



## Public Involvement and Outreach Program Update As of January 31, 2011

### A. Public Notification

- Web - OCTA Transit System Study in English, Spanish, Chinese, Korean & Vietnamese
  - **Over 16,500 web hits, 11,500 to discussion board**
- 1,200 interior bus cards – English & Spanish
- 60,000 public notice brochures with comment card in English, Spanish, Chinese, Korean and Vietnamese
  - **Approximately 4,000 comments received**
- 3,000 stakeholder and customer email blasts
- Social media – Facebook and Twitter postings
  - **900 views**



### B. Public Comment Highlights

As of January 31, approximately 4,000 comments gathered. Recurring themes were that OCTA should:

- focus bus service equally in areas where people need it most
- focus on providing bus service to people who are bus dependent
- focus bus service on getting you to your job
- provide more service in areas where lots of people and jobs exist close to each other
- automatically be expected to serve new developments that are far from other bus services
- focus on direct bus service to improve more frequent service between connecting routes
- focus on improving bus-to-train connections
- consider different types of bus service such as vanpool (carpool), dial-a-ride (shared use taxi-like service), deviated fixed route (flexible bus route service) for lower use areas
- focus on adding more buses on existing routes if extra funds were available
- reach out to others to help pay for bus services (businesses, schools, cities, event centers)
- not consider raising fares to improve bus service
- not consider lower fares even if it means bus service is reduced
- not base fares on how far you travel

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### **C. Stakeholder Outreach Meetings**

- City Workshop
- Transit Advocates Meetings
- Citizens Advisory Committee
- Special Needs in Transit Advisory Committee
- Orange County Council of Governments
- Orange County Business Council
- Building Industry Association
- Association for Commuter Transportation
- Anaheim Transportation Network
- Rail Technical Advisory Committee

### **D. Stakeholder Comment Highlights**

- Provide majority of services based on need and demand, especially for access to jobs
- Faster, more frequent services
- Need to decrease travel time as bus travel takes too long
- Growing senior population and mobility options is a concern
- Consider different types of cost-effective services for different areas
- Match equipment size to demand or capacity on all routes
- Consider branding services to attract riders – make it fun!
- Don't operate buses all day in areas where only a few people utilize the bus
- Consider public/private partnerships (i.e. jitney, shuttle services)
- Consider more direct services to John Wayne Airport
- Seamless bus/rail connections are important
- Cities are open to working with OCTA to improve service in their areas
- Continue to seek cost-effective methods to operate ACCESS paratransit service to manage costs