

# Making Better Connections Service Improvements

## November 2023 Service Change

Accessible Transit Advisory Committee  
October 24, 2023

Making Better  
**Connections**



**OCBUS**



# Background and Purpose



- 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
- Oct 24, 2022 Board approved Making Better Connections Final Service Plan

# Implementation Strategies

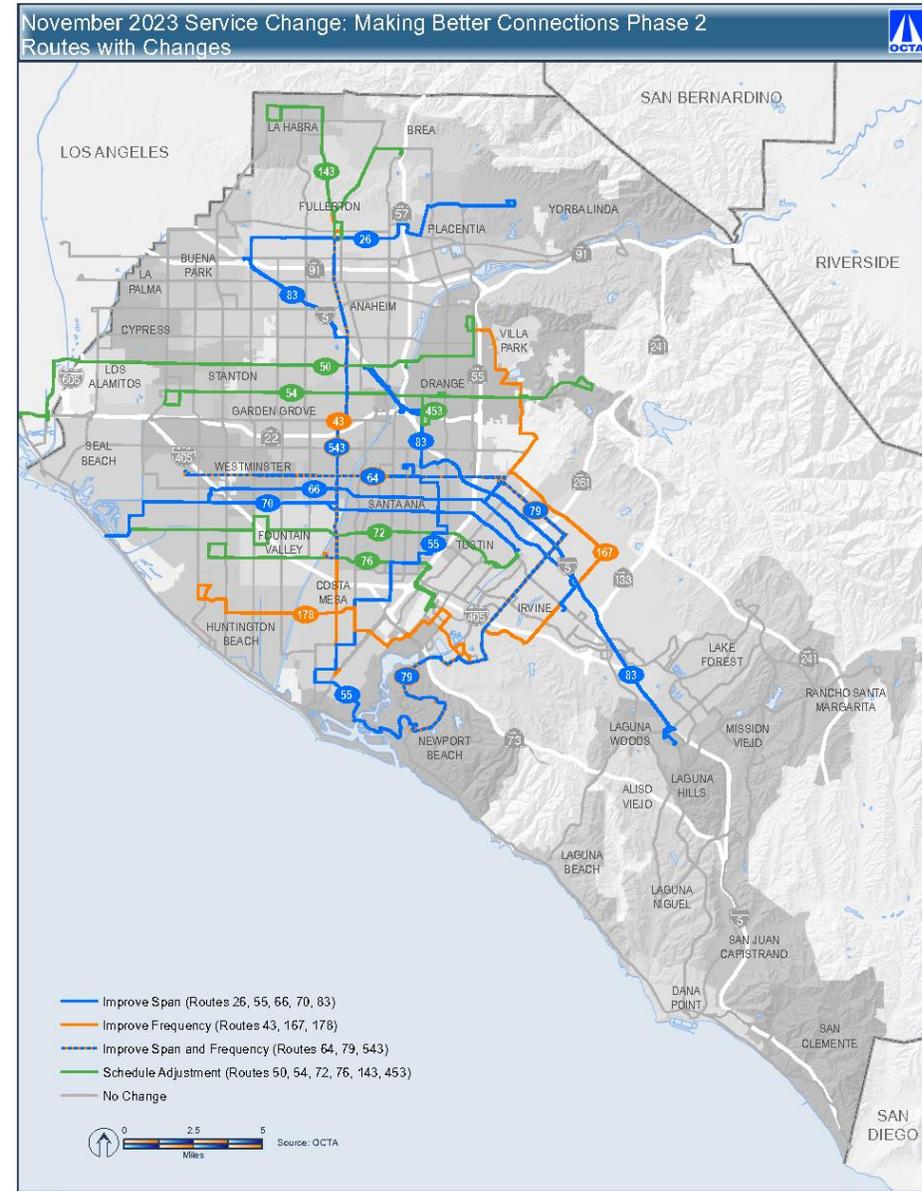


- Assess availability of labor resources during each service change.
- Monitor passenger demand to ensure adequate service levels.
- Group changes at timed transfer hubs ensuring connections to minimize passenger wait time.
- Flexible implementation period consistent with available resources and demand.
  - Implementation began in Feb 2023 Service Change
  - Full implementation may take until the Nov 2023 Service Change

# November 2023 Service Change Overview

## Types of Improvements

- *Span – hours of operation*
- *Frequency of service*
- *Both – span and frequency improvements*
- *Schedule Adjustments to improve on-time performance*



# November 2023 Service Change Overview

- **Route 26: Fullerton to Yorba Linda via Commonwealth Ave/Yorba Linda Ave**  
*Weekends:* Expand service hours
- **Route 43: Fullerton to Costa Mesa via Harbor Blvd**  
*Weekdays:* Improve frequency
- **Route 54: Garden Grove to Orange via Chapman Ave**  
*Weekdays:* Add a trip to meet Metrolink #805 at the Orange TC at 6:37 a.m.
- **Route 55: Santa Ana to Newport Beach via Standard Ave/Bristol St/ Fairview St/17<sup>th</sup> St**  
*Weekends:* Expand service hours
- **Route 64: Huntington Beach to Tustin via Bolsa Ave/1<sup>st</sup> St**  
*Weekdays:* Improve frequency and expand service hours  
*Weekends:* Expand service hours

# November 2023 Service Change Overview

- **Route 66: Huntington Beach to Irvine via McFadden Ave/Walnut Ave**  
*All Days:* Expand service hours
- **Route 70: Sunset Beach to Tustin via Edinger Ave**  
*Weekdays:* Expand service hours  
*Sundays:* Expand service hours
- **Route 79: Tustin to Newport Beach via Bryan Ave/Culver Dr/University Ave**  
*Weekdays:* Improve frequency and expand service hours  
*Weekends:* Expand service hours
- **Route 83: Fullerton to Laguna Hills via 5 Fwy/Main St**  
*All Days:* Expand service hours

# November 2023 Service Change Overview

- **Route 167: Orange to Irvine via Hewes St/Irvine Blvd/Jeffrey Rd**  
*Weekdays:* Improve frequency and expand service hours
- **Route 178: Huntington Beach to Irvine via Adams Ave/Birch St/Campus Dr**  
*Weekdays:* Improve frequency
- **Route 453: Orange TC to St. Joseph's Hospital via Chapman Ave/Main St/ La Veta Ave**  
*Weekdays:* Add one trip to meet Metrolink #602.
- **Route 543: Fullerton Transportation Center to Santa Ana via Harbor**  
*Weekdays:* Improve frequency and expand service hours
- **Route 862: Downtown Santa Ana Shuttle via Civic Center Dr**  
*Weekdays:* OC Streetcar construction detour removed, return to regular schedule

# November 2023 Service Change Overview

## **Routes with Schedule Adjustments**

*Weekday* – 47, 50, 60, 72, 76, 143,

*Saturday* – 60, 72

*Sunday* – 60, 72



Thank you!