92863-1584 . 714-560-OCTA (6282)

Parking Expansion At Orange Transportation Center To Move Into Design Phase

The parking expansion project at the Orange Transportation Center, which is needed to accommodate the Metrolink service expansion, is moving into the design phase requiring an agreement between OCTA and Orange to define roles, responsibilities and funding for the project.



The station parking lots currently hold 300 spaces. The station is served by Metrolink and Amtrak rail service, OCTA fixed-route buses and StationLink buses.

The two proposed parking structures are on Lemon Street between Chapman Avenue and Maple Avenue, and on Chapman Avenue at the existing station parking lot. Planned are 700 spaces at the Lemon lot and 400 spaces at the Chapman lot.

Following the completion of the design phase, anticipated to take two years, OCTA and Orange will enter into a new agreement for the construction phase. The cost of construction for both parking lots is estimated at \$27 million.

Deputy CEO Retires, Another Veteran Takes The Wheel



Deputy CEO Jim Kenan, who has worked at OCTA for more than 30 years, is retiring on March 25. For 18 years, Kenan served as OCTA's chief financial officer. In 2009, he served as interim CEO, before accepting his current position as deputy CEO.

Kenan was a key member of the 1991 transition team that successfully brought about the consolidation of seven government entities to become OCTA.



Darrell Johnson, a 19-year transportation industry veteran, will take his post as the new deputy CEO on March 29. Johnson has worked at OCTA for seven years. He is the rail program executive director and is responsible for the Metrolink expansion program, grade crossing safety and grade separation programs and high-speed rail development.



Orange County Transportation Authority . 550 South Main Street . P.O. Box 14184 . Orange, California 92863-1584 . 714-560-OCTA (6282)

Board Honors Lawmakers For Support Of Transportation Bill

The board recognized Assemblyman Jose Solorio, Senator Bob Huff and Senator Lou Correa for their leadership and contribution to the passage of legislation that will allow the California Transportation Commission to enter into agreements with local transportation agencies allowing them to advance local funds on Proposition 116 projects and be eligible for reimbursement once state bonds are sold.

Currently, the state's inability to sell bonds is affecting projects statewide and could begin to cause delays in Orange County. Once it goes into effect in early June, the bill will allow projects to move forward.

Board Honors March Employees Of The Month

Chairman Jerry Amante presented resolutions of appreciation to the three employees of the month for March.



Coach operator of the month Forest Long has worked at OCTA since 1979 and was recently recognized for remaining accident-free for 30 years. Long has exceptional customer service skills and has maintained an excellent attendance record.



Maintenance employee of the month Alan Phillips, a senior facilities technician, is an expert in troubleshooting and seeks to improve his personal knowledge in all areas of maintenance. Phillips has worked at OCTA for 19 years.



Administrative employee of the month Sandy Boyle played an integral role in developing and implementing OCTA's vanpool program, which has been a viable transportation alternative for Orange County commuters.

Transit Police Services Employee Of The Quarter

The board honored Deputy Chet Parker as the Transit Police Services employee of the quarter for his work ethic and commitment to safety. Parker, who has been with Transit Police Services since 2005, has taught more than 100 safety training sessions to coach operators.

