



# OC Transit Vision Master Plan

## *Public Engagement and Survey Analysis Report*

### *Phase 1*

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## I. EXECUTIVE SUMMARY

The Orange County Transportation Authority (OCTA) is developing the 2024 OC Transit Vision Master Plan (Plan), which aims to integrate, enhance, and expand multimodal transportation services in Orange County. This 18-month study will build upon the previous 2018 plan and other recent studies to establish a framework for future transit investments to include high-capacity transit corridors, first/last mile options, and other mobility services for the County. As part of this effort, a stakeholder and outreach engagement program was implemented to inform and seek feedback from Orange County communities about the Plan. This report documents the outreach efforts and survey results for Phase 1 of the study, which was conducted from October through November 2023.

The survey research was qualitative, which means that results cannot be considered representative of the total population of interest. Informal research methods are useful to explore a group's opinions and views, allowing for the collection of verifiable data. This data can reveal information that may warrant further study and is often a cornerstone for generating new ideas.

### i. Community Engagement Approach

An engagement strategy was crafted and executed to increase awareness of the Transit Vision Master Plan (TVMP) among residents, stakeholders, commuters, and visitors of Orange County. The primary goal was to encourage active participation in the community webinar and to prompt stakeholders to complete the TVMP survey. In addition, one-on-one stakeholder interviews were conducted to collect feedback about the future of transit in Orange County.

To achieve community engagement, a robust notification campaign was launched, utilizing both digital and traditional methods of communication. This included social media posts, website updates, email blasts, local multilingual newspaper advertisements, and public announcements.

Additionally, a suite of promotional graphics and text were prepared for community partners to effectively distribute and communicate the webinar and survey details to their respective audiences. This approach ensured a wider reach and deeper penetration into different community segments.

To further enhance engagement, the outreach team participated in a variety of community events throughout the county, servicing each district. These events provided opportunities for face-to-face interactions, allowing the team to directly engage with individuals, answer questions, and

*Figure 1: Nightmare on Center St. Pop-up*



provide insights about the Plan. This approach was particularly effective in reaching those who might not be as responsive to digital or traditional media, ensuring a more inclusive and comprehensive outreach effort.

## ii. Equitable Engagement

The outreach strategy was specifically designed to engage a wide range of community groups, including those often underrepresented. This approach aimed to ensure broad participation from all population segments, irrespective of ethnic background, language preference, or socioeconomic status. To accommodate the diverse linguistic needs of the county, the survey and project materials, including informational fact sheets, surveys, and e-blasts, were made available in English, Spanish, and Vietnamese. This multilingual approach was vital in making the information accessible to a more significant population segment.

*Figure 2: Dia de los Muertos Festival Pop-up*



The outreach team also proactively identified and engaged with the community at events, including local gatherings and pop-up events across the county. These events were chosen strategically to maximize Plan awareness and encourage survey participation. Special attention was given to cities with significant populations of residents for whom English is a second language. This targeted approach was aimed at achieving a more equitable representation in the feedback and insights gathered, contributing to a more comprehensive understanding of the community's needs and preferences.

## iii. Survey Implementation

The survey opened to the public on October 11, 2023, and closed on November 12, 2023. During that time a total of 1,416 surveys were collected which included 1,317 English, 96 Spanish and 3 Vietnamese. The following is a summary of survey implementation:

- The survey was made available in English, Spanish and Vietnamese languages.
- The survey was made available online and in print form.
- Promotional print flyers were distributed to 12 community centers across the five Orange County supervisorial districts.
- Traditional and digital communication tactics were developed to promote survey participation. This includes use of newspaper advertisements, social media posts, emails, outreach toolkits, and promotion at community events.
- As an incentive for participation, respondents were given the opportunity to enter a sweepstakes, with the chance to win one of four gift cards valued at \$50 each.

#### iv. Survey Results Analysis

The subsequent section presents the results for each question in the survey.

**Table 1. Mode of Travel**

Q1: What is your primary method of travel?	
Car (drive alone)	55%
Bus	25%
Carpool/Vanpool	6%
Train	5%
Bicycle	3%
Rideshare (Uber, Lyft)	2%
Walking	2%
E-bike/ E-scooter	2%
Other	0%

**Table 2. Travel Frequency**

Survey Question	Never	4 to 7 days per week	1 to 3 times per week	1 to 3 times per year	1 to 3 times per month
Q2: How often do you ride on an OC Bus?	34%	22%	17%	15%	12%

**Table 2a. Reasons for Not Riding the Bus: Non-users**

For those who chose "Never" in response to Question 2, a subsequent question was presented to understand their reasons for not using the bus. Table 2a displays the three most common explanations for avoiding bus travel.

Q2a: If selecting never, why do you not ride the bus?	
Takes too long	31%
Can't get where I need to go	17%
Need car for work or errands	13%
Other	9%
Not sure	8%



Makes me feel uncomfortable or unsafe	7%
Hard to understand how to get where I need to go	5%
Doesn't run at the right times	4%
It's not reliable	3%
I bike or walk most places	3%

Participants who stated in Question 2 that they use the bus were asked three additional questions to delve deeper into their bus-riding use.

*Table 3. Bus Rider Frequency*

Survey Question	8 or more years	1 to 4 years	Less than 6 months	6 months to 1 year	5 to 7 years
Q3: How long have you been riding the OC Bus?	31%	25%	15%	15%	14%

*Table 4. Bus Use Reason*

Q4: Why do you ride the bus?	
Avoid traffic congestion	23%
Prefer not to drive	22%
Environmental reasons (I.e., air quality)	15%
Can't afford to purchase/maintain a car	14%
No driver's license/ can't drive	11%
High gas prices	8%
Other	7%

*Table 5. Trip Purpose*

Q5: What is your primary purpose for riding the bus?	
Work	43%
Recreation, social, entertainment	21%
Personal errands	14%
School	9%

<b>Health/ medical appointments</b>	6%
<b>Shopping</b>	5%
<b>Other</b>	2%

All participants were then asked two questions (Table 6 and 7) regarding potential transit improvements.

**Table 6. Transit Service Considerations**

<b>Q6: If you could increase transit in Orange County, what would be the most important to you? (Select your top 3)</b>	
<b>More frequent service on major routes</b>	<b>17%</b>
<b>Faster bus services with fewer stops</b>	<b>14%</b>
<b>Service to more areas, including lower-usage areas</b>	<b>12%</b>
<b>More weekend services</b>	11%
<b>More early-morning and late-night service</b>	11%
<b>More service for commuters during rush hour</b>	11%
<b>More special event service (concerts, fairs, festivals, etc.)</b>	9%
<b>More long-distance service outside of Orange County</b>	8%
<b>Direct service to key activity and employment centers</b>	7%

**Table 7. Transit Improvement Considerations**

<b>Q7: What kind of transit improvements would you like to see more of? (Select your top 3)*</b>	
<b>High-capacity rail (train, light rail, streetcars)</b>	<b>19%</b>
<b>Bus rapid transit (limited stops, dedicated lanes, more frequent service)</b>	<b>16%</b>
<b>Increase OC Bus service (improved frequencies and service coverage)</b>	<b>16%</b>
<b>More long-distance service (freeway express routes, Metrolink, Amtrak)</b>	13%
<b>Dedicated lanes for transit</b>	11%
<b>Improved pedestrian and bicycle access to transit</b>	10%

Traffic signal priority for transit (keeping lights green a few seconds longer to avoid delays)	8%
On demand microtransit service (OC Flex), community shuttles, taxis, and ridesharing services (Uber/Lyft) in areas with lower transit demand	7%

At the conclusion of the survey, respondents were given the option to answer demographic questions to assess the characteristics of survey respondents. Participation in providing this information was optional and did not affect their raffle eligibility.

*Table 8. Key Demographic Findings*

Survey Question	Response Rate	Findings
Q8: What is your age range?	96%	45% of participants were between the ages of 20-35, 27% were between 36-50, and 15% were between 51-65.
Q9. What is your combined annual household income?	95%	19% of respondents shared their annual household income is between \$50,000-\$79,000. Followed by 16% of respondents who shared their annual household income is between \$100,000-\$149,000. 14% of respondents make less than 30% a year
Q10. What ethnic group do you consider yourself a part of or feel closest to?	96%	41% of respondents identified themselves as Caucasian/White, followed by 31% Latino/Hispanic, and 12% Asian.

A detailed breakdown of the demographic findings is located on page 9.

## v. Stakeholder Interviews

As an effort to collect feedback from stakeholders throughout the county, several target audiences were identified and invited to participate in a one-on-one interview to comment about their goals for the OC Transit Vision. The project team posed open-ended questions to gather insight on what works and what could be improved to encourage more people to use transit in Orange County.

More than 80 stakeholders were invited to participate and represented the following industries and groups: healthcare, building, educational institutions, tourism, major employers; business and chamber groups, and countywide city organization. The following groups participated in the interviews.

- Caltrans
- The Irvine Company
- UCI Health
- Rancho Mission Viejo
- Visit Anaheim
- South Coast Metro Alliance
- South Orange County Economic Coalition Advocacy Committee

Each group was asked to describe its vision for the future of Orange County transit. Interviews generally followed a script of about 15 questions geared to the interviewee's background and expertise. Transit-related questions focused on identifying barriers, priorities, and opportunities, as well as what is already working well. Interviewees shared a wide range of ideas, issues, and insights. Recurring themes included the following:

- Mobility hubs in Orange County will be beneficial in integrating various transportation modes, promoting connectivity, and offering convenient, multi-modal options for commuters.
- Investing in improved biking infrastructure will encourage people to choose bicycles over cars and facilitate crucial first and last-mile connections.
- Integrating technology will be essential for optimizing Orange County's transit system, improving efficiency, and enhancing the overall passenger experience.
- Microtransit can offer flexible, on-demand transportation solutions tailored to individual needs.
- Education will be pivotal for the success of Orange County's transit initiatives, fostering public awareness, understanding, and contributing to a more informed and supportive community.
- As housing increases in Orange County, it's essential to carefully plan transportation infrastructure to accommodate growing population, ensuring efficient access to transit options and minimizing congestion while promoting sustainable development patterns.

## II. OUTREACH AND SURVEY IMPLEMENTATION

A comprehensive outreach strategy was implemented to raise awareness and drive engagement in the greater Orange County community regarding the Plan and survey. This strategy comprised of a mix of email campaigns, where regular blasts were sent to contacts in the TVMP database, and strategic notice distribution at key locations throughout the county. Social media platforms such as Facebook, Instagram, and X (Twitter) were also leveraged for targeted posts to stimulate interest and participation. Electronic communication toolkits were also developed, providing an easy way for community leaders and organizations to share information. The outreach was further bolstered by local print newspaper advertisements catering to a diverse audience, including those less engaged digitally.

### i. Survey Outreach

Recognizing Orange County's diverse linguistic landscape, notifications and materials were made available in multiple languages, ensuring inclusivity and greater reach, especially among diverse and disadvantaged communities. TVMP and the survey were also promoted during virtual meetings, key stakeholder engagements, and local community events, facilitating direct interaction with residents and encouraging on-site participation. This multifaceted approach was crucial in achieving widespread community awareness and involvement, capturing the diverse perspectives of Orange County residents for the TVMP.

The survey outreach notification and engagement highlights are detailed below:

- Gathered 1,416 responses to the survey from October 12 to November 12, 2023.
- Hosted two Community Leaders Roundtables, one community Webinar, seven Stakeholder Interviews.
- Presented at two Community Advisory Committee (CAC) meetings, one Teen Council meeting, one Diverse Community Leaders meeting, and one Bus Customer Roundtable.
- Engaged with more than 1,400 community members across 12 events in Orange County's five supervisorial districts.

Figure 3: Survey Flyer



Figure 4: Santa Ana Zoo Pop-up

- Reached over 88,000 readers via Spanish and Vietnamese language newspapers.
- Emailed five multilingual notices to a network of more than 1,500 interested community stakeholders.
- Advertised the survey and community webinar through four Facebook posts, three Instagram stories, and four X (Twitter) posts.
- Created and disseminated toolkits as a convenient communication aid to more than 109 local municipalities, community leaders, and organizations associated with OCTA committees and stakeholders.
- Created and shared materials in English, Spanish, and Vietnamese.

## ii. Survey Format

The survey was hosted on the Typeform platform and featured several multiple-choice questions for respondents. After the second question, "How often do you ride on an OC Bus?" the survey implemented skip logic. This divided the subsequent questions based on whether the respondent had ever used an OC Bus. Those who indicated they had never ridden were asked a follow-up question about their reasons for not using the bus. Conversely, all other respondents were presented with three additional questions regarding the duration of using the OC Bus, their reasons for riding, and the purpose of their trips. Finally, every participant was asked the last two questions focusing on increasing transit service and potential transit improvements, followed by optional demographic questions.

The survey questions were designed to:

- Understand travel use and trip purposes.
- Determine which transit services are the most important to respondents.
- Obtain feedback on possible transit improvements.
- Acquire demographic information from respondents.
- Gather updated contact details for future communication.

The survey comprised of 13 questions in total, which included four optional demographic questions and an



Figure 6: Placentia Heritage Festival



Figure 5: Spanish Survey

A screenshot of the OC Transit Vision 2024 survey landing page. At the top, there are three icons representing different transit modes: a blue bus icon, a green train icon, and a red car icon. To the right of these icons is the OC Transit Vision logo. Below the icons and logo, the text reads "Encuesta sobre el Plan OC Transit Vision 2024". Underneath, there is a paragraph in Spanish explaining that the Orange County Transportation Authority (OCTA) is developing the OC Transit Vision 2024 plan, which aims to integrate, improve, and expand transit services in Orange County. It also mentions that completing the survey in 3 minutes gives participants a chance to win one of four \$50 gift cards. At the bottom, there is a green "Comenzar" button and a "Salir" link.

option for participants to enter their email address for the gift card raffle. A total of 1,416 surveys were collected, which included 1,317 English, 96 Spanish, and 3 Vietnamese.

### III. ADDITIONAL SURVEY RESULTS

The following are additional survey results related to the survey participants’ geographic distribution and demographics.

#### i. Geographic Distribution

More than 94% of survey respondents shared their home zip code (94.8%; 1,343). Of those that provided zip code information, about 85% of respondents stated they reside within Orange County (85.1%; 1,143). Three cities with the highest percentage of survey responses within Orange County included Santa Ana, (17.3%; 233), Anaheim (14.4%; 194), and Irvine (6.8%; 91). The respondent distribution map identifies the number of surveys collected by city and in total for unincorporated areas in Orange County. It also provides a total respondent count for input received from those residing outside Orange County (23.9%; 273).

#### ii. Demographics Results

The following three figures show the full results from the survey demographic questions.

Figure 7: Home Zip Code Map

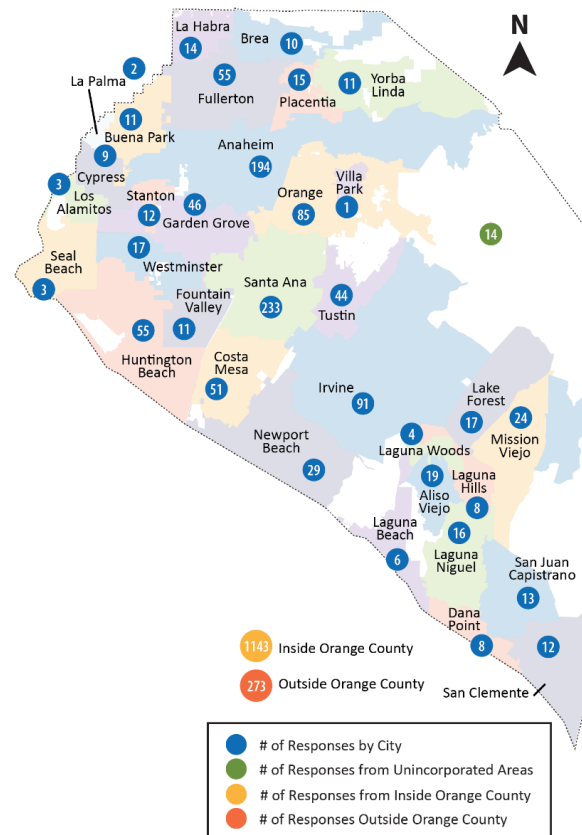


Figure 8: Age Range

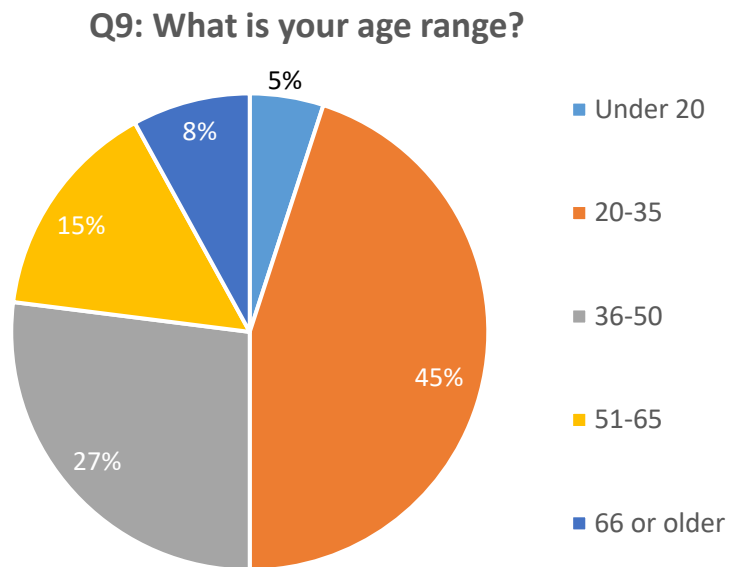


Figure 9: Annual Household Income

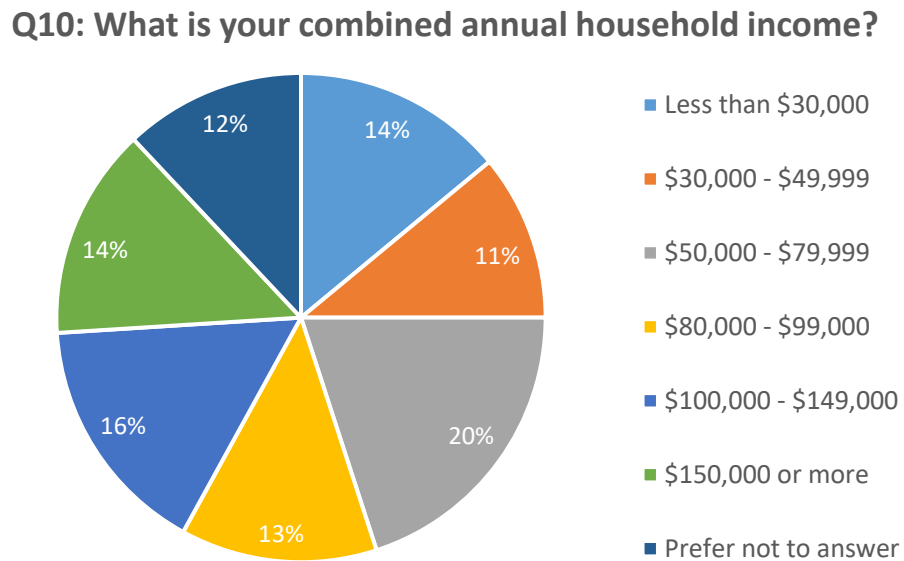
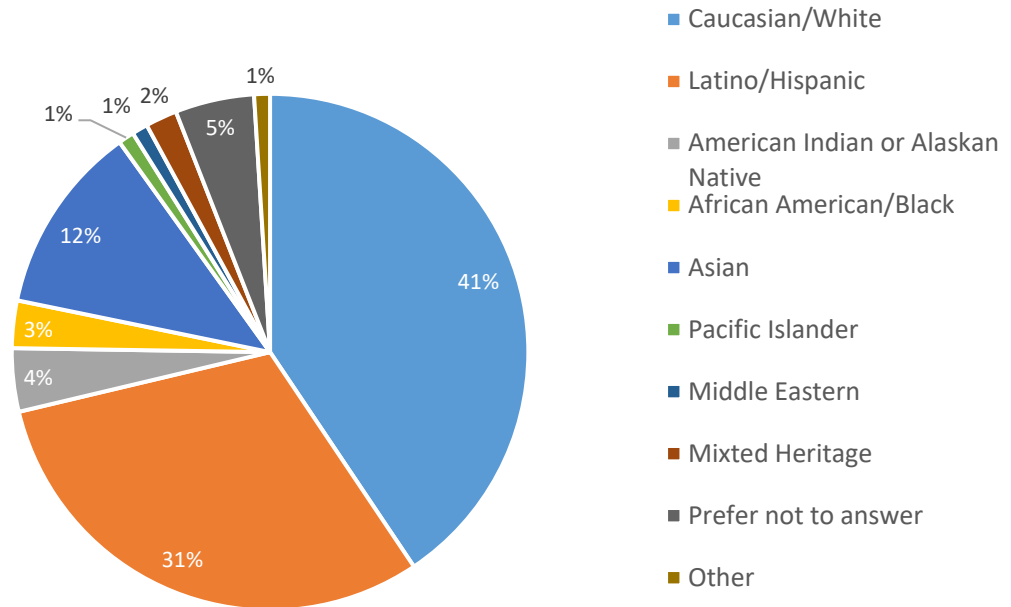




Figure 10: Ethnicity

**Q11: What ethnic group do you consider yourself a part of or feel closest to?**



**iii. New Contacts**

Enhancing public engagement is a key priority for OCTA, and a significant part of this involved expanding the study’s contact list. During this survey effort, a total of 845 new email addresses were gathered from survey respondents. Emails will be used for future TVMP announcements and notifications.

**IV. CONCLUSION**

The technical team will analyze the survey results and public feedback to formulate project recommendations for the TVMP. A final phase of outreach will take place in spring/summer 2024 and will involve seeking public and stakeholder feedback on the Draft Project Recommendations.



# OC TransitVISION

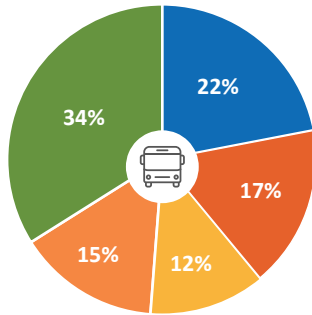
## Survey Results and Outreach

### 1: What is your primary method of travel?

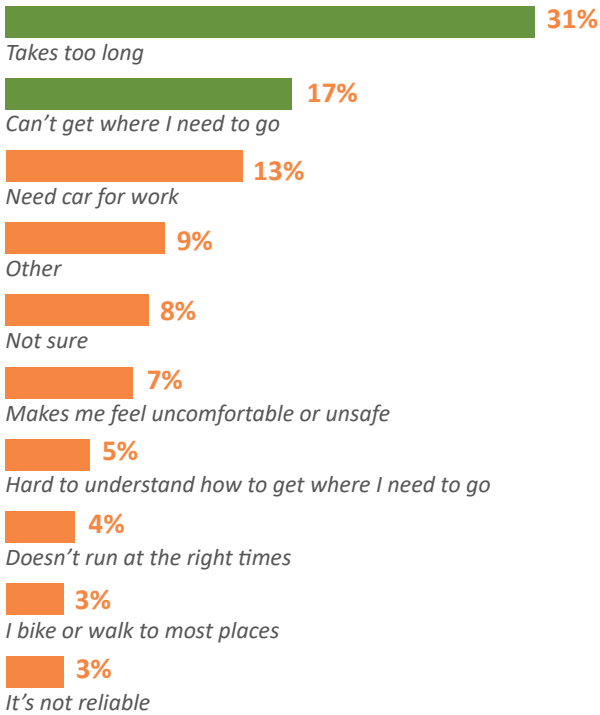


### 2: How often do you ride on an OCTA bus?

- 4 to 7 days per week
- 1 to 3 days per week
- 1 to 3 times per month
- 1 to 3 times per year
- Never

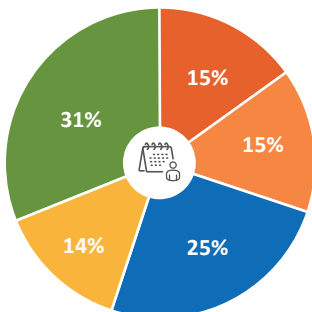


### 2a: If selected *never*, why do you not ride the bus?

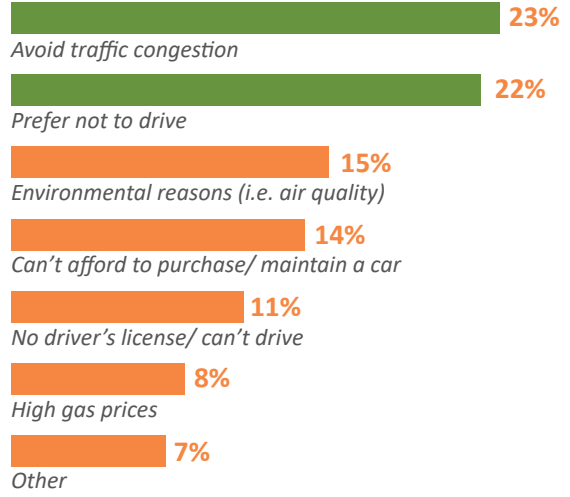


### 3: How long have you been riding OC Bus?

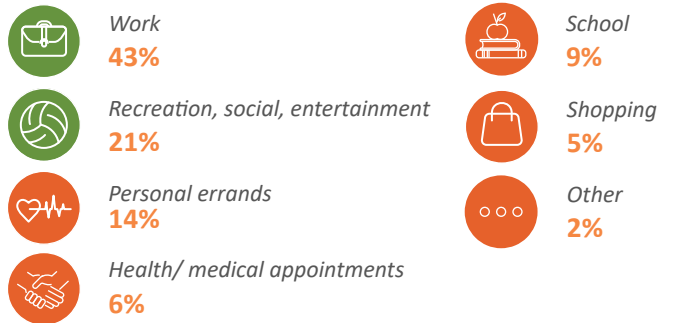
- Less than 6 months
- 6 months to 1 year
- 1 to 4 years
- 5 to 7 years
- 8 or more years



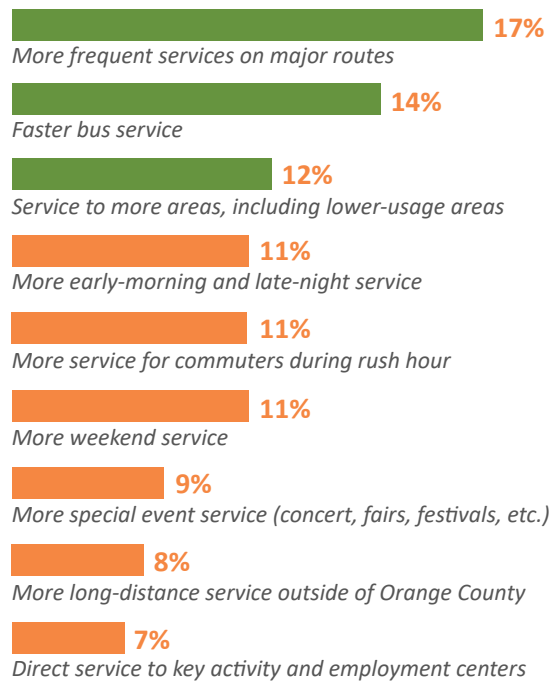
### 4: Why do you ride the bus?



### 5: What is your primary purpose for riding the bus?



### 6: If you could increase transit service in Orange County, what would be the most important to you? (Select Top Three)

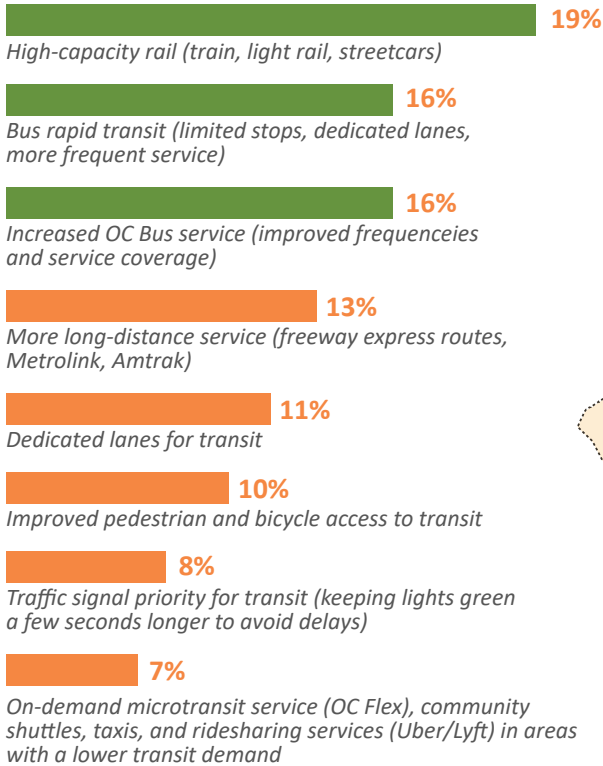




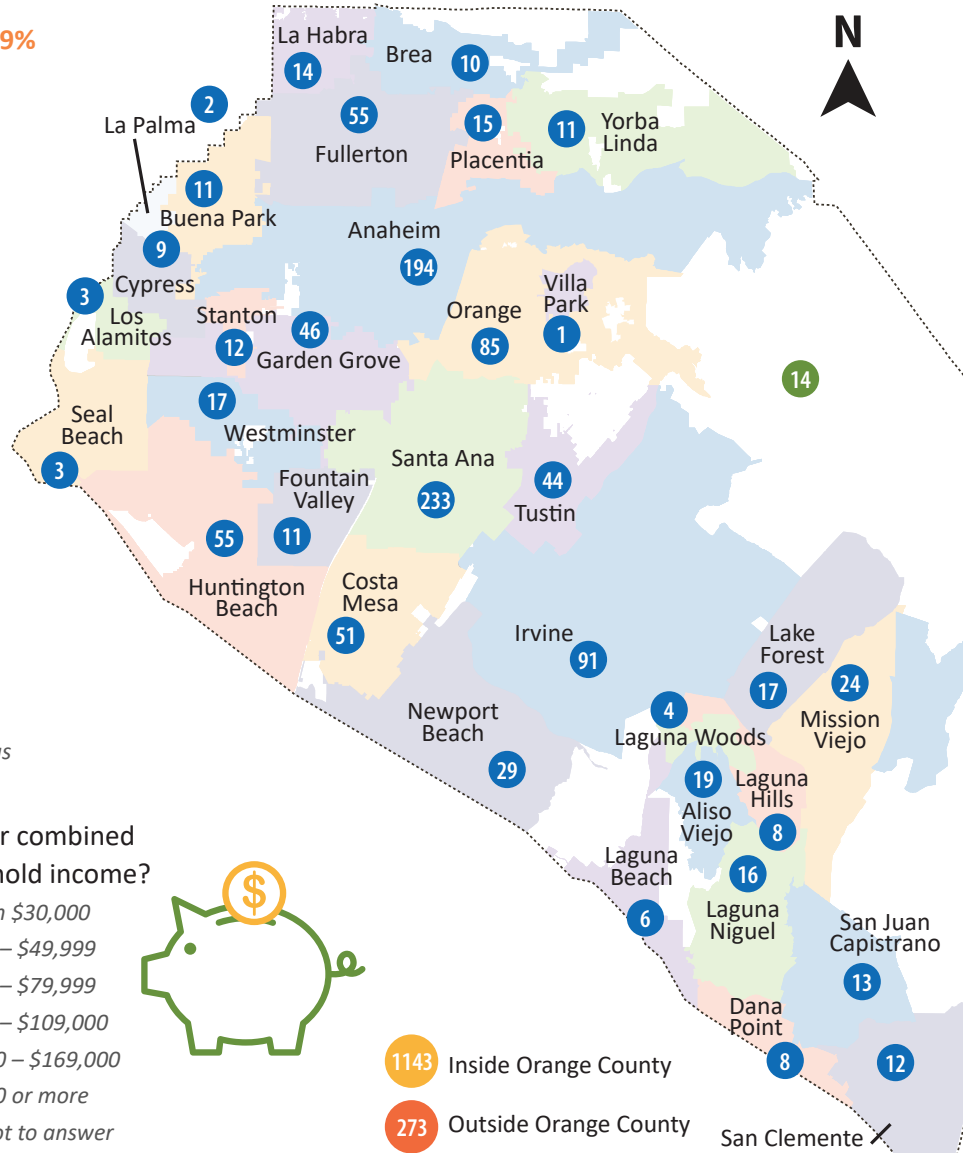
# OC TransitVISION

## Survey Results and Outreach

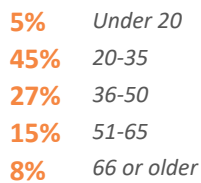
7: What kind of transit improvements would you like to see more of? (Select up to three)



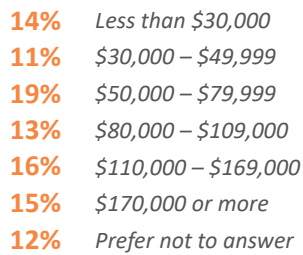
Participant home zip code:



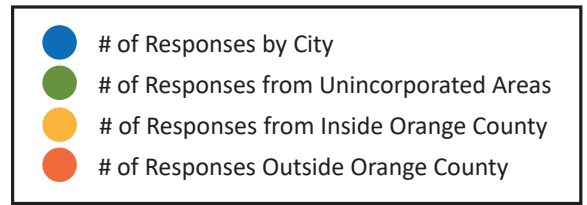
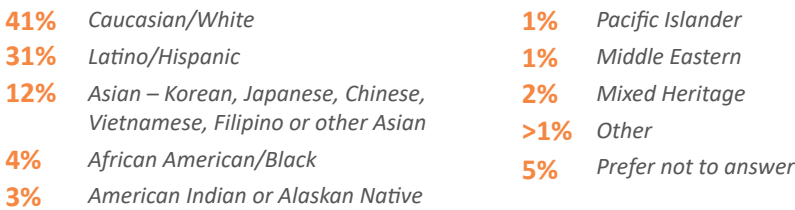
8: What is your age range?



9: What is your combined annual household income?



10: What ethnic group do you consider yourself a part of or feel closest to?



### Community Engagement

Collected **1,416** respondent surveys from October 9 to November 17, 2023



Reached **88,000+** readers through Spanish and Vietnamese newspapers



Hosted **2** Community Leaders Roundtables, **1** webinar, **7** Stakeholder Interviews. Presented at **2** Community Advisory Committee meetings, **1** Teen Council meeting, **1** Diverse Community Leaders meeting, and **1** Bus Customer Roundtable



Sent **5** email notices in multiple languages to over **1,500+** interested community stakeholders



Engaged **1,400+** community members across **12** events in Orange County, spanning all five County Supervisor Districts



Advertised the survey and community webinar through **4** Facebook posts, **3** Instagram stories, and **4X** (Twitter) posts



Created and shared materials in **English, Spanish, and Vietnamese**



# 2024 OC Transit Vision Survey

The Orange County Transportation Authority (OCTA) is developing the 2024 OC Transit Vision Master Plan (OC Transit Vision), which is a 30-year plan aimed to integrate, enhance, and expand transportation services in Orange County including bus, streetcar, microtransit, and other mobility services. **Take our 2-minute survey for a chance to win one of four \$50 gift cards!** **NO PURCHASE OR PAYMENT NECESSARY TO WIN.** See official rules at [octa.net/OCTransitVision](https://octa.net/OCTransitVision).

### 1. What is your primary method of travel?

- Car (drive alone)
- Bus
- Train
- Rideshare (Uber, Lyft)
- Carpool (two or more people)
- Walking
- Bicycle
- E-bike/E-scooter
- Other \_\_\_\_\_

### 2. How often do you ride on an OCTA bus?

- 1 to 3 days per week
- 4 to 7 days per week
- Never
- 1 to 3 times per month
- 1 to 3 per year

#### 2a. If selecting never, why do you not ride the bus?

(Please skip to question 6)

- Takes too long
- Can't get where I need to go
- Need car for work or errands
- Doesn't run at the right times
- It's not reliable
- Hard to understand how to get where I need to go
- Makes me feel uncomfortable or unsafe
- I bike or walk most places
- Not sure
- Other \_\_\_\_\_

### 3. How long have you been riding OC Bus?

- Less than 6 months
- 6 months to 1 year
- 1 to 4 years
- 5 to 7 years
- 8 or more years

### 4. Why do you ride the bus?

- Avoid traffic congestion
- Environmental reasons (i.e., air quality)
- Prefer not to drive
- Can't afford to purchase/maintain a car
- High gas prices
- No driver's license/can't drive
- Other \_\_\_\_\_

### 5. What is your primary purpose for riding the bus?

- Work
- Recreation, social, entertainment
- Personal errands
- Shopping
- Health/medical appointments
- School
- Other \_\_\_\_\_



## 6. If you could increase transit service in Orange County, what would be the most important to you? (Select your top 3)

- Faster bus service with fewer stops
- More frequent service on major routes
- More weekend service
- More early-morning and late-night service
- More service for commuters during rush hour/reliable
- Service to more areas, including lower-usage areas
- More special event service (concert, fairs, festivals, etc.)
- More long-distance service outside of Orange County
- Direct service to key activity and employment centers

## 7. What kind of transit improvements would you like to see more of? (Select your top 3)

- High-capacity rail (train, light rail, streetcars)
- Bus rapid transit (limited stops, dedicated lanes, more frequent service)
- Dedicated lanes for transit
- Increased OC Bus service (improved frequencies and service coverage)
- More long-distance service (freeway express routes, Metrolink, Amtrak)
- Traffic signal priority for transit (keeping lights green a few seconds longer to avoid delays)
- Improved pedestrian and bicycle access to transit
- On demand microtransit service (OC Flex), community shuttles, taxis, and ridesharing services (Uber/Lyft) in areas with lower transit demand

## Thanks for your input!

Please tell us a little about yourself. (Optional)

### 8. What is your home zip code?

### 9. What is your age range?

- Under 20
- 20-35
- 36-50
- 51-65
- 66 or older

### 10. What is your combined annual household income?

- Less than \$30,000
- \$30,000 – \$49,000
- \$50,000 – \$79,000
- \$80,000 – \$99,000
- \$100,000 – \$149,000
- \$150,000 or more
- Prefer not to answer

### 11. What ethnic group do you consider yourself a part of or feel closest to?

- Caucasian/White
- Latino/Hispanic
- African American/Black
- American Indian or Alaskan Native
- Asian – Korean, Japanese, Chinese, Vietnamese, Filipino or other
- Pacific Islander
- Middle Eastern
- Mixed Heritage
- Prefer not to answer
- Other \_\_\_\_\_

Enter your email below to receive project updates and meeting invitations and be entered into a drawing for a chance to win **one of four \$50 gift cards.**

NO PURCHASE OR PAYMENT NECESSARY TO WIN. See official rules at [octa.net/OCTransitVision](http://octa.net/OCTransitVision).



# Encuesta sobre el Plan OC Transit Vision 2024

La Autoridad de Transporte del Condado de Orange (OCTA) está desarrollando el Plan Maestro OC Transit Vision 2024 (OC Transit Vision), un plan a 30 años que tiene como objetivo integrar, mejorar y ampliar los servicios de transporte en el condado de Orange, e incluye opciones de autobús, tranvía, microtránsito y otros servicios de movilidad. **Complete nuestra encuesta en 2 minutos para tener la oportunidad de ganar una de las cuatro tarjetas de regalo de \$50. SIN OBLIGACIÓN DE COMPRA O PAGO PARA GANAR.** Consulte las reglas oficiales en [octa.net/OCTransitVision](https://octa.net/OCTransitVision).

## 1. ¿Cuál es su principal método de transporte?

- Automóvil (conduce solo)
- Caminar
- Autobús
- Bicicleta
- Tren
- Bicicleta eléctrica/ scooter eléctrico
- Aplicación de una red de vehículos de transporte (Uber, Lyft)
- Otro \_\_\_\_\_
- Vehículo compartido (dos o más personas)

## 2. ¿Con qué frecuencia viaja en un autobús de la OCTA?

- 1 a 3 días por semana
- 1 a 3 veces por mes
- 4 a 7 días por semana
- 1 a 3 veces por año
- Nunca

### 2a. Si selecciona nunca, why do you not ride the bus? (Por favor pase a la pregunta 6)

- Tarda demasiado
- No puedo llegar adonde tengo que ir
- Necesito un automóvil para trabajar o hacer diligencias
- No circula en los horarios adecuados
- No es confiable
- Es difícil entender cómo llegar adonde debo ir
- Me hace sentir incómodo o inseguro
- Voy en bicicleta o caminando a la mayoría de los lugares
- No estoy seguro
- Otro \_\_\_\_\_

## 3. ¿Cuánto hace que viaja en un autobús de OC?

- Menos de 6 meses
- 6 meses a 1 año
- 1 a 4 años
- 5 a 7 años
- 8 años o más

## 4. ¿Por qué viaja en autobús?

- Para evitar la congestión del tráfico
- Por motivos medioambientales (por ej., la calidad del aire)
- Prefiero no conducir
- No puedo comprar/mantener un automóvil
- Precios elevados de la gasolina
- No tengo licencia de conducir/no puedo conducir
- Otro \_\_\_\_\_

## 5. ¿Cuál es el motivo principal por el que viaja en autobús?

- Trabajo
- Recreación, actividades sociales, entretenimiento
- Diligencias personales
- Compras
- Citas médicas/de salud
- Escuela
- Otro \_\_\_\_\_



## 6. Si pudiera aumentar el servicio de transporte público en el condado de Orange, ¿qué sería lo más importante para usted? (Seleccione sus 3 opciones principales)

- Servicio de autobús más rápido con menos paradas
- Servicio más frecuente en las principales rutas
- Más servicio los fines de semana
- Más servicio de madrugada y de noche
- Más servicio para los pasajeros en las horas punta
- Servicio a más áreas, incluidas las áreas de menor uso
- Más servicio en ocasiones de eventos especiales (conciertos, ferias, festivales, etc.)
- Más servicio de larga distancia fuera del condado de Orange
- Servicio directo a centros clave de actividad y empleo

## 7. ¿Qué tipo de mejoras en el transporte público le gustaría que hubiera más? (Seleccione sus 3 opciones principales)

- Tren de alta capacidad (tren, tren ligero, tranvías)
- Autobús de tránsito rápido (menos paradas, carriles exclusivos, servicio más frecuente)
- Carriles exclusivos para el transporte público
- Más servicio de autobuses de OC (mejores frecuencias y cobertura de servicio)
- Más servicio de larga distancia (rutas exprés por autopistas, Metrolink, Amtrak)
- Prioridad de las señales de tráfico para el transporte público (mantener las luces en verde unos segundos más para evitar demoras)
- Mejora del acceso de peatones y bicicletas al tránsito
- Servicio de microtránsito a demanda (OC Flex), servicios de traslado comunitarios, taxis y servicios de aplicaciones de una red de vehículos de transporte (Uber/Lyft) en áreas con menor demanda de transporte público

## ¡Gracias por su opinión!

Cuéntenos un poco sobre usted. (Opcional)

### 8. ¿Cuál es el código postal de su lugar de residencia?

### 9. ¿Cuál es su rango de edad?

- Menos de 20 años
- 20 a 35 años
- 36 a 50 años
- 51 a 65 años
- 66 años o más

### 10. ¿Cuáles son los ingresos anuales combinados de su familia?

- Menos de \$30,000
- \$30,000 a \$49,000
- \$50,000 a \$79,000
- \$80,000 a \$99,000
- \$100,000 a \$149,000
- \$150,000 o más
- Prefiero no responder

### 11. ¿A qué grupo étnico se considera que pertenece o se siente más cercano?

- Caucásico/blanco
- Latino/hispano
- Afroamericano/negro
- Indio americano o nativo de Alaska
- Asiático: coreano, japonés, chino, vietnamita, filipino u otro
- Isleño del Pacífico
- De Oriente Medio
- Herencia mixta
- Prefiero no responder
- Otro \_\_\_\_\_

Ingrese su correo electrónico a continuación para recibir las novedades del proyecto e invitaciones a reuniones, y participar en un sorteo para tener la oportunidad de ganar una de las cuatro tarjetas de regalo de \$50.

SIN OBLIGACIÓN DE COMPRA O PAGO PARA GANAR.  
Consulte las reglas oficiales en [octa.net/OCTransitVision](http://octa.net/OCTransitVision).



OC TransitVISION



## Khảo Sát Dự Án 2024 Tầm Nhìn Vận Tải Quận Cam

Cơ Quan Giao Thông Quận Cam (OCTA) đang phát triển Kế Hoạch Tổng Thể 2024 Tầm Nhìn Vận Tải Quận Cam (Tầm Nhìn Vận Tải Quận Cam), một kế hoạch kéo dài 30 năm nhằm hợp nhất, nâng cao và mở rộng các dịch vụ giao thông công cộng tại Quận Cam, bao gồm xe buýt, xe điện, dịch vụ vận chuyển bằng xe tải nhỏ hoặc xe buýt lớn, và các dịch vụ di chuyển khác. **Hãy tham gia cuộc khảo sát để có cơ hội nhận một trong bốn thẻ quà tặng trị giá \$50. KHÔNG CẦN MUA HÀNG HOẶC TRẢ LỆ PHÍ ĐỂ THẮNG GIẢI.** Xem quy định chính thức tại [octa.net/OCTransitVision](http://octa.net/OCTransitVision).

### 1. Phương tiện di chuyển chính của bạn là gì?

- Xe hơi (lái một mình)
- Xe buýt
- Xe lửa
- Xe chở chung (Uber, Lyft)
- Đi chung xe (hai hoặc nhiều người) \_\_\_\_\_
- Đi bộ
- Xe đạp
- Xe đạp điện/Xe máy điện
- Cách khác \_\_\_\_\_

### 2. Bạn thường đi xe buýt OCTA bao nhiêu lần?

- 1 đến 3 ngày mỗi tuần
- 4 đến 7 ngày mỗi tuần
- không bao giờ
- 1 đến 3 lần mỗi tháng
- đến 3 lần mỗi năm

#### 2a. Nếu chọn không bao giờ, Tại sao bạn không đi xe buýt? (Vui lòng chuyển sang câu hỏi 6)

- Mất quá nhiều thời gian
- Không thể đến được nơi tôi cần đến
- Cần xe cho công việc hoặc các việc cá nhân
- Không chạy vào các thời gian phù hợp
- không đáng tin cậy
- Khó hiểu cách đi tới nơi tôi cần đến
- Cảm thấy không thoải mái hoặc không an toàn
- Tôi đi xe đạp hoặc đi bộ nhiều hơn
- Không chắc
- Lý do khác \_\_\_\_\_

### 3. Bạn đã đi xe buýt OC bao lâu?

- Dưới 6 tháng
- Từ 6 tháng đến 1 năm
- Từ 1 đến 4 năm
- Từ 5 đến 7 năm
- 8 năm trở lên

### 4. Tại sao bạn đi xe buýt?

- Tránh tắc đường
- Lý do môi trường (chất lượng không khí)
- Thích không phải lái xe
- Không đủ tiền để mua/duy trì xe
- Giá xăng cao
- Không có bằng lái lái xe/không thể lái xe
- Lý do khác \_\_\_\_\_

### 5. Mục đích chính của bạn khi đi xe buýt là gì?

- Đi làm
- Tiêu khiển, gặp gỡ bạn bè, giải trí
- Các công việc cá nhân
- Mua sắm
- Cuộc hẹn y tế/sức khỏe
- Trường học
- Lý do khác \_\_\_\_\_





## 6. Nếu bạn có thể tăng cường dịch vụ giao thông công cộng tại Quận Cam, điều gì là quan trọng nhất với bạn? (Chọn 3 mục)

- Dịch vụ xe buýt nhanh hơn với ít điểm dừng hơn
- Dịch vụ thường xuyên hơn trên các tuyến đường chính
- Dịch vụ vào cuối tuần nhiều hơn
- Dịch vụ vào sáng sớm và đêm khuya nhiều hơn
- Dịch vụ cho người đi làm trong giờ cao điểm nhiều hơn
- Dịch vụ đến nhiều khu vực hơn, bao gồm cả các khu vực ít được sử dụng
- Dịch vụ đặc biệt cho các sự kiện đặc biệt (hòa nhạc, hội chợ, lễ hội, v.v.)
- Dịch vụ đi xa hơn, ra khỏi Quận Cam
- Dịch vụ trực tiếp đến các trung tâm hoạt động và việc làm trọng tâm

## 7. Bạn muốn có các cải thiện vận chuyển nào nhiều hơn nữa? (Chọn 3 mục)

- Hệ thống đường sắt công suất cao (xe lửa, tàu điện, xe điện đường sắt)
- Xe buýt tốc hành (ít điểm dừng, làn đường riêng, dịch vụ thường xuyên hơn)
- Làn đường dành riêng cho phương tiện công cộng
- Tăng cường dịch vụ OC Bus (tăng tần suất và phạm vi dịch vụ)
- Dịch vụ đi xa hơn (tuyến đường cao tốc nhanh, Metrolink, Amtrak)
- Ưu tiên tín hiệu giao thông cho phương tiện công cộng (giữ đèn giao thông xanh thêm vài giây để tránh chậm trễ)
- Cải thiện lối đi bộ và đạp xe dẫn đến phương tiện công cộng
- Dịch vụ dịch vụ vận chuyển bằng xe tải nhỏ theo yêu cầu (OC Flex), xe chuyên chở công cộng, taxi, xe đi chung chuyến (Uber/Lyft), tại các khu vực ít được sử dụng

## Xin cảm ơn góp ý của quý vị!

Xin chia sẻ một ít thông tin về mình. (Tùy chọn)

### 8. Mã bưu điện của bạn là gì?

### 9. Nhóm tuổi của bạn là gì?

- Dưới 20
- 20-35
- 36-50
- 51-65
- 66 trở lên

### 10. Thu nhập hộ gia đình kết hợp của bạn là bao nhiêu?

- Dưới \$30,000
- \$30,000 – \$49,000
- \$50,000 – \$79,000
- \$80,000 – \$99,000
- \$100,000 – \$149,000
- \$150,000 trở lên
- Không muốn trả lời

### 11. Nhóm dân tộc mà bạn xem mình thuộc về hoặc cảm thấy gần gũi nhất là gì?

- Da trắng
- Latino/Mỹ La-tin
- Mỹ Gốc Phi Châu/Da Đen
- Người Mỹ bản xứ hoặc Gốc Alaska
- Á châu - Hàn Quốc, Nhật Bản, Trung Quốc, Việt Nam, Philippines hoặc tương tự
- Người Thái Bình Dương
- Người Thái Bình Dương
- Da sắc tộc
- Không muốn trả lời
- Gốc dân tộc khác \_\_\_\_\_

Để nhận cập nhật dự án và thư mời tham dự các cuộc họp, vui lòng nhập email của quý vị vào bên dưới để được đăng ký tham gia vào cuộc bốc thăm để có cơ hội nhận một trong bốn thẻ quà tặng trị giá \$50.

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