

# **Fiscal Year 2017-18 Bus Service Improvement Plan**

# Overview

- OC Bus 360° Background
- Final October 2017 Service Change Plan
- Draft February 2018 Service Change Plan
- Seeking Board of Directors' (Board) input before public outreach
- “Major Service Change” requires public hearing
- Reduced fleet requirements



# OC Bus 360°

## Background

- Action plan endorsed by the Board in 2015 to address ridership decline
- Redeployed about 10 percent (160,000 annual RVH) of bus service
- Comprehensive review of current and former rider perceptions
- Peer review panel that reviewed the Orange County Transportation Authority's performance and plans
- New branding and marketing tactics tied to rider needs
- Upgraded bus routes and services to better match demand and capacity
- Technology changes to improve the passenger experience

# Final October 2017 Service Change

## Service Change Highlights

- Reduce bus trips in the morning and late evening with less than eight boardings
- Change routing of Route 37 in La Habra and Costa Mesa
- Eliminate three rail-feeder routes because of low ridership
- Eliminate trips on routes 55 and 57 to Newport Transportation Center between 11:00 p.m. and 5:00 a.m.

# Draft February 2018 Service Change Plan

## Service Improvement Highlights

- Improve evening frequencies on five major routes in the core service area, consistent with the Transit Master Plan proposed service standards
- Improve weekend frequencies on five major routes in the core service area, consistent with the Transit Master Plan proposed service standards
- Improve weekday peak frequency to 30 minutes on three south county routes and one central county route, based on the transit demand analysis developed for the Transit Master Plan proposed service standards

# Draft February 2018 Service Change Plan

## Service Reduction Highlights

- Reduce bus trips in the morning and late evening with less than eight boardings
- Slightly reduce peak and midday frequencies on two core routes operating better than 15 minutes where productivity has decreased over the last several years
- Reduced weekend peak frequency on two core routes based on productivity
- Restructure one and eliminate another Stationlink route
- Eliminate two express routes and reduce trips on two others based on low ridership and high capital requirements
- Eliminate weekend service on one south county route
- Reduce or eliminate service on some lower-ridership route segments

# Next Steps

- **Public Outreach:** August 2017
- **Public Hearing:** September 25, 2017
- **Implement October 2017 Service Change Plan**
- **Submit Final February 2018 Plan to Board of Directors:**  
October 2017
- **Implement February 2018 Service Change Plan**

