



Citizens Advisory Committee

October 15, 2019

12:00 – 2:00 p.m.

550 South Main Street, Orange, California, 92863

Conference Room 07

Agenda

1. **Welcome / Chairman's Remarks** Roy Shahbazian, *Chair, CAC*
2. **Pledge of Allegiance**
3. **Approval of April / July Minutes** *Action Item*
4. **Bristol Corridor Study** (30 min) *Discussion* Eric Carlson, *Planning*
Tresa Oliveri, *Public Outreach*
5. **Sales Tax Forecast** Sam Kaur, *Revenue Administration Manager*
(5 min) *Presentation*
6. **Freeway Projects Update** Rose Casey, *Highway Programs*
(15 min) *Presentation*
7. **Metrolink Update** (10 min) *Presentation* Megan LeMaster, *Rail Operations*
8. **Diversity Outreach Update** (15 min) *Presentation* Ted Nguyen, *Diversity Outreach*
9. **OC Bus 360 Update** (10 min) *Presentation* Gary Hewitt, *Transit Service Planning*
10. **Update Reports** (5 minutes each)
 - Bicycle/Pedestrian Subcommittee Paul Adams, *Chair, Bike/Ped Subcommittee*
 - Marketing Stella Lin, *Marketing & Customer Relations*
 - Legislative Update Lance Larson, *External Affairs*
 - Staff Liaison Christina Byrne, *Public Outreach*
11. **Committee Member Comments**
12. **Public Comments**
13. **Adjournment / Next Meeting** *January 21, 2020*

Agenda Descriptions/Public Comments on Agenda Items

The Agenda descriptions are intended to give notice to members of the public of a general summary of items of business to be transacted or discussed. Members from the public wishing to address the Committee will be recognized by the Chairman at the time the Agenda item is to be considered. A speaker's comments shall be limited to three (3) minutes.

Any person with a disability who requires a modification or accommodation in order to participate in this meeting should contact the OCTA at (714) 560-5611, no less than two (2) business days prior to this meeting to enable OCTA to make reasonable arrangements to assure accessibility to this meeting.



**Citizens Advisory Committee
Meeting Notes
April 16, 2019
12:00 p.m. to 2:00 p.m.
550 S. Main Street, Orange, Calif.
Conference Room 07**

Members Present

Paul Adams, *Fountain Valley Planning Commissioner*
Hamid Bahadori, *AAA of Southern California*
Kara Darnell, *Cal State Fullerton*
David Emerson, *Los Alamitos Traffic Cmsn.*
Dan Kalmick, *Huntington Beach Resident*
Steve Kozak, *Tustin Planning Commissioner*
Austin Lombard, *Tustin Planning Commissioner*
Derek McGregor, *Trabuco Canyon Advisory Comm.*
Michael McNally, *UC Irvine*

Victoria Michaels, *Anaheim-Resident/Small Business Org.*
Frank Murphy, *Orange Rotary*
Margaret Novak, *WTS/Ladera Ranch Maint. Corp.*
Lisandro Orozco, *Historic Santa Ana*
Nick Polichetti, *American Society of Civil Engineers*
Laurel Reimer, *Urban Planner*
Randy Styner, *Calif Governor's Office of Emergency Service*
Dianne Thompson, *Huntington Beach Chamber*

Members Absent

Kellie Aamodt, *UC Irvine/UPS*
Vince Buck, *Cal State Fullerton*
Min Chai, *Irvine Resident*
Stephanie Klopfenstein, *GG Neighborhood Assn/Cncl.*
Jessica Lomakin, *Tustin Resident*
Theodore Luckham, *Anaheim Resident*
Mark Paredes, *Garden Grove Planning Commission*
Sheldon Pines, *Laguna Niguel Chamber of Commerce*

Mike Posey, *Huntington Beach Resident*
Andrew Ramirez, *Santa Ana Resident*
Roy Shahbazian, *Bus Rider, Transit Advocate of OC*
John Taylor, *Rotary Club of San Juan Capistrano*
Jeff Thompson, *Tustin Planning Commission and BIA*
Damon Tordini, *Santa Ana Resident*
David Wheeler, *Laguna Hills Resident and Councilmember*

Gregory T. Winterbottom, *OCTA Board Member*

1. Welcome

Chairman Roy Shahbazian welcomed everyone to the Orange County Transportation Authority (OCTA) Citizens Advisory Committee (CAC) meeting.

2. Pledge of Allegiance

Chairman Roy Shahbazian led the Pledge of Allegiance to the Flag.

3. Action Items

A. Approval of Minutes

Chairman Roy Shahbazian asked if there are any corrections to the January 15, 2019 CAC minutes.

A motion was made by Laurel Reimer, seconded by Dianne Thompson and carried unanimously to approve the January 15, 2019 CAC minutes.

B. Election of Chair and Vice Chair

Alice Rogan asked for nominations for the CAC Chair and Vice Chair. Michael McNally said Roy and Dan are doing a fantastic job, but encouraged the committee members to think about running for one of the positions. Dianne Thompspon asked if Roy and Dan would like to be reconsidered for Chair and Vice Chair. Roy and Dan both said they would like to continue. Dianne Thompspon nominated Roy Shahbazian to Chair and Dan Kalmick to Vice Chair of the CAC. Paul Adams seconded the nomination.

Dave Emerson asked about a number of committee members being termed out and whether the election should wait until after the new members come onboard. Alice Rogan said OCTA has thought about this and determined it was fair for the CAC members who know each other to cast their votes, rather than a new comer who would not be familiar with the individual CAC members.

A motion was made by, seconded by Paul Adams, and carried unanimously to elect Roy Shahbazian to Chair and Dan Kalmick to Vice Chair of the CAC.

4. Presentation and Discussion Items

A. Bristol Street Transit Corridor Study

Tresa Oliveri provided information on the public outreach for the corridor study which includes: stakeholder meetings, community meetings, surveys and other pop-up events. She said OCTA is doing outreach to find out how OCTA can improve the public's transit experience along the Bristol Street corridor.

Eric Carlson provided background on the corridor study. He said the Bristol Street Corridor was a one of the priority corridors out of the 11 transit opportunity corridors identified in the Transit Master Plan. This corridor extends from the Goldenwest Transportation Center along Westminster and Bristol to the UCI Campus. This study is focused on an eight mile segment from 17th Street near North Harbor to the John Wayne Airport. This study will look at different alignments and modes of transit. The OCTA board will see the different alternatives during the late summer and then staff will go back out to the public. Once all of this information is gathered a preferred alternative will go to the OCTA Board in early 2020 and then back to the public. The final recommendation will go to the OCTA Board in the summer of 2020.

Eric Carlson explained the Bristol Street Corridor has some of the highest quantities of transit ridership and has connections to high quality transit routes – Amtrak/Metrolink, John Wayne Airport and the OC Streetcar. Eric showed the current bus service operating in the corridor. He said at one end of the route there is high population and the other end has high employment. Eric said there are five mobility needs identified in this corridor and they will be used to evaluate the alternatives.

The CAC asked why there are six alternatives. Eric Carlson said staff was looking for a manageable number. He said most alternatives will be on Bristol and then there are a few options from Baker Street over to the John Wayne Airport.

The committee asked if the population at one end of the alignment is the same people going to the employment at the other end of the alignment. Eric Carlson said there is further analysis in the Purpose and Needs Report which goes into more detail on the ridership in the corridor. He said this report will be available on OCTA.net in the coming weeks.

The CAC asked if the six alternatives are a combination of alignment and modes. Eric Carlson said yes. The committee asked if one of the alternatives will likely be the Centerline option from years past. Eric said one alignment is very similar to the final locally preferred alternative for Centerline from Santa Ana Regional Transit Center to John Wayne Airport.

The committee asked about the timeline. Eric Carlson said in August staff will most likely be going to the OCTA Board with the draft alternatives and back to this committee in October along with other outreach in the fall of 2019 on these draft alternatives. The committee also asked if dedicated right-of-way will be looked at in the corridor. Eric said OCTA will be looking at bus or rail in dedicated lanes. Several CAC members said this is a great corridor to be looking at due to population, employment and other services in this area.

B. OC Streetcar Update

Tresa Oliveri provided background and then an update on the OC Streetcar project. She said OCTA issued the Notice to Proceed with Construction (NTPC) on March 4, 2019 to Walsh Construction. Recently, three parcels were acquired on Fifth Street at Raitt Street for the Maintenance and Storage Facility (MSF). Utility relocation work is still underway and expected to mostly be done by August 2019. Tresa talked about public outreach. She said OCTA is taking the lead on letting neighbors know about the utility work. OCTA is reaching out to the business, providing training pieces, and advanced signing for the project. Tresa concluded her presentation by talking about the revised estimated revenue service date (RSD). She said the new date is February 2, 2022 which is approximately five months later than the RSD that was provided to the Board in July 2018 due to the Full-Funding Grant Agreement being delayed by the Federal Transit Administration.

The CAC asked about attendance and community outreach events. Tresa Oliveri said OCTA tries to make these meetings in different areas of the project area in the evenings and on Saturdays. She said when combined, these meetings generally get 60-75 people in attendance. Tresa said OCTA also sends out bi-weekly email notifications with updates about the area. She said staff also does targeted outreach for night work, parking and travel restrictions. The committee also asked if translation is provided at the meetings. Tresa said, yes, there are translators available and materials are also translated. Lisandro Orozco said he receives the email updates and it is laid out nicely and very easy to understand.

The committee asked if the RSD is pushed back, will the testing be pushed back. Tresa Oliveri said the first milestone is having the MSF and test rail available before the vehicles arrive. She said the testing will most likely be near the end of 2021. The committee asked when the public can expect to see rail being laid down. Tresa said that is currently pending.

C. FY19-20 Bus Service Plan

Gary Hewitt provided an overview of the FY 19-20 Bus Service Plan. He said the Bus Service Plan was built from the OC Bus 360° Plan. Some of the recommendations are considered major; therefore, need OCTA Board approval. He said public outreach was conducted to come to these recommendations.

The committee asked how does the Orange County Vanpool work. Gary Hewitt said usually a group of workers contracts for a van with Enterprise through OCTA and it is subsidized \$400 a month and must have 7 riders. Alice Rogan said OCTA usually works with the major employers to implement these programs.

The committee asked about Route 83. Gary Hewitt said this route is being proposed for change at one end due to the OC Streetcar in Santa Ana and at the other end of the route to service the Garden Walk. The committee asked what the advantages/disadvantages are of not servicing Disneyland. Gary Hewitt said it will still make a connection at Disneyland. He showed how exactly the route will work. This change will serve more employment. The CAC asked about service in the area between the resort area and ARTC. Gary described the OCTA service in the area and the Anaheim Resort Area Transit who is funded by the hotel tax.

The committee also asked about Route 53. Gary said the changes would affect Route 53x and some of the trips would go all the way into Irvine. The committee asked about the frequency in the core. Gary said it will stay the same.

The committee asked about the Bravo Route 560 and will this ever connect to the Blue Line. Gary Hewitt said the service to the transit center in that area was cut because there was a lot of duplicate service already there. OCTA decided to stop the service at the VA and not go any further.

The committee asked about changing the numbering system to be more clear to new riders. Gary Hewitt explained about the system used for route numbering. He said north/south routes are odd and east/west routes are even. Numbers in the 20's are the in the far west. He said if the county was a perfect grid, it would make more sense. 100 series routes are community routes, 200 series are express routes, etc.

D. I-5 Central Project SR-57 to SR-55

Niall Barrett provided an overview of the I-5 Central Project is on the I-5 between SR-57 and SR-55. This is Project A in the OC Go (Measure M2) program. This project eliminates the existing bottlenecks on the High Occupancy Vehicle (HOV) lane, by adding a second lane. The total cost of the project is about \$41.5 million and is partially funded with congestion and air mitigation funding. On Monday night the drop ramp from Main Street into the HOV Lanes was closed permanently. This bridge and ramp will be completely demolished near the end of June/early July. He said much of this work will require night time closures.

Calina North spoke about the public outreach strategies. OCTA staff has been out to neighborhood associations, civic organizations, key stakeholders, colleges and has participated in community events. She showed some of the materials used to inform the public. She said emails and text alerts are sent out to interested parties, we have information on social media and there is an interactive map on the OCTA website.

The committee asked how long ago the carpool structure was built. Niall Barrett said it was built in 1991. He said the drop lane is underutilized and safety is a concern as well.

The CAC asked about the concrete barriers being removed. Niall Barrett said around the SR-57 and Main Street there are barriers being removed and there are standards that need to be withheld when allowing motorist in the area of such work. He said there will be a considerable amount of signage in the area, so they know when to get out. Calina North said the interactive map will help as well. There will still be continuous access from the SR-57 to the I-5 via the HOV lanes. The CAC asked about the 17th Street off-ramp. Niall said it will shift a bit, but essentially be the same. The committee asked about flyovers and direct access to the carpool lanes on the north end of the project. Niall said it will be similar with plenty of signage. The committee asked about closures during Angels Games. Niall said we have looked at that, but there usually is not much traffic during the closure time and people are usually going away from the project area.

The CAC asked if it is harder to contact and get feedback from people on freeway projects than with other transit projects. Calina North said not necessarily, we use various methods such as targeted social media.

The committee asked about electronic signage. Niall Barrett said we have not used them yet, but they will be employed when the full closures get closer. The committee suggested starting to warn motorists earlier. Christina Byrne said those signs are for safety. She said we will use the signs as you approach the project area when the time is right.

Roy Shahbazian reminded the committee that the CAC acts as a liaison between OCTA and the general project so please pass along any feedback.

5. OCTA Staff Updates

- A. Beach Blvd. Corridor Study – Marissa Espino said OCTA and Caltrans are conducting this study in an effort to improve Beach Blvd. into a seamless transportation corridor from Pacific Coast Highway (PCH) in Huntington Beach to Whitter Blvd. in La Habra. Multi-modal solutions will be looked at in this corridor. Currently we are working on the baseline conditions report and beginning to work on the purpose and need report. The first round of public outreach will take place at the beginning of May. There will be an online survey forwarded to the CAC at that time. She said there will be pop-up tables along the corridor to inform commuters in the area of the study. In the fall, there will be another round of public outreach.

The CAC suggested the surveys be circulated to the city councils, so that they can get them to their constituents. Marissa Espino said we are working very closely with the cities and they will get the information.

The committee asked who the lead is on the project. Marissa Espino said we are working together on this study. The project is funded by Caltrans and OCTA is taking an equal role on the study. The CAC asked what if the cities want something different than the rules Caltrans has to follow. Marissa said Caltrans is very open to any input/all feedback.

- B. M2 Performance Assessment – Tamara Warren said the Measure M2 Performance Assessment looks at the efficiency, effectiveness, economic, and program results of the OCTA in delivering Measure M2. OCTA contracted with Sjoberg Evenshenk to assess the period from July 1, 2015 through June 30, 2018. Sjoberg Evenshenk found that overall OCTA is managing the program very well with no major issues noted, just some general recommendations to enhance the program. She said staff will follow-up on the recommendations and report to the OCTA Board on how the recommendations were addressed.

The CAC asked how many freeway projects have been completed/about to be completed. Tamara Warren said projects are segmented and there are 27 projects. She said of those 27 projects, nine are complete, three are in construction and three are about to go into construction. Tami said the remaining nine are getting

environmentally cleared and OCTA will have them ready when funding becomes available.

The committee asked if the performance assessment looked at the fact that OCTA is not receiving as much sales tax money as originally projected. Tamara Warren said the assessment included how OCTA responded to the lower than expected sale tax revenue and were impressed with how OCTA responded to this pressure, by finding outside funding sources and how it looks like OCTA will be able to fulfill the promises made to the voters.

The committee asked how it is shown in the assessment if the cities are showing ineligible monies in their Maintenance of Efforts (MOE's). Tamara Warren said the assessment would look at how OCTA responded to the ineligible monies. The committee asked if the assessment helped to reveal the current problem. Tamara said no, but the next performance assessment will look at how OCTA responded. She said the issue was found during an audit and now OCTA and the Taxpayers Oversight Committee is looking at how to respond to that issue. Roy Shahbazian asked if next time the CAC hears a report on Measure M2, the CAC could get a whole overview of how Measure M2 is doing.

- C. Bicycle/Pedestrian Subcommittee – Paul Adams said the subcommittee met on March 26, 2019. He said the subcommittee heard reports on May Bike Month Planning, Active Transportation Counts Program Update, Safe Routes to School Update, El Toro Interchange Project, Active Transportation Update, and I-405 Improvement Project Update. The next meeting will be July 18, 2019.

Paul Martin, from OCTA, handed out an update on Active Transportation. Paul highlighted the Partnerships with Police. He said this program specifically engages law enforcement officers with transportation professionals. OCTA has developed presentation modules for an audience of police officers to go over the top behaviors leading to crashes for automobiles and bicycles. These training sessions have officers leading presentations to officers and they highlight bicycle laws and vehicle codes. Paul Adams said the subcommittee is also looking at scooters and that will tie in.

The CAC asked who has not heard the presentation yet. Paul Martin said we are rescheduled to go to the City of Orange in May after a delay. He said we are seeking more funding to develop more content and we would like to develop a video, so that it can be shown anytime and not rely on scheduling. Paul said the California Highway Patrol in Sacramento would also like OCTA to do this presentation for them and then record that presentation for further distribution.

The committee asked if there are opportunities for a partnership with local funding sources. Paul Martin said he is trying to gather interest in order to secure more

funding. Michael McNally suggested contacting UCI's Police Department to see if they can help with funding.

D. Legislative Update- Christina Byrne said Lance Larson is unable to attend, but staff will send the CAC a link to the OCTA Board Legislative Update. The CAC asked about proposition 1273. Alice Rogan said OCTA does not have a position.

E. I-405 Improvement Project– Christina Byrne reported design of the project is 75% complete. OCTA has begun the falsework on Slater Avenue. She said there is pile driving starting this week on the Magnolia and Goldenwest bridges. The partial demolition of Bolsa and Westminster Boulevard is scheduled for late April/early May. There is an over-hang being built over the Santa Ana River in the spring. She said the first soundwalls are being built in Westminster. Christina said the I-405 Project mobile application has been launched.

The committee said they had difficulty finding if the I-405 was going to be completely closed down in either direction without going through and reading about every closure. It was suggested some sort of color coding system. Christina Byrne said OCTA can look into this.

F. Staff Liaison – Christina Byrne said recruitment for the CAC is ongoing and please let any friends or colleagues know if they are interested – especially in the fourth district. She thanked the outgoing members for their service.

6. Public Comments

No one from the public spoke.

7. Chair/Vice Chair Remarks

There were no remarks

8. Committee Member Comments

The committee said they liked the handouts; it made it easy to follow along. The committee also said the presentations were fantastic and thanked the OCTA staff. They also thanked Roy Shahbazian and Dan Kalmick for accepting reelection – they are doing a great job.

9. Adjournment/Next Meeting

The meeting adjourned. The next meeting will be on July 16, 2019.



**Citizens Advisory Committee
Meeting Notes
July 16, 2019
12:00 p.m. to 2:00 p.m.
550 S. Main Street, Orange, Calif.
Conference Room 07**

Members Present

Paul Adams, *Fountain Valley Planning Commissioner*
Patrick Brenden, *Huntington Beach Resident/Cncl.*
Min Chai, *Irvine Resident*
Kara Darnell, *Yorba Linda Planning Commission*
Theresa Harvey, *North Orange County Chamber*
Dan Kalmick, *Huntington Beach Resident*
John Kinney, *Laguna Niguel Traffic Cmsn.*
Derek McGregor, *Trabuco Canyon Advisory Comm.*
Michael McNally, *UC Irvine*
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David Wheeler, *Laguna Hills Resident/City Council*

Greg Winterbottom, *OCTA Board Member*

1. Chairman's Remarks

Chairman Roy Shahbazian welcomed everyone to the Orange County Transportation Authority (OCTA) Citizens Advisory Committee (CAC) meeting at 12:05 p.m.

2. Innovation Update

Kurt Brotcke provided an update on OCTA's approach to innovation. He said staff looks to see if innovations fit into OCTA's roles and responsibilities using a set of criteria and to what degree OCTA gets involved. He outlined the framework staff is using. Kurt said the team has spoken to more than 12 innovators and this information will be used to create a comprehensive report. He talked about how in the future, autonomous

vehicles will need to be all-electric, must “talk” to other vehicles and be for shared rides. Also, the team is working on integration of best practices for shared transportation. Kurt said currently OCTA is working on vehicle to infrastructure communication with the City of Anaheim on portions of Anaheim Boulevard. He said the CAC asked for OCTA to find out what the public is looking for in innovations.

Kurt Brotcke introduced Ryan Armstrong who presented ways the public can share innovative ideas with OCTA. Ryan said staff has identified a platform that allows for the public to share these ideas. He said it is called the OCTA Ideas Forum and it is similar to Reddit. There are a few ideas on it already, but OCTA has not advertised it as of yet. OCTA will launch a communications program to expand about this forum.

The committee said it is a great idea and asked if OCTA will be letting buses riders know about the forum. Ryan Armstrong said OCTA will get the word out to customers as well as the public. The committee thanked OCTA staff.

The committee talked about technology in other cities that let customers rate their service with a simple touch screen happy/sad face.

3. Beach Boulevard Corridor Study Update

Sam Sharvini provided an update on the Beach Boulevard Corridor Study. He said this multi-modal study kicked off in October of 2018 and will go through February 2020. Beach Boulevard is primarily a Caltrans facility known as Route 39. Caltrans has partnered with OCTA to improve the efficiency of the corridor and improve overall throughput. The corridor is a 21-mile stretch that goes from Whitter Boulevard in La Habra to Pacific Coast Highway in Huntington Beach.

Christina Byrne went over the public outreach for this project. She said Marissa Espino from OCTA’s Public Outreach has been working on this project. Christina said there are three distinct phases to the public outreach: identification of existing conditions, conceptual alternatives assessment and then soliciting feedback on the final recommendations. She said these include surveys, attending events, outreach via social media and the OCTA website.

Sam Sharvini said phase one of public outreach is being wrapped up, which included the issues and opportunities are in the corridor. Afterwards, staff will analyze the information and come up with some concepts that will go out to the public in the fall of 2019. To conclude, the final recommendations will be out to the public in the winter of 2019/2020. Christina Byrne said all of the CAC’s input today will be included in the first round of outreach.

Christina Byrne asked the CAC to participate in an online survey at this meeting. She gave instructions on how to access it via text message or the browser. She said the results appear live on the screen. The challenges, as identified by this group, are:

congestion, long distance between crosswalks, delays from turning. The committee said they would like to see the following improvements to this corridor: add high capacity transit, improve pedestrian access/safety, improve bicycle infrastructure.

The committee talked about how “improve pedestrian access/safety” was ranked high probably because of the long distances between cross walks. Another committee member from the City of Huntington Beach said the city has already done a lot of infrastructure improvements in the area of Beach Boulevard, so he did not see that as having a big impact.

The committee talked about pedestrian access/safety along Beach Boulevard between crosswalks. There are many lanes to cross and there are cress’s where there is low visibility with traffic moving close to 60 MPH. The committee also talked about how it depends on what part of Beach Boulevard is being looked at. Alice Rogan said “adding pedestrian bridges” scores very high among drivers and pedestrians. She asked how they would be received by the communities in this corridor. The committee talked about the expense of making these ADA accessible due to space needs or elevators.

The committee talked about the “adding bike lanes on parallel roads” option and how it is a popular option, but “eliminating bikes on Beach Boulevard” was also a popular option. If a safer option for bikes on Beach Boulevard was available it could help people to get out of their cars on Beach Boulevard.

The committee talked about how people do not generally drive the full length of Beach Boulevard and how solutions may vary according to jurisdictions. Sam Sharvini said the corridor is segmented into six areas. There might be some similar issues in each corridor and some specific to the entire corridor – like signal synchronization.

Alice Rogan talked about how high capacity transit has scored well. The committee said it might be best to start with Rapid Bus in a dedicated area and see how that works before setting down tracks.

The committee asked if the public is mistaken thinking there is more that can be done with traffic signals in the corridor. Sam Sharvini said this also includes adjusting turn-pockets, etc. and overall, people are looking to improve the travel time in the corridor by automobiles. He said the majority of people driving in cars are traveling solo. The committee suggested an option to make parallel roads better, so that everyone does not have to be on Beach Boulevard. Sam Sharvini said the corridor for this study includes a mile in either direction from Beach Boulevard. Other committee members said that is a great suggestion and it could help business in other areas – route management could be benefited.

A committee member said what he hears from family and friends is they dislike having to drive to the beach and then find parking, so a some sort of high capacity system

would be great. The committee said earlier this year, OCTA added an express bus to Beach Boulevard. Sam Sharvini said that route goes from Anaheim/Buena Park to Goldenwest Transportation Center and a dedicated lane could potentially be implemented to improve this route.

The committee said the general public may need some more information/examples of what each option could mean on the survey. For example, what exactly does “high capacity” mean?

The committee suggested improvements on Imperial Highway could be useful along the Beach Boulevard corridor.

The committee asked what happens at the end of the study. Sam Sharvini said the final recommendation will go into a final report and then it will be a guidance document for the cities/Caltrans to do the engineering, construction and implementation. As part of the study, there will be a funding matrix identifying funding opportunities. He said there are some parts of the project that can take place right away, but some may take many years. The final report will categorize the improvements based on costs, feasibility, etc.

Roy Shahbazian thanked staff for the presentation and reminded the committee how important their feedback is to OCTA.

4. OC Flex Six Month Update

Johnny Dunning provided an update on the OC Flex pilot project. He said this on-demand project was kicked off in October 2018 and there are two zones in operation (South Orange County and Huntington Beach/Westminster). This project came out of the Bus 360° program for matching resources with changing demand. Johnny said in the first six months of service over 12,000 riders have been served with about 700 weekly boardings. A map of points of interest frequented most was shown. Johnny said OCTA was happy to see this service was frequently used for the first/last mile with the large amount of users going to transportation centers. He said there have been 1.69 boardings per vehicle miles, which is below the target, but it is trending positive. He said it is closer to two boardings on the week days, the weekends are trending a little lower. Johnny said compared to other micro-transit systems OCTA is running a little bit lower. He said the subsidies per boarding for the six month period are about \$41.12, but that includes the first month of service. By March, the subsidies were about \$30.30. Johnny said OCTA is making changes to increase service to customers, like waiting at train stations. He said in the South County Zone there are a lot of transfers to other transit. About 70% of those are to/from Metrolink. Customer satisfaction is trending well and all other aspects are trending upward.

Stella Lin spoke about customer surveys and marketing of the OC Flex. She said OCTA sent an informal email questionnaire. She said there's about 89% customer satisfaction. Stella said customers were asked other questions as well and every area

ranked high. The survey was emailed to 422 active customers and 132 customers responded. She said the respondents were close to even per zone. Stella said this service seems to rank personal services and shopping higher than those who use fixed service. Stella said about 25% of riders are between the ages of 25-54 year old and more female riders than male. She said OCTA talked about marketing strategies used before the launch of service and the current marketing strategies.

The committee asked if the people using OC Flex to get to the hospital are employees or patients. Johnny Dunning said based on the times, it appears to be employees. He said staff can look into that a little more.

The committee asked about subsidies for fixed-route service. Johnny Dunning said the goal per boarding is \$9. However, there are different types of service/routes and some are close to the subsidies for the OC Flex.

The committee asked if OCTA can tell what mode of transportation these people were using before the service was launched. Stella Lin said OCTA is collecting data and there is a mechanism for finding this out. She said we will be trying to find this information in the next round of surveys.

The committee asked if there is information on the trains about OC Flex. Stella Lin said OCTA is working with Metrolink to cross-promote. It was suggested to have information at Grand Central Station in Los Angeles, because people travel from there to Orange County.

The committee asked if the marketing is the same in each zone – maybe it needs to be different to encourage the different riders. Stella Lin said the marketing is customized, but the content is similar.

The committee asked how many riders are doing multiple trips a day. Johnny Dunning said there is a small group of individuals who use the service for 3-4 trips a day.

The committee asked if the vehicles are electric. Johnny Dunning said no, these are gasoline engine vans.

The committee asked if there is a charge per rider for a family. Stella Lin said yes, each rider pays full fare on week days. On the weekends it is 50% off per rider. The committee said if this is compared to Uber/Lyft a family only pays one fair. Johnny Dunning said children five and under ride for free. The committee asked about car seats. Stella said parents provide car seats.

The committee asked if someone asked Alexa/Siri for OC Flex are they able to summon an OC Flex vehicle. Stella Lin said OCTA will look into it.

The committee asked if there is a way to find out if the area was larger would results increase. Johnny Dunning said these zones were designed so that we could service customers within 15 minutes of requests for service. He said OCTA will look at the data to determine how OCTA should change or expand service.

The committee asked about the OC Flex Pass being the same as an OCTA Bus Pass. Johnny Dunning said you can use your OC Flex Pass to transfer to the fixed-route bus service. He said if you have an OCTA Bus Day-Pass, you can transfer to OC Flex for free.

OCTA CEO Darrell Johnson

Darrell Johnson said the OCTA Board is interested in running as much fixed-route bus service as possible and OC Flex service is great for areas with lower demand. He said in regards to the remarks comparing Uber/Lyft to OC Flex, he asked the committee to recognize that venture capitalist are subsidizing those services verses the taxpayers subsidizing OC Flex. He said OCTA is not trying to compete with Uber/Lyft, but trying to leverage the technology.

Darrell Johnson welcomed the new members. He said the idea of having a citizens committee is to service the citizens of Orange County, OCTA and the OCTA Board. OCTA listens to what the committee has to say and forwards the feedback to the OCTA Board of Directors. Darrell thanked Director Winterbottom for sharing the feedback from this committee with his fellow directors as well.

Darrell Johnson provided a big picture outlook of what OCTA delivers. He said the OCTA capital projects are being delivered at a high rate. With I-5 South, OC Streetcar, facilities work, etc. Darrell said virtually every freeway is under some sort of construction and hopefully the pain will be short-term. He said the SB 1 gas tax money has infused Orange County with money for transportation projects throughout the county.

5. 2020 Budget Overview

Victor Velasquez provided an overview of the current budget. He said the documents provided say propose budget, but 16 days ago this budget was approved by the OCTA Board of Directors. Victor said this budget approved and is the highest budget in OCTA history at \$1.5 Billion. He said some of the bigger budget items are the I-405 Improvement Project, I-5 South Improvement Project and the OCTA Streetcar Project. He said OCTA is continuing with the OC Bus 360° projects – specifically the OC Flex program. The pilot project is scheduled to end in October, but OCTA has budgeted for the program to continue through the fiscal year. There is no proposed increase to fixed-route fares this fiscal year. He said the Comprehensive Transportation Funding Program (CTFP) has planned a fare increase every 20 years, so the next one would be in 2023 if needed. Fixed-route hours will have a slight increase; due to the new Bravo 529 will be running for a full complete year.

Victor Velasquez showed an overview of the entire budget of \$1.5 Billion. He said OCTA expects to receive \$1.2 Billion in revenues and about 50% of that is sales tax revenues and 33% is federal/state grants. Victor talked about how OCTA plans for the replacement of capital items by setting aside money each year; so that items can be paid for in the year they are purchased. He said there was an increase to salaries by \$6.1 million. Contributions to other agencies are down due to the grade-separation project being complete.

Victor Velasquez discussed how OCTA's budget is distributed. He said Measure M alone has budgets for each component. Victor said within the transit program there are bus, rail and commuter rail. OCTA will be replacing 12 buses and purchasing 5 electric vehicles to test that technology. In rail transit, the OC Streetcar construction will continue and there will be some added trips to Metrolink commuter rail service. Victor said paratransit is not expected to rise or decrease. He said the SR-91 Express Lanes has expenditures for a couple projects, but the program has been successful.

The committee asked about the I-405 Express Lanes. Victor Velasquez said the expenditures in fiscal year are for construction management, right of way, etc. The expenditures are broken-up for the express lanes project verses the general purpose lanes project.

The committee asked what is done with vehicles that are out of service. Victor Velasquez said they are auctioned off.

The committee asked if the i-Shuttles are being replaced. Victor Velasquez said yes. The committee also asked what 22-foot buses are used for. Victor said those are the paratransit buses.

6. OCTA Staff Updates

I-405 Improvement Project – Christina Byrne said Slater is nearly complete, will probably be fully complete around Labor Day. There are a total of 11 bridges under construction out of the 18 bridges. Bushard and Talbert are next for reconstruction and they will start once Slater is complete. 24 walls are under construction out of 150. She said the mobile app continues to be utilized.

The committee asked about the top three complaints. Christina Byrne said some of the complaints are due to lighting and we are working with neighbors to provide blackout shades. Another complaint is noise, but the back-up sounds have to happen due to OSHA. Lastly, there are complaints about claims and that may or may not be due to the construction work.

Bicycle/Pedestrian Subcommittee – Paul Adams said at the last meeting in June May Bike Month was discussed, which experienced a lot of rain, but an OCTA Director participated in the ride to OCTA. The committee also heard a presentation on dockless

scooters in Santa Ana. Since the meeting, the project has been put on hold due to legal issues. There was also a presentation on Active Transportation funding. Paul welcomed new members to the committee and encouraged them to participate on the subcommittee. The next meeting will be on September 17.

Marketing – There was no marketing update.

Staff Liaison – Christina Byrne reminded the committee she is the staff liaison for this committee. She said the next meeting will be on October 15. She said the Bristol study previously discussed at this meeting has launched and there is public outreach and a survey. She said this will be sent to the committee members and a link will be provided so that you can send it to your constituents. Alice Rogan said this corridor is specifically for transit, unlike the Beach Boulevard study which is all modes. She said to contact us if you would like more information to promote the project in your area. Christina provided information to the CAC with information to do an interactive survey. The committee was experiencing difficulties, but the information will be sent to them later today.

7. Public Comments

8. Committee Member Comments

Roy Shahbazian apologized for not having approval of the minutes on the agenda and the committee will vote on the minutes at the next meeting in October.

John Kinney introduced himself. He is a traffic commissioner from the City of LagunaNiguel, has a background in information technology, is retired and looking forward to working on the committee.

Theresa Harvey introduced herself. She is President/CEO of the North Orange County Chamber and the chamber deals with a number of business issues, so she is looking at those issues in regards to transportation.

The committee asked about Metrolink and asked for a presentation on the system. Alice Rogan said there was a Metrolink item on today's agenda originally, but the agenda was filled and it was pushed to the next meeting.

Javier Mejia introduced himself. He serves on the Los Alamitos Traffic Commission, previously worked for the City of Burbank and currently works for the City of Huntington Beach as a traffic signal technician.

Roy Shahbazian asked the committee to think about ways, in addition to the minutes, to summarize the meetings. We may have a future discussion about this.

9. Adjournment/Next Meeting

The meeting adjourned at 1:59 p.m. The next meeting will be on October 15, 2019.

**Citizens Advisory Committee
Fiscal Year 2019-2020 Attendance Record**

● = Present

⊙ = Absent

R = Resigned

MEMBER	7/16/19
Randy Styner	●
Mark Paredes	⊙
Stephanie Klopfenstein	⊙
Lisandro Orozco	●
Andrew Ramirez	●
Damon Tordini	●
Patrick Brenden	●
Dianne Thompson	●
Javier Mejia	●
Paul Adams	●
Min Chai	●
Jeff Thompson	●
Steve Kozak	⊙
Karalee Darnell	●
Roy Shahbazian	●
Theresa Harvey	●
Laurel Reimer	⊙
Nick Polichetti	●
Victoria Michaels	⊙
John Taylor	⊙
Derek McGregor	●
Margaret Novak	⊙
David Wheeler	⊙
John Kinney	●
Kellie Aamodt	⊙
Hamid Bahadori	⊙
Frank Murphy	●
Michael McNally	●
Dan Kalmick	●