

OCTA Title VI Report | **2018**

Part V

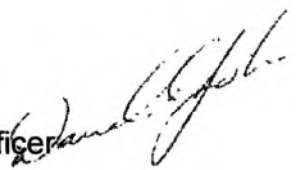
Service & Fare Change Bus 360 Service Plan

February 2016



February 11, 2016

To: Transit Committee

From: Darrell Johnson, Chief Executive Officer 

Subject: 2016 Bus Service Plan Recommendations

Overview

In an effort to better meet community needs and increase bus ridership, a 2016 Draft Bus Service Plan was developed. The plan reallocates resources from low demand areas to those with higher demand offering faster travel times to more customers. In November 2015, the Board of Directors directed staff to implement a public outreach program to solicit feedback on the 2016 Draft Bus Service Plan. This process resulted in more than 1,300 comments and concluded with a public hearing where more than 60 people from 24 different cities offered comments. Based on the public feedback and technical analysis, a final 2016 Bus Service Plan recommendation was developed with implementation planned for June and October 2016.

Recommendations

- A. Approve the 2016 Final Bus Service Plan and direct staff to begin implementation in June 2016.
- B. Direct staff to re-evaluate route changes planned for October 2016, related to Measure M2 Project V funding applications submitted by local agencies, and return with any proposed changes in June 2016.
- C. Receive and file the 2016 Draft Bus Service Plan Public Involvement Program Final Report.
- D. Direct staff to develop a funding plan for Bravo! Route 529 and return to the Board of Directors with a recommendation.
- E. Extend the hours of operation for the Same-Day Taxi Program to allow ACCESS eligible customers a greater span of service.
- F. Implement a countywide pilot program that eliminates the \$3.60 per trip Same-Day Taxi Program transfer cost, beginning with the June 2016 bus service change and extending through calendar year 2017.

- G. Direct the Executive Director of Planning, or his designee, to file a Notice of Exemption from the California Environmental Quality Act related to the bus service changes.

Background

In fiscal year (FY) 2014-15, the Orange County Transportation Authority (OCTA) fixed-route bus service had 47 million boardings, the lowest level since FY 1996-97. Efforts are underway to increase bus system ridership by improving bus travel times and frequencies, expanding access to routes and real-time arrival information, introducing mobile ticketing, evaluating new pricing options, and increasing awareness of the bus system. The bus ridership issue has been brought to OCTA committees and the Board of Directors (Board) nine times during the past year (Attachment A).

The 2016 Bus Service Plan is a major component of the effort to improve service, and is expected to grow ridership by reallocating the resources currently used on lower performing routes to areas with higher demand.

Discussion

Based on the significant ridership decline and a lack of new revenue, staff prepared a cost-neutral route optimization plan to grow ridership. The plan reallocates resources currently used on lower-performing routes to areas with higher demand to improve bus frequencies and customer travel times. This approach is consistent with the recommendations from the recent American Public Transportation Association Peer Review and OCTA's Transit System Study.

If implemented, the Final 2016 Bus Service Plan recommendation changes the resource requirements as compared with the draft plan. For example, in order to accommodate these changes, Bravo! Route 529 implementation is recommended to be deferred pending the identification of external revenues. This will help to balance the plan.

It is anticipated that, after three years, the changes in June and October will grow ridership by 1.3 million annual boardings. The implementation of Bravo! Route 529 is expected to grow ridership by an additional 560,000 annual boardings when implemented in the future.

The following is an updated summary of the impacts of the service plan:

- Projected ridership growth of 1.3 million boardings over three years,
- Improved system productivity and farebox recovery,

- Increased number of routes operating at 15-minute peak frequency (from 11 to 15 routes),
- Additional new "Bravo!" route and a second "Xpress" route (Note: two Bravo! routes would be added if funding for the Route 529 becomes available),
- Lowest productivity routes eliminated, and
- Americans with Disabilities Act paratransit service area changed.

In addition, the following percent of bus customers will have:

- No change (76.9 percent),
- Improved frequency (16 percent),
- Reduced frequency (4.7 percent), and
- No service or use other route (2.3 percent).

Public Involvement

In November 2015, the Board directed staff to implement a public outreach program to solicit feedback on the 2016 Draft Bus Service Plan (Attachment B). This effort resulted in the receipt of more than 1,300 comments and concluded with a public hearing at the January 25, 2016 Board meeting. At the public hearing, more than 60 speakers requested that OCTA consider modifying the plan in response to each individual's travel circumstance.

While there was general support for the service improvements included in the plan, there were major concerns over:

- portions of Orange County that will no longer have bus service,
- a lack of east-west connections to colleges and universities,
- fewer connections to south Orange County from central Orange County,
- fewer connections to colleges and schools in central Santa Ana and south Orange County, and
- fewer connections to adjacent Los Angeles County transit services.

Many speakers said that paratransit service should be a key factor in making fixed-route decisions, citing individual and group examples that included the need for longer-distance travel for medical, school, employment, shopping, and other trips. Some speakers praised the effort to work with local jurisdictions on Measure M2 Project V shuttles and other transit services, but the timing and details will not be available until mid-2016. There were requests that the service plan recommendations be coordinated with Project V to minimize gaps in service. Other specific comments are included in the Public Involvement Program Report (Attachment C).

Final Service Plan Recommendations

Staff recommends a series of changes to the 2016 Draft Service Plan based on the customer and stakeholder feedback received. Changes to recommendations to improve and reduce service were both considered in order to keep a financially balanced plan. The final recommendations are detailed in Attachment D. Updated maps showing the overall recommendations are included as Attachment E and Attachment F. Below is a summary of the recommended changes to the plan and some items that require further collaboration with stakeholders. Of the original 35 route recommendations, 14 of them were modified in some manner based on feedback. Unchanged recommendations are also outlined in Attachment D. Changes to the November 2015 plan are presented below.

Route 21 (Valley View Street/Bolsa Chica Road; Service Performance Index [SPI] rank 143)

Withdraw this recommendation and maintain the status quo routing. This is because of low additional ridership potential.

Route 30 (Orangethorpe Avenue; SPI rank 23)

Keep the existing routing and improve the frequency to 30 minutes along the entire route. This change is based on customer feedback not to eliminate the ends of the route.

Route 35 (Brookhurst Street; SPI rank 47)

Keep the north end of the route serving the Fullerton Park and Ride lot. This change is based on customer input and the lack of a feasible terminus at the proposed location at Brookhurst Street and Commonwealth Avenue. Also, revise the frequency recommendation for 20-minute peak and 40-minute off-peak service, instead of 15-minute peak and 30-minute off-peak service.

Route 37 (Euclid Street; SPI rank 14)

Keep the current southern routing that serves the Fountain Valley Crossings Specific Plan area. The route would not be extended along Talbert Avenue/MacArthur Boulevard to the South Coast Plaza area. This change is based on feedback from the City of Fountain Valley and a recommendation to keep Route 76 service on MacArthur Boulevard. Work with the City of Fountain Valley to develop a layover location on the south end of the route and integrate transit amenities into the Crossing Specific Plan area.

Route 47 (Anaheim Boulevard/Fairview Street; SPI rank 17)

Extend hourly Route 47 trips to the Balboa Pier area in order to cover a section of Route 71, which is being eliminated. A modest frequency reduction on Route 47 to 15 minutes is recommended in order to pay for the extended trips.

Route 51, Route 145 and New Route 150 (Flower Street/Raitt Street/Greenville Street/Fairview Street; SPI rank 105, 126, and to be determined)

Implement a new circulator Route 150 to cover major portions of Route 51 and Route 145, which are being eliminated. The new route would operate from 6:00 a.m. to 6:00 p.m. on weekdays. The peak service frequency would be 35 minutes and off-peak frequencies would be 70 minutes. Keeping service on the Route 51 and Route 145 corridors was requested by the public, the City of Santa Ana, and Santa Ana College. Staff will work with Santa Ana College to increase ridership on this and other routes by looking to collaborate on a bus pass program.

Route 56 (Garden Grove Boulevard; SPI rank 65)

Withdraw the recommendation for Route 56 and maintain the status quo routing. This is due to lower new ridership potential and will keep connections to the Orange Transportation Center. This change also responds to public input.

Route 76 (Talbert Avenue/MacArthur Boulevard; SPI rank 133)

Keep service on Route 76, but modify the route to still save some resources. Reduce the hours of operation to 6:00 a.m. through 6:00 p.m. and reduce the frequency of service to 60 minutes. The route would also be cut back south of John Wayne Airport. Staff proposes terminating the route at the airport if a suitable layover location can be found. This change responds to customer feedback to keep some level of service on Route 76 and keep a connection to the airport.

Route 87 (Alicia Parkway; SPI rank 94)

Withdraw the recommendation to eliminate weekday service and maintain the status quo route. This is because of public input and feedback from Saddleback Unified School District. Saturday service is still recommended to be eliminated due to poor ridership.

Route 178 (Adams Avenue/Birch Street/Campus Drive; SPI rank 115)

Withdraw the recommendation to eliminate weekday service because of public input and feedback from international student host families. Saturday service is

still recommended to be eliminated. Work with the Worldwide International Student Exchange group to encourage them to provide OCTA passes or a group pass program for their international students.

Bravo! Route 529 (Beach Boulevard; SPI rank to be determined)

Defer implementation of Route 529 in order to further develop the project and seek external funding. Work with the California Department of Transportation on a Transit Signal Priority Study for the corridor in FY 2016-17. Staff will also develop a funding plan and apply for grant funds for operating and capital improvements recommended from the study.

Bravo! Route 560 (Westminster Avenue/17th Street; SPI rank to be determined)

This route proposes to use the Santa Ana Regional Transportation Center for its eastern terminus. In order to use this location, OCTA would need another bus bay on the property. Work with the City of Santa Ana to receive an additional bus dock, or look for an alternative terminus in the general area.

Route 701 and Route 721 (Express Routes to Downtown Los Angeles; SPI rank 111 and 106)

Based on public feedback, and to retain existing ridership, keep the direct routing to downtown Los Angeles on both routes and maintain existing service levels. Streamline the route within downtown to improve travel times. In addition, expand marketing of Route 701 to residents around the Goldenwest Transportation Center to increase ridership. Consider adjusting the fares of long-distance express routes within the context of the upcoming fare study.

ACCESS Service Considerations

Changes to the fixed-route service area will impact ACCESS paratransit riders. Staff received public input regarding the viability of using same-day taxis as an option to users outside of the ACCESS service area. Based on this input, it is recommended OCTA extend the hours of operation for the Same-Day Taxi Program. In addition, a pilot program is recommended, which would remove the \$3.60 transfer cost between the same-day taxi and the regular ACCESS service for a period of about 18 months to determine the rider benefits and cost impacts.

Title VI and Environmental Justice Analysis

Staff conducted a Title VI and Environmental Justice analysis of the recommended Final 2016 Bus Service Plan, per OCTA policy and Federal Transit Administration requirements. The analysis accumulated impacts on minority and low-income communities by comparing the transit service levels

before and after the changes in the service plan (Attachment G). Based on this analysis, it has been determined the plan recommendations, taken in their entirety, would not have a disparate impact on minority persons nor a disproportionate burden on low-income persons.

Next Steps

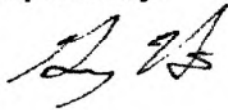
With Board approval, staff will begin implementing the recommendations in the Final 2016 Bus Service Plan in June 2016. Customers will be notified of the changes in advance. Staff will revisit recommendations for the October service change recommendations based on applications received under Project V. If a local jurisdiction proposes to implement a Project V route, which covers a section of a discontinued OCTA route, staff will work to coordinate the timing of the reduction with the new (Project V) service. Staff will return to the Transit Committee and the Board in June with an update on Project V and how it impacts implementation of the October 2016 service change.

Summary

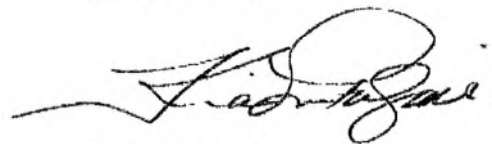
It is recommended the Board approve the 2016 Final Bus Service Plan to reverse declining ridership trends and better meeting community needs. The plan responds to public feedback and is technically and operationally viable. A budget amendment and a series of actions including modifications to the Same-Day Taxi Program for ACCESS eligible customers are being proposed to implement the plan.

Attachments

- A. Bus Ridership Issue Committee and Board of Directors (Board) Meeting Dates
- B. 2016 Draft Bus Service Plan Recommendations
- C. OC Bus 360° Innovating From Every Angle – 2016 Draft Bus Service Plan – Public Involvement Program – Draft Report – February 1, 2016
- D. Final 2016 Service Change Recommendations
- E. Local (1-99), Community (100), & Bravo! (500) Final Route Recommendations
- F. Express (200 & 700) & StationLink (400) Route Recommendations
- G. Title VI Service Equity Analysis Summary

Prepared by:

Gary Hewitt
Section Manager, Transit &
Non-Motorized Planning
(714) 560-5715

Approved by:

Kia Mortazavi
Executive Director, Planning
(714) 560-5741

Title VI Service Equity Analysis Summary

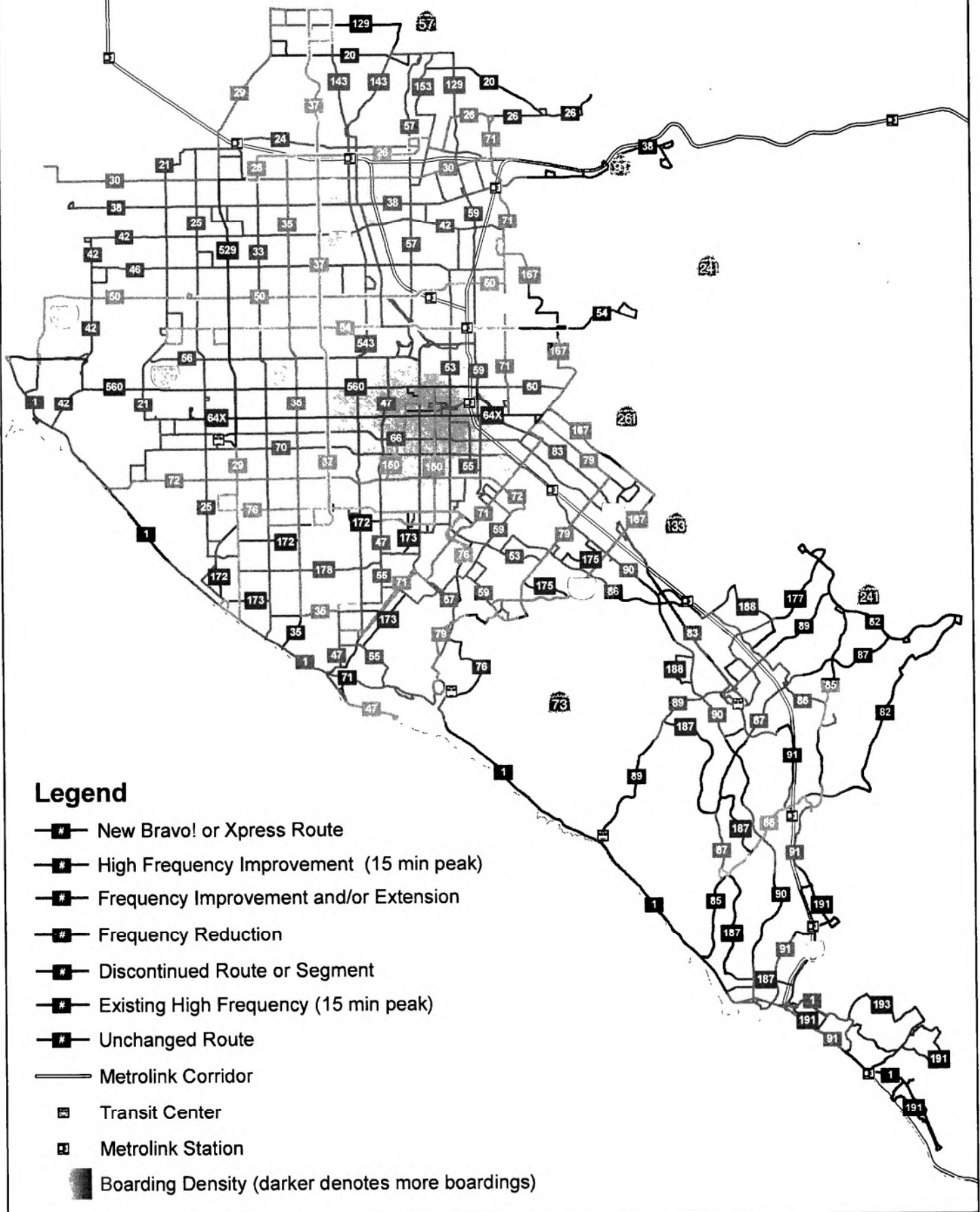
Route	EXISTING SERVICE										2016 SERVICE PLAN									
	Population (within 1/4 mi)	Low Income %	Minority %	Trips (Annually)	People-Trips	Low Income People-Trips	Minority People-Trips	Population (within 1/4 mi)	Low Income %	Minority %	Trips (Annually)	People-Trips	Low Income People-Trips	Minority People-Trips						
20 La Habra - Yorba Linda (Current)	31,891	16.6%	58.8%	2,295	73,189,845	12,165,685	42,863,715	0			0	0	0	0						
26L Buena Park - Yorba Linda (Current)	51,539	26.7%	59.8%	5,875	302,791,625	80,754,422	181,155,625	0			0	0	0	0						
26S Buena Park - Yorba Linda (Current)	27,924	33.5%	66.5%	2,805	78,326,820	26,266,304	52,102,875	0			0	0	0	0						
26S Buena Park - Yorba Linda (Proposed)	102,038	29.4%	67.0%	7,140	728,551,320	214,209,691	487,933,320	0			0	0	0	0						
29L La Habra - Huntington Beach (Current)	0			0	0	0	0	100,056	29.6%	67.5%	11,985	1,199,171,160	354,617,812	809,838,435						
29S Buena Park - Huntington Beach (Proposed)	90,298	30.3%	67.2%	7,140	644,727,720	195,368,099	433,012,440	0			0	0	0	0						
30 Cerritos - Anaheim (Current)	48,092	30.5%	71.8%	5,865	282,059,580	85,921,759	202,518,450	0			0	0	0	0						
30 Cerritos - Anaheim (Proposed)	0			0	0	0	0	48,092	30.5%	71.8%	8,670	416,957,640	127,014,774	299,375,100						
35 Fullerton - Huntington Beach (Current)	75,869	27.1%	67.9%	8,685	658,922,265	178,647,297	447,355,665	0			0	0	0	0						
35L Fullerton - Huntington Beach (Proposed)	0			0	0	0	0	86,366	28.9%	68.2%	9,450	816,158,700	236,073,216	556,765,650						
35S Fullerton - Huntington Beach (Proposed)	0			0	0	0	0	69,409	28.4%	72.4%	2,295	159,293,655	45,268,376	115,337,520						
37 La Habra - Fountain Valley (Current)	72,355	29.1%	76.7%	8,824	638,460,520	185,943,376	489,917,304	0			0	0	0	0						
37 La Habra - Costa Mesa (Proposed)	0			0	0	0	0	79,887	29.4%	76.6%	14,179	1,132,717,773	333,256,604	867,258,535						
47 Fullerton - Newport Beach (Current)	110,277	35.3%	77.4%	19,780	2,181,279,060	770,786,209	1,687,293,340	0			0	0	0	0						
47 Fullerton - Newport Beach (Proposed)	0			0	0	0	0	110,277	35.3%	77.4%	12,555	1,384,527,735	489,242,712	1,070,979,165						
47A Fullerton - Newport Beach (Proposed)	0			0	0	0	0	110,867	35.2%	77.0%	4,705	521,629,235	183,706,509	401,661,145						
50 Long Beach - Orange (Current)	49,835	29.4%	68.8%	9,435	470,193,225	138,063,015	323,422,365	0			0	0	0	0						
50L Long Beach - Orange (Proposed)	0			0	0	0	0	49,835	29.4%	68.8%	9,690	482,901,150	141,794,448	332,163,510						
50S Goldenwest - ARTIC (Proposed)	0			0	0	0	0	27,352	30.6%	77.4%	3,060	83,697,120	25,639,122	64,810,800						
51 Santa Ana - Costa Mesa (Current)	49,186	34.1%	87.9%	7,160	352,171,760	120,025,065	309,641,360	0			0	0	0	0						
54 Garden Grove - Orange (Current)	69,884	24.6%	66.0%	10,710	748,457,640	183,936,521	493,977,330	0			0	0	0	0						
54L Garden Grove - Orange (Proposed)	0			0	0	0	0	68,989	24.5%	66.1%	9,435	650,911,215	159,507,245	430,141,650						
54S Garden Grove - Orange (Proposed)	0			0	0	0	0	55,724	28.2%	71.9%	9,435	525,755,940	148,242,202	377,956,665						
60L Long Beach - Tustin (Current)	76,332	33.1%	77.5%	12,750	973,233,000	322,539,224	754,328,250	0			0	0	0	0						
60L Long Beach - Tustin (Proposed)	0			0	0	0	0	76,332	33.1%	77.5%	4,335	330,899,220	109,663,336	256,471,605						
60S Long Beach - Tustin (Current)	69,623	35.0%	81.3%	10,200	710,154,600	248,363,633	577,136,400	0			0	0	0	0						
60S Long Beach - Tustin (Proposed)	0			0	0	0	0	69,623	35.0%	81.3%	9,180	639,139,140	223,527,270	519,422,760						
71 Yorba Linda - Balboa (Current)	75,540	24.4%	54.8%	7,045	532,179,300	130,092,401	291,599,595	0			0	0	0	0						
71 Yorba Linda - Costa Mesa (Proposed)	0			0	0	0	0	64,294	26.0%	61.0%	10,615	682,480,810	177,381,752	416,054,925						
72 Sunset Beach - Tustin (Current)	52,262	24.1%	64.7%	5,591	292,196,842	70,531,246	189,070,847	0			0	0	0	0						
72 Sunset Beach - Tustin (Proposed)	0			0	0	0	0	52,836	24.0%	64.8%	9,416	497,503,776	119,291,707	322,366,176						
76 Huntington Beach - Newport Beach (Current)	46,657	20.5%	51.7%	4,590	214,155,630	43,899,806	110,660,310	0			0	0	0	0						
76 Huntington Beach - Newport Beach (Proposed)	0			0	0	0	0	32,461	23.4%	59.8%	3,060	99,330,660	23,269,802	59,403,780						
79 Tustin - Newport Beach (Current)	59,135	19.1%	52.5%	7,915	468,053,525	89,436,719	245,768,665	0			0	0	0	0						
79 Tustin - Newport Beach (Proposed)	0			0	0	0	0	46,342	22.2%	54.6%	10,720	496,786,240	110,362,197	271,076,640						
82L Mission Viejo - Rancho Santa Margarita (Current)	37,833	8.6%	36.0%	1,275	48,237,075	4,153,486	17,350,200	0			0	0	0	0						
82S Mission Viejo - Rancho Santa Margarita (Current)	36,860	8.7%	36.1%	2,097	77,295,420	6,696,713	27,908,973	0			0	0	0	0						
85 Mission Viejo - Rancho Santa Margarita (Proposed)	0			0	0	0	0	21,220	9.2%	38.0%	3,825	81,166,500	7,469,920	30,818,025						
85 Mission Viejo - Dana Point (Current)	40,802	11.2%	27.0%	7,046	287,490,892	32,189,773	77,703,288	0			0	0	0	0						
85 Mission Viejo - Laguna Niguel (Proposed)	0			0	0	0	0	28,768	9.4%	29.5%	4,080	117,373,440	11,035,704	34,569,840						
87 Rancho Santa Margarita - Laguna Niguel (Current WE)	28,616	13.3%	34.9%	624	17,856,384	2,371,850	6,238,752	0			0	0	0	0						
145 Santa Ana - Costa Mesa (Current)	49,937	36.7%	88.5%	6,999	349,509,063	128,284,057	309,460,785	0			0	0	0	0						
150 Santa Ana - Costa Mesa (Proposed)	0			0	0	0	0	80,663	34.5%	89.3%	4,335	349,674,105	120,745,848	312,102,660						
167 Anaheim - Irvine (Current WE)	43,704	19.0%	56.7%	1,100	48,074,400	9,131,908	27,281,100	0			0	0	0	0						
167 Anaheim - Irvine (Current)	57,557	17.0%	56.2%	3,825	220,155,525	37,360,215	123,784,650	0			0	0	0	0						
167 Anaheim - Irvine (Proposed)	0			0	0	0	0	54,604	19.9%	55.0%	3,825	208,860,300	41,609,282	114,903,000						
172 Huntington Beach - Costa Mesa (Current)	38,622	15.1%	39.7%	3,570	137,880,540	20,863,503	54,706,680	0			0	0	0	0						
173 Huntington Beach - Costa Mesa (Current)	53,475	21.5%	44.9%	4,335	231,814,125	49,834,331	104,152,710	0			0	0	0	0						
175 Irvine (Current)	49,498	22.7%	49.4%	3,825	189,329,850	42,981,154	93,574,800	0			0	0	0	0						
178 Huntington Beach - Irvine (Current WE)	33,811	17.3%	38.9%	572	19,339,892	3,340,967	7,525,232	0			0	0	0	0						
187 Laguna Hills - Dana Point (Current)	46,177	10.3%	29.6%	2,040	94,201,080	9,722,447	27,876,600	0			0	0	0	0						
188 Laguna Hills - Irvine (Current)	37,333	14.0%	38.4%	2,295	85,679,235	11,973,029	32,898,825	0			0	0	0	0						

Title VI Service Equity Analysis Summary

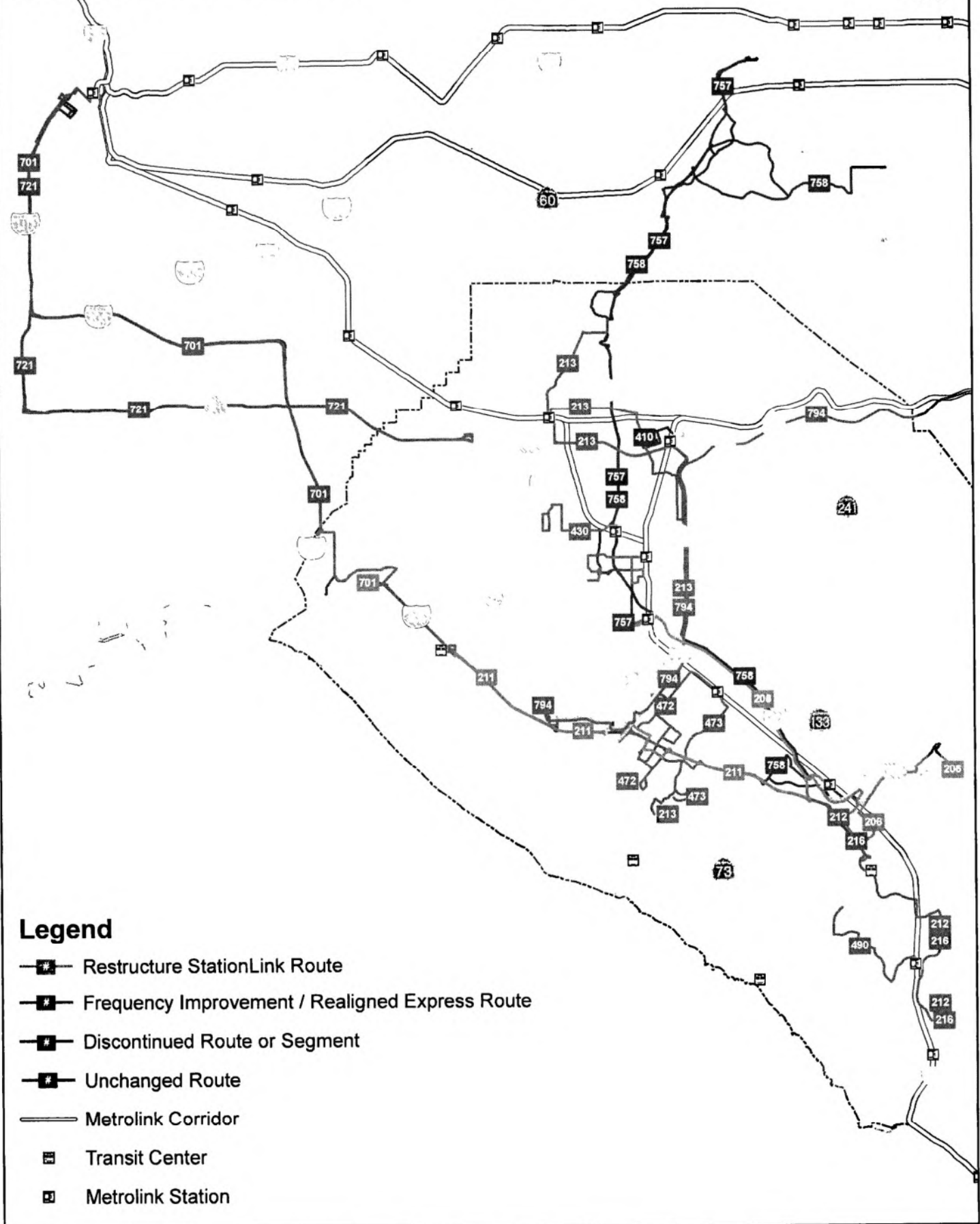
Route	EXISTING SERVICE					2010 SERVICE PLAN										
	Population (within 1/4 mi)	Low Income %	Minority %	Trips (Annually)	People-Trips	Low Income People-Trips	Minority People-Trips	Population (within 1/4 mi)	Low Income %	Minority %	Trips (Annually)	People-Trips	Low Income People-Trips	Minority People-Trips		
191 Mission Viejo - San Clemente (Current)	32,082	20.8%	32.3%	6,130	196,662,660	40,930,885	63,476,150	0			0	0	0	0		
193 San Clemente Local (Current)	9,790	14.9%	28.9%	3,570	34,950,300	5,196,964	9,389,100	0			0	0	0	0		
206SB Santa Ana - Lake Forest Express (Current)	25,502	44.6%	91.3%	510	13,006,020	5,801,652	11,875,175	0			0	0	0	0		
206SB Santa Ana - Lake Forest Express (Proposed)	0					0	0	25,502	27.4%	64.3%	1,020	26,012,040	7,137,329	16,728,000		
206NB Santa Ana - Lake Forest Express (Current)	26,566	34.2%	73.9%	510	13,548,660	4,634,847	10,019,081	0			0	0	0	0		
206NB Santa Ana - Lake Forest Express (Proposed)	0			0	0	0	0	26,566	27.1%	64.7%	1,275	33,871,650	9,186,831	21,923,625		
211 Seal Beach - Irvine Express	0			0	0	0	0	7,197	14.0%	51.8%	3,060	22,022,820	3,088,547	11,416,860		
211AM Seal Beach - Irvine Express (Current)	20,722	13.2%	46.9%	510	10,568,220	1,393,515	4,960,770	0			0	0	0	0		
211PM Seal Beach - Irvine Express (Current)	17,434	13.1%	45.6%	765	13,337,010	1,750,381	6,077,160	0			0	0	0	0		
529 Buena Park - Huntington Beach (Proposed)	0			0	0	0	0	43,027	32.6%	77.2%	12,750	548,594,250	178,776,276	423,682,500		
560L Long Beach - Santa Ana (Proposed)	0			0	0	0	0	38,178	37.9%	81.9%	6,885	262,855,530	99,618,401	215,142,480		
560S Long Beach - Santa Ana (Proposed)	0			0	0	0	0	32,017	42.6%	89.8%	6,885	220,437,045	93,876,137	197,895,555		
757AM Diamond Bar - Santa Ana Express (Current)	27,362	44.1%	83.8%	255	6,977,310	3,079,995	5,849,700	0			0	0	0	0		
757PM Diamond Bar - Santa Ana Express (Current)	27,153	43.6%	83.6%	510	13,848,030	6,033,562	11,577,510	0			0	0	0	0		
758AM Chino - Irvine Spectrum Express (Current)	5,520	10.6%	46.5%	510	2,815,200	299,304	1,309,170	0			0	0	0	0		
758PM Chino - Irvine Spectrum Express (Current)	5,758	10.1%	45.7%	510	2,936,580	297,038	1,341,810	0			0	0	0	0		
Totals	1,910,851			197,188	12,464,617,748	3,525,272,050	8,356,096,076	1,578,808			202,720	12,472,890,289	3,725,787,038	8,859,341,156		
Percent Person Trips											30%				71%	
											Low-Income				Minority	

LOCAL (1-99), COMMUNITY (100), & BRAVO! (500) FINAL ROUTE RECOMMENDATIONS

71



EXPRESS (200 & 700) & STATIONLINK (400) ROUTE RECOMMENDATIONS





COMMITTEE TRANSMITTAL

February 22, 2016

To: Members of the Board of Directors
From: Laurena Weiner^W, Clerk of the Board
Subject: 2016 Bus Service Plan Recommendations

Transit Committee Meeting of February 11, 2016

Present: Directors Do, Jones, Murray, Pulido, Shaw, Steel, and Winterbottom
Absent: Director Tait

Committee Vote

This item was passed by the Members present.

Director Pulido was not present to vote on this item.

Committee Recommendations

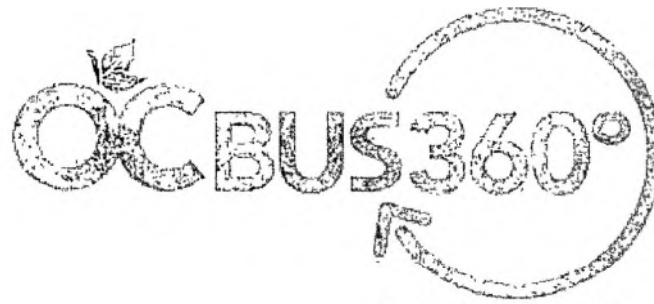
- A. Approve the 2016 Final Bus Service Plan and direct staff to begin implementation in June 2016.
- B. Direct staff to re-evaluate route changes planned for October 2016, related to Measure M2 Project V funding applications submitted by local agencies, and return with any proposed changes in June 2016.
- C. Receive and file the 2016 Draft Bus Service Plan Public Involvement Program Final Report.
- D. Direct staff to develop a funding plan for Bravo! Route 529 and return to the Board of Directors with a recommendation.
- E. Extend the hours of operation for the Same-Day Taxi Program to allow ACCESS eligible customers a greater span of service.
- F. Implement a countywide pilot program that eliminates the \$3.60 per trip Same-Day Taxi Program transfer cost, beginning with the June 2016 bus service change and extending through calendar year 2017.



- G. Direct the Executive Director of Planning, or his designee, to file a Notice of Exemption from the California Environmental Quality Act related to the bus service changes.

Staff Discussion

At the February 11, 2016, Transit Committee meeting, staff provided the Committee with a handout of proposed Route 150 that would replace weekday service on Routes 51 and 145 in Santa Ana. The Committee also received copies of a support letter from the City of Fountain Valley, and an email from the City of Newport Beach related to changes made in response to comments (Transmittal Attachment).



Innovating from every angle

**2016 Draft Bus Service Plan
Public Involvement Program
Draft Report
February 1, 2016**

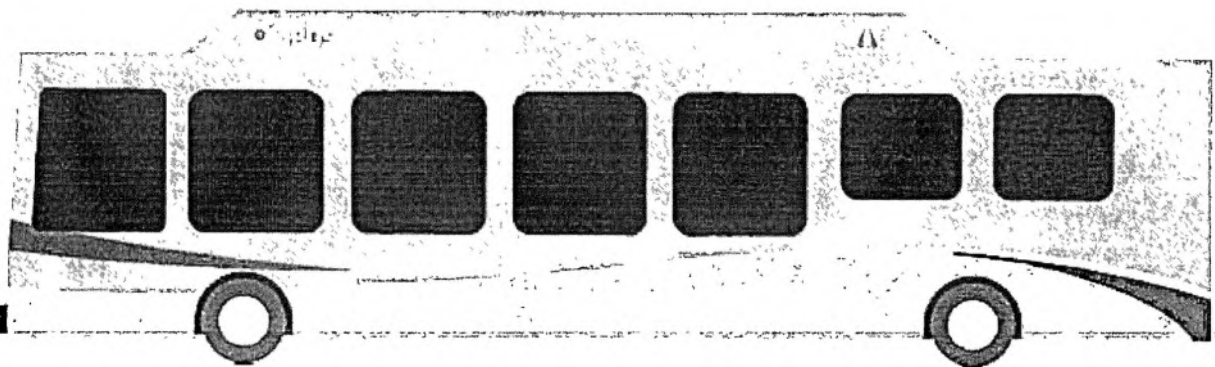


Table of Contents

Introduction	page 3
Purpose	page 3
Public Information & Outreach Program	page 4
What We Learned	page 7
Executive Summary	page 7
1. Community Meetings	page 7
2. OCTA Advisory Committees.....	page 12
a. Citizen Advisory Committee/Special Needs Advisory Committee Joint Roundtable	
b. Citizens Advisory Committee	
c. Special Needs Advisory Committee	
d. Diverse Leaders Committee	
3. OC Bus 360° and Project V Workshop For Local Jurisdictions 	page 14
4. Public Comments – Mail, Online and Phone Calls.	page 15
a. Overall Summary	
b. Summary of Comments by Routes	
5. City, School and Employer Outreach.....	page 29
a. City Feedback	
b. School and Employer Outreach	
6. Public Hearing	page 41
7. Web Links to Meeting Minutes and Comment Matrix	page 41

INTRODUCTION

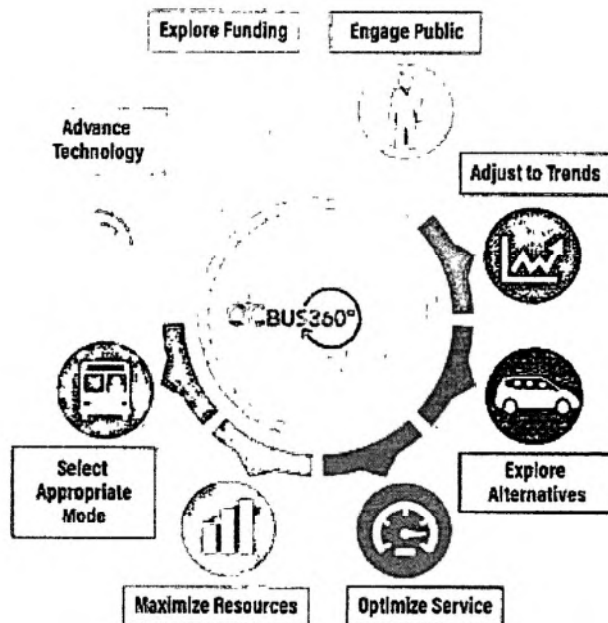
During the past 12 months, the Orange County Transportation Authority (OCTA) has implemented a series of actions designed to understand contributing factors that have led to declining bus ridership. These actions have included customer and market research, a peer review, and an analysis of individual bus route performance. Together, these actions, along with other bus service improvement efforts, comprise an initiative called OC Bus 360°. One of the key elements of OC Bus 360° is the development of a new bus service plan. The goals of the service plan are to utilize existing bus resources to better serve the community by:

- Meeting customer needs by deploying service to high transit demand areas
- Offering faster, more convenient service
- Retaining and building ridership by re-positioning bus service to match markets
- Improving productivity by using existing resources more efficiently

PURPOSE

On November 23, 2015, a Proposed 2016 Bus Service Plan was released for public review. An outreach program was conducted to share plan proposals and gather feedback.

Comments have been compiled and forwarded to OCTA Planning staff and are being submitted to the OCTA Board of Directors (Board) for review.



PUBLIC INFORMATION & OUTREACH PROGRAM

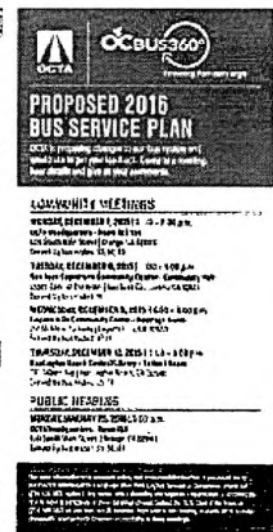
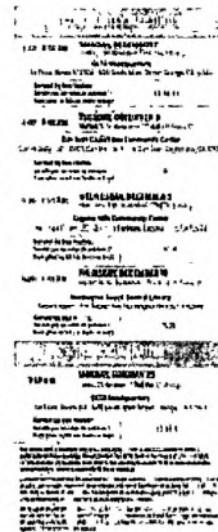
On November 23, 2015, the OCTA Board received the Proposed 2016 Bus Service Plan and directed staff to implement a public outreach program to solicit feedback. To date, the following actions have been taken:

1. Public Notification

a. Print Advertisements

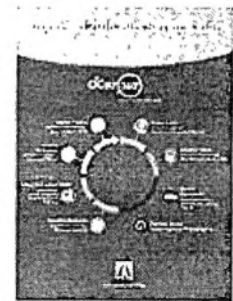
Five newspaper ads that include:

- OC Register, Unidos & Nguoi Viet Community Meeting Notices
- OC Register & Unidos Public Hearing Notice



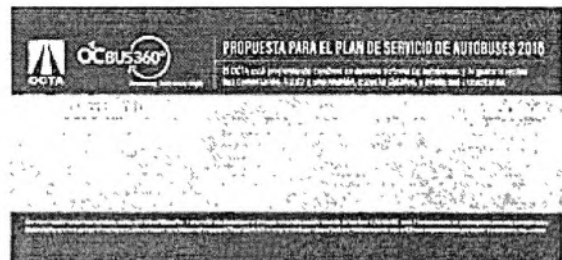
b. Bus Advertisements and Collateral

- OCTA website in English, Spanish & Vietnamese including an online survey
- Interior Bus Cards (600 each language/1,800 total) in English, Spanish and Vietnamese
- 60,000 Public Notice Multilingual Brochures with comment card in English, Spanish and Vietnamese
- 40,000 Meeting Flyers in English, Spanish and Vietnamese



c. Mailings

- 367 stakeholders and businesses - libraries, schools, senior centers, city halls, etc.
- 1,000 ACCESS customers
- Information in January "Transit Connection" ACCESS newsletters - 12,000 distribution



d. Electronic Media

- One general email about the plan sent to 6,500 email addresses
- One community meeting-specific email sent to 6,200 email addresses near the connecting bus routes and a reminder to 925 email addresses near the meetings
- One public hearing-specific email sent to 2,000 email addresses that had signed up for bus services alerts
- Information in two "On The Move" e-Newsletters - 6,370 distribution
- Information and ads on Facebook



e. Press Releases and Public Service Announcements

f. Transit Ambassadors

Staff was stationed at 12 key bus stop hubs to distribute information about the plan.

g. (714) 636-RIDE Hotline

h. Local Jurisdiction Communication

- Letter to all Orange County mayors (with a copy to all city managers) encouraging cities to participate in community meetings as well as share information about an upcoming Measure M Project V (Community - Based Transit / Circulators) workshop
- Email about the plan and community meeting dates to all local jurisdiction public information officers for distribution via city communication tools
- Announcement made at the Orange County City Managers Association meeting on November 4, 2015, regarding the proposed changes
- City Council presentations offered to all local jurisdictions.
- City Council presentations in Huntington Beach, Santa Ana, Seal Beach and Yorba Linda

2. Public Outreach Meetings

a. Community Meetings (four)

- OCTA Headquarters
- San Juan Capistrano Community Center
- Laguna Hills Community Center
- Huntington Beach Central Library

b. OCTA Advisory Committees

- Citizen Advisory Committee/ Special Needs Advisory Committee Joint Roundtable
- Citizen Advisory Committee
- Special Needs Advisory Committee
- OCTA Diversity Leaders Committee

c. OCTA OC Bus 360° and Project V Workshop for Local Jurisdictions

d. Regional Center of Orange County Vendor Advisory Committee



Community Meetings Next Week

Next week, OCTA will hold community meetings throughout Orange County about the proposed OC Bus 360° and Project V. This plan would add, increase, reduce, and/or eliminate services in an effort to reverse existing trends and optimize the efficiency of the bus system.

Your Feedback is Very Important

Join us for one of the following meetings to learn more about the proposed route changes, hear from OCTA staff, and provide comments.

Monday, December 7: OCTA Headquarters
600 South Main Street, Orange, CA 92668
Pavilion 51, 60, 63

Tuesday, December 8: San Juan Capistrano Community Center
24005 Camino Del Puerto, San Juan Capistrano, CA 92675
Pavilion 51

Wednesday, December 9: Laguna Hills Community Center
20655 Aliso Parkway, Laguna Hills, CA 92653
Pavilion 51, 54

Thursday, December 10: Huntington Beach Central Library
2111 Talbot Ave., Huntington Beach, CA 92648
Pavilion 75, 76

Your Feedback is Very Important

If you are unable to attend, please provide the electronic (PDF) and provide feedback via our website. Your comments are very important and will help determine the outcome of the plan, which will go into effect June and October 2016, following approval from the OCTA Board of Directors.

[VIEW THE PLAN \(PDF\)](#) [ONLINE SURVEY](#)

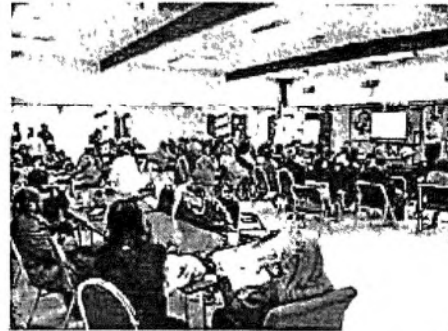
All community meetings will take place from 6 p.m. to 8 p.m.

To Find Out More
Visit [ocbus360.com](#)

e. Outreach – schools, employers, seniors

A total of 367 major high schools, colleges/universities, employers and senior centers potentially affected by the plan were identified, and these stakeholders and businesses received printed materials, follow-up phone calls, and emails. In addition, in-person meetings were conducted at select venues:

- i. Leadership Tomorrow Class
- ii. California State University Fullerton
- iii. Santa Ana Senior Center
- iv. North Orange County Community College District
- v. Santa Chamber Government Affairs Committee
- vi. Southern California Transit Advocates



f. Public Hearing

- i. OCTA Headquarters



A calendar outlining all outreach activities for the Proposed 2016 Bus Service Plan can be accessed at octa.net/Bus2016Outreach

WHAT WE LEARNED

Executive Summary

Following extensive public outreach, a total of 1,337 comments were received at community meetings and the public hearing, online, and by mail and phone. Detailed information about those comments is included in this report. Overall, there was general support for the service improvements included in the Proposed 2016 Bus Service Plan. However, there were concerns regarding the following:

- portions of Orange County that will have no bus service
- lack of east-west connections to colleges and universities
- fewer connections to south Orange County from central Orange County
- fewer connections to colleges and schools in central Santa Ana and south Orange County
- fewer connections to adjacent Los Angeles County transit services
- impact on ACCESS service due to the proposed changes for the fixed-route service
- timing and details of Measure M-based Project V shuttles not available until mid-2016

Proposed 2016 Bus Service Change Community Meetings

December 7, 2015 – OCTA Headquarters
Participants: 47; Speakers: 23

December 8, 2015 – San Juan Capistrano Community Center
Participants: 21; Speakers: 8

December 9, 2015 – Laguna Hills Community Center
Participants: 60; Speakers: 37

December 10, 2015 – Huntington Beach Central Library
Participants: 60; Speakers: 26

A total of 188 customers participated in four community meetings and 94 public comments were recorded. The summary of comments below reflect speakers' issues at all four community meetings.

December 7, 2015 – OCTA Headquarters

- Customer requested Night Owl Routes on weekends
- Customer asked how early the 60 Bravo! line will start running, as he takes it to the VA.
- Customer brought up the fact that eliminated routes run east/west, with north/south alternate routes.
- Customer is concerned about changes to Route 51 that runs on Flower Street, which will lead to longer walking times.
- Customer is glad OCTA is bringing back the Beach Boulevard line – much needed
- Customer is concerned about Routes 26 and Route 30, which OCTA has proposed to eliminate and move stops on
- Customer is concerned about elimination of Route 51 because it passes eight schools and Route 145 because it passes seven schools.
- Speaker suggested that OCTA consider using Goldenwest as the western terminus for Route 56.
- Customer is in favor of the Project V community circulators, although is concerned that the hours of the circulators would be limited.
- Customer is a parent of students at Santa Ana schools, including Middle College High School, which is found on the Santa Ana College campus. She is concerned about the proposed Route 51 elimination
- Customer suggested increasing outreach to parents at University High School regarding Route 175, to get to and from school. Also, suggested having bus arrive 8 minutes earlier, to accommodate students.
- Customer suggested increasing frequency on Route 50 and adding a Night Owl, as it is crowded and has long wait times.
- Customer has concerns with customer service.
- Customer is concerned about changes to Route 178, which is full in the mornings and evenings, but not mid-day.
- Customer is concerned about changes to Route 82, because it affects students and workers
- Customer takes Route 76, which no longer has weekend service. She must walk two miles on weekends to take this bus. Please do not eliminate it during the week.
- Customer asked that OCTA please keep Route 51.
- Customer brought up the fact that the Irvine Station has no bus service on weekends
- Customer rides the 758/757 and suggests we look at the root cause of low ridership (new drivers, early/late arrivals, not dependable).
- Speaker highlighted the negative impact of the loss of Route 51 to Middle College High School Students.

December 8, 2015 – San Juan Capistrano Community Center

- Speaker highlighted that this plan eliminates three of the six bus lines that serve Dana Point and particularly hits South County.
- Speaker emphasized that the changes to the 191 and the 193 will affect riders' lives dramatically. Especially Route 191, which is utilized by senior housing residents.
- Customer was concerned that notices about the proposed changes were given out on buses for a limited time, just a week prior to the meetings. He wishes more people knew about the proposed changes.
- Customer uses an electric wheelchair and needs the 191 and 193. She cannot afford ACCESS. Please keep during peak hours.
- Speaker's daughter is disabled and takes the 191 to Saddleback College. Please do not eliminate it.
- Speaker's city (San Juan Capistrano) has two routes that service it (Route 91 and Route 191), and one of them is proposed to be eliminated.
- Customer is against the removal of the 191 and the 193
- Customer brought a petition to the meeting to stop the elimination of the 191 and ACCESS (signed by 15 people)
- Customer wants to keep Route 191. She has a disability and cannot drive.

December 9, 2015 – Laguna Hills Community Center

- Customer would like to see Night Owl Routes on weekends, on the 83, 59 & 76.
- Speaker works with students with disabilities that rely on the bus. She would like OCTA to keep Route 87.
- Customer said cutting the 87 will devastate him and his friends.
- Customer rides the 87 north and south every day, and would like it to remain on the schedule.
- A speaker, representing Worldwide International Student Exchange (WISE) Homestay, emphasized how many international students rely on the buses (Route 175 and Route 187) to get to Orange County schools. They cannot drive in California and come here planning on using public transportation.
- Customer takes the 82 bus from home to Saddleback College, and feels freedom and independence. He asks OCTA not to eliminate this route.
- Speaker emphasized that people with special needs really need the bus.
- Customer has taken the bus in central Orange County and thinks it is good, but it isn't so good in south Orange County. He goes to the Dayle McIntosh Center and asked about the proposed effects on ACCESS.
- Customer takes the 87 every day to get to his job in Aliso Viejo. He asked that OCTA not eliminate this route.
- Speaker stated that eliminating buses is a bad idea because people use them to get to work.
- Speaker's daughter takes Route 187 to get home from school. Without this route, she will not have a way to get to school.

- Customer suggested adding weekend service back to the 86, as a lot of people would use it for shopping.
- Speaker lives near LaPaz and Olympia and there is no bus service, even though it is a big intersection.
- Customer asked that Route 87 not be eliminated, and Route 85 be left alone.
- Speaker emphasized how important the bus is to students, seniors and the economically disadvantaged.
- Customer rides Routes 82 and 87, please do not eliminate them.
- Customer wants to keep Route 87.
- Speaker asked that OCTA not cut the 82, 85, 87, as his special needs sons rely on the bus service.
- The Saddleback Valley Transportation Liaison highlighted Routes 82 and 87, which are taken by students. Please do not eliminate.
- Speaker has 20 students in her Saddleback High School classroom that go through "Bus Training" two times per week, which is the cornerstone of their program.
- Speaker's sons depend on the buses (specifically Route 188).
- Customer takes the 87 to school every day.
- Customer takes ACCESS every day to work - Please do not take ACCESS away.
- Customer's ability to attend Vocational Visions would be affected by the elimination of Route 87.
- Customer stated that students rely on buses to get to Saddleback College.
- Customer asked OCTA to please consider keeping Routes 82, 85 and 87.
- Customer asked to keep the 87.
- Customer rides the 85 to school, to work and to Mission Hospital. Please do not eliminate.
- Customer would like OCTA to keep the 91 and 87 running.
- Customer likes the Xpress routes that OCTA offers, as well as the OC Fair Express.
- Customer takes the 175 and 178 – which serve both the University of California, Irvine (UCI) and Irvine Valley College.
- Speaker stated that international students don't have other transportation choices, as they cannot drive in California.
- Customer stated that you cannot get to Saddleback College without the 87.
- Customer wants to keep the 82, 87, 85 and 91. They provide independence.
- Speaker's son has lots of good life experiences because of Saddleback College and his ability to work. This all happens because he can take the bus.
- Customer opposes changes to Route 701 to Downtown Los Angeles.
- Customer is worried about no access to Routes 82 and 87 for students with special needs.

December 10, 2015 – Huntington Beach Central Library

- Customer concerns with lack of east/west routes, and requested that the 178 stay on the schedule, as she can use it to catch other routes.
- Speaker requested to keep the 175 and 178 from Costa Mesa to UCI in place for the international students she hosts through the WISE program.

- Speaker requests to keep Route 178 to accommodate international students.
- Customer has concerns with the lack of bus service to John Wayne Airport (JWA).
- Customer takes the 701 from Los Alamitos to Downtown LA, and is in favor of Alternate #2.
- Customer rides the 701 and is against Alternative #1.
- Speaker attended the meeting to support the 178 and 175 for the UCI students he hosts through the WISE program (international students).
- Customer would like to keep the 76, 172 and 173.
- Speaker stated that without Route 178, there is no way for international students to get to school.
- Speaker would like to keep the 178, to accommodate international students.
- Speaker hosts international students that take the 178, and would like OCTA to keep it on the schedule.
- Customer asked if the bus on Westminster (Route 60) has an express route.
- Customer takes the 701 to Downtown Los Angeles, and is concerned about both alternatives and feels OCTA should not cancel the third northbound bus because it is full.
- Customer is concerned about the public perception of who rides the bus. She works at a large established company in Irvine, and when she tells co-workers she takes the bus to work, their reaction is negative. The bus has a bad reputation.
- Customer has been a Route 701 rider for six years, and feels OCTA will lose lots of professionals who work in Los Angeles if 701 is changed.
- Speaker asked OCTA to please keep the 175 and 178 for international students.
- Speaker hosts international students (which represent a source of revenue to her) and asks that OCTA keep the 175 and 178 for them to use.
- Speaker pointed out the 51, 145, 172, 173, 178 and 76, all of which affect schools. Their elimination would have a negative impact on students.
- Speaker is a LA County worker that has taken the 701 off and on for about ten years. Customer does not approve of Alternative #1.
- Customer lives in the Los Alisos Mobile Home Estates near Garden Grove Boulevard and Bolsa Chica Road, and stated that the 56 will not go past the mobile home park anymore. This will be difficult on seniors and families.
- Speaker asked to keep the 178, as international students bring money to the area and need it to get around.
- Customer takes the 701 and believes Alternative #1 is horrible, and Alternative #2 is okay.
- Customer loves the 701 and loves OCTA. Customer likes the schedule now because she gets to work on time, feels safe on the bus, and the drivers treat the riders like family. Customer supports Alternative #2.
- Customer stated that some bus drivers on the 701 are better than others. Some are more comfortable driving in Downtown Los Angeles. Some are too slow.
- Customer is concerned about taking away the portion of Route 211, beyond the Irvine train station, as there are no good sidewalks for about a mile from the station.

1. OCTA Advisory Committees

a. Special Needs Advisory Committee/Citizen Advisory Committee Joint Roundtable

Proposed 2016 Bus Service Change Special Needs Advisory Committee/Citizen Advisory Committee Joint Roundtable

December 17, 2015 – OCTA Headquarters

Participants: 14

Members inquired about low ridership in Orange County area. They learned that there is a decrease in ridership nationwide.

- Reasons for low ridership was explained in the presentation

Committee members asked questions about Project V, including the application process. During the discussion portion, suggestions included:

- Outreach to college students and routes that service college areas (including California State University, Long Beach)
- Involve a taxi service
- Communicate Project V application opportunity to cities
- Promote express bus to LAX
- Look at bringing 64X to Goldenwest Transportation Center
- Use student ID cards for bus passes
- Increase amenities on bus, such as Wi-Fi

b. Citizens Advisory Committee

Proposed 2016 Bus Service Change Citizens Advisory Committee

January 19, 2016 – OCTA Headquarters

Participants: 22

A presentation regarding the Proposed 2016 Bus Service Change was made to the Citizens Advisory Committee at its meeting on January 19, 2016.

Committee members were curious about what brought on the decline of bus ridership and what areas were affected. They were particularly concerned about ACCESS impacts and asked about taxi service operating hours and wheel chair accessibility, and also suggested that we make sure to address student transportation to colleges, high schools, and after-school jobs. Members were assured that they can continue to provide OCTA with customer comments after the official public comment period had ended.

c. Special Needs Advisory Committee

**Proposed 2016 Bus Service Change
Special Needs Advisory Committee
January 21, 2016 – OCTA Headquarters
Participants: 16**

A presentation regarding the Proposed 2016 Bus Service Change was made to the Special Needs Advisory Committee at its meeting on January 21, 2016.

Committee members were primarily concerned about ACCESS impacts as well as impacts to persons with disabilities that use fixed-route. A discussion about same-day taxi was also held with some members worried about long-distance trip costs.

d. Diverse Leaders Committee

**Proposed 2016 Bus Service Change
Diverse Leaders Committee
January 20, 2016 – OCTA Headquarters
Participants: 16**

A presentation regarding the Proposed 2016 Bus Service Change was made to the Diverse Leaders Committee at its meeting on January 20, 2016.

Committee members were supportive of the Proposed 2016 Bus Service Plan and indicated that they would distribute information regarding the plan to their respective communities. Following an invitation from OCTA, the presidents of the Vietnamese-American Chamber of Commerce and the Hispanic Chamber of Commerce spoke at the public hearing on January 25, 2016. Kim Yen Huynh, founder/president of the Asian American Business Women Association, said she would invite OCTA to the show she hosts at Saigon TV to discuss the Proposed 2016 Bus Service changes.

2. OC Bus 360° and Project V Workshop For Local Jurisdictions

**Proposed 2016 Bus Service Change
OC Bus 360° and Project V Workshop
December 10, 2015 – OCTA Headquarters
Participants: 24**

For routes proposed for elimination, OCTA is exploring different options including alternate bus routes, vanpools, demand-responsive alternatives, and community circulators such as trolleys that may be available through Measure M, the county's half-cent sales tax for transportation. Measure M-based Project V establishes a competitive program for local jurisdictions to develop local bus transit services that complement regional bus and rail services and meet needs in areas not adequately served by regional transit. An OC Bus 360° and Project V Workshop was held on December 10, 2015, to discuss with city representatives if this is a viable transportation alternative for their cities.

Twenty-four cities participated, including Aliso Viejo, Costa Mesa, Dana Point, Fountain Valley, Fullerton, Huntington Beach, Irvine, La Habra, La Palma, Laguna Beach, Laguna Hills, Laguna Niguel, Laguna Woods, Lake Forest, Los Alamitos, Newport Beach, Seal Beach, Rancho Santa Margarita, San Clemente, San Juan Capistrano, Tustin, Westminster, Yorba Linda and County of Orange.

3. Public Comments – Mail, Online and Phone Calls

a. Overall Summary

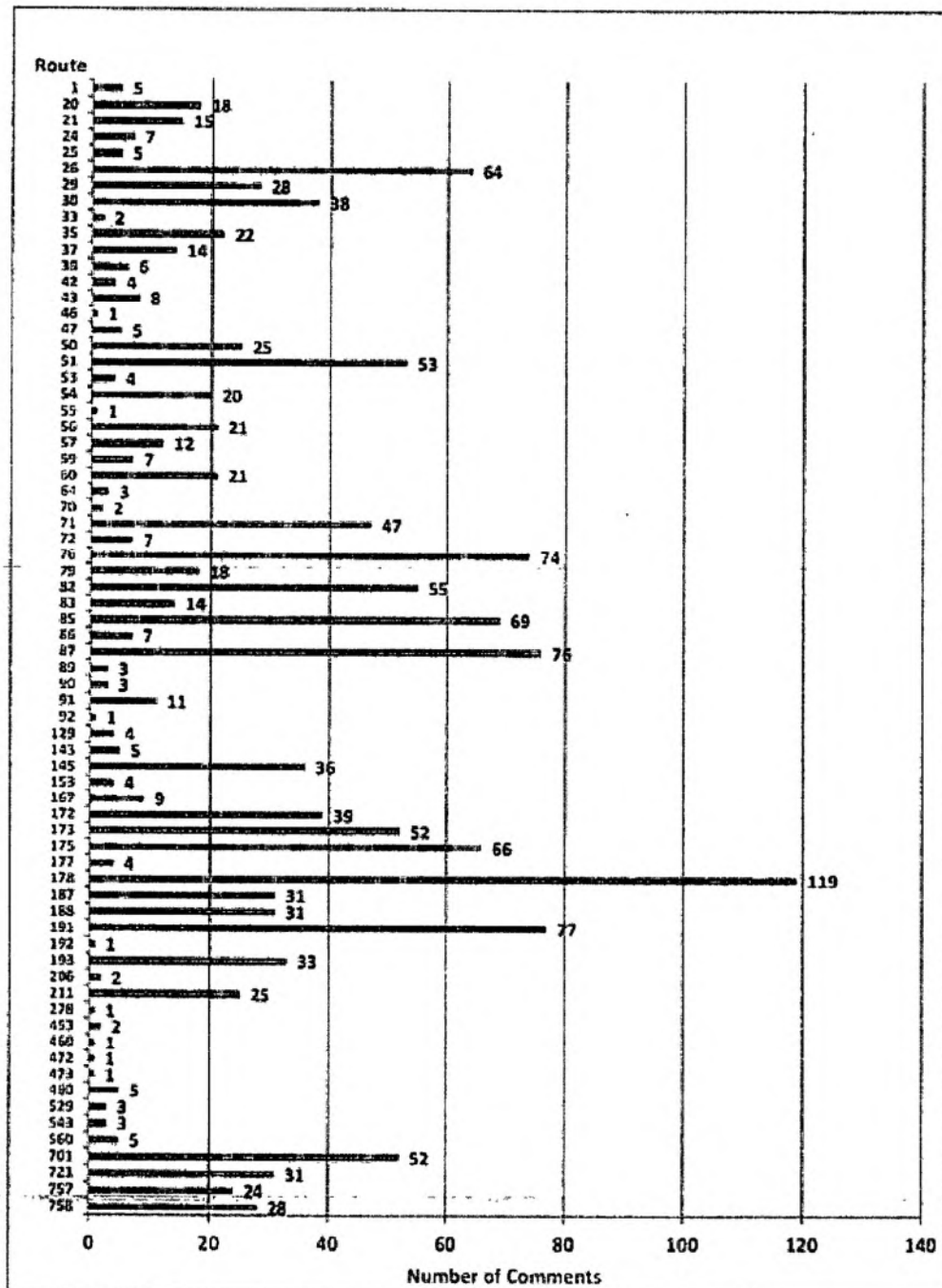
Comment cards were distributed among the community and onboard buses to gather public feedback concerning the plan. There was also an electronic version on the OCTA web site. Additional comments were collected via email and phone calls. Out of 1,178 responses received by January 28, 2016, 272 were mailed in via comment cards, 302 were submitted via phone calls and emails, and 604 were submitted via online surveys. This is combined with comments received at the Community Meetings and Public Hearing, totaling 1,337 comments as of January 26, 2016.

Comments Received*

Method Received	Number
Mails	272
Phone Calls/Emails	302
Online Surveys	604
Community Meetings	94
Public Hearing	65
Total	1,337

* As of January 26, 2016

Numbers of Comments by Routes



b. Summary of Comments by Routes

Route	From/To	Draft Proposal	Summary / Sample Comments**
1	Long Beach to San Clemente	No change	<ul style="list-style-type: none"> - Customer requesting late night service - Customer suggests splitting into two routes to improve on-time performance.
20	La Habra to Yorba Linda via Imperial	Eliminate route due to low ridership	<ul style="list-style-type: none"> - Route does not run very often but once every hour and 40 minutes is better than nothing - Customer indicates proposals for Yorba Linda are devastating – need route to go to Brea Mall, Mothers, Sears, Trader Joes, Home Depot, restaurants and movies – fits the schedule to ours - Customers express interest in weekend service - Customers concerned about lack of alternatives in the area, especially for those who are disabled or ACCESS customers.
21	Buena Park to Huntington Beach via Valley View Street/ Bolsa Chica Road	Cut south end back to Goldenwest Transportation Center, increase peak frequency from 60 minutes to 45 minutes, add midday service	<ul style="list-style-type: none"> - Route 21 is almost the same as the Route 66 so maybe cut the 66 to Goldenwest during peak hours - Add weekend service, retain Beach service every other trip - Customer feels that this is more of a commuter bus so midday service isn't as important as the connections. - Customer is concerned that there won't be enough service or connections to Valley View Street.
26	Fullerton to Yorba Linda via Commonwealth Avenue Yorba Linda Avenue	Increase frequency to 15 minutes during peak on short-line trips between Fullerton Park and Ride and California State University, Fullerton; discontinue segment on Yorba Linda east of Rose to Bastanchury Road; increase frequency for peak hour long-line trips east of State College to 30 minutes.	<ul style="list-style-type: none"> - Concern about area at Fairmont and Bastanchury Road - Extend short trips to Placentia Metrolink - A lot of people depend on this bus in the Yorba Linda area, including ACCESS riders who have no alternative - Customer wants Route 26 re-routed to end at Anaheim Hills Festival where Route 38 is serviced - Higher frequency will benefit students and commuters in Fullerton
29/529	La Habra to Huntington Beach via Beach Boulevard	New Bravo! Route 529 from Fullerton Park and Ride to Goldenwest Transportation Center (GWTC). Provide 12 minute peak frequency and 18 minute off-peak frequency. Reduce local service to 20 minutes with Bravo! 529 implementation. Do not enter Buena Park Metrolink Station.	<ul style="list-style-type: none"> - Route 29 and 29A are great - Riders excited about the new Bravo! Route 529 - The change to Route 29 would make it hard on Metrolink passengers who ride to the Buena Park Metrolink station. - Request to extend 529 to Garfield to get it further into Huntington Beach - Recommend OCTA cancel 29A and re-route regular Route 29 to GWTC that leaves Bravo! 529 to bypass GWTC and continue on Beach to Garfield. - Route 29: Maintain service east of Beach to Metrolink every 40 minutes and north of Malvern every 40 minutes - Customer requesting late night service - Customer requesting 24-hour service

Route	From/To	Draft Proposal	Summary / Sample Comments**
30	Cerritos to Anaheim via Orangethorpe Avenue	Cut west end back to Cerritos Towne Center and east end back to Anaheim Canyon Metrolink station.	<ul style="list-style-type: none"> - Concern about cut backs - Against plans to have route no long service Cerritos Center since it provides connections to other transit agencies. Customers work for Anaheim Union High School District working with special needs students who work at Cerritos Center and need the bus - Extend short trip on east end to Placentia station via Placentia Avenue, Chapman Avenue, Bradford and Santa Fe - Will benefit riders in the Fullerton area
33	Fullerton to Huntington Beach via Magnolia Street	No change	<ul style="list-style-type: none"> - Re-route on Victoria, Brookhurst Street, PCH, Huntington, Atlanta, First to Huntington Beach Pier
35	Fullerton to Huntington Beach via Brookhurst Street	Long-line (extension) from Brookhurst Street at Commonwealth Avenue to Costa Mesa Street via Victoria Street, Placentia Avenue and 19th Street. Short-line from Commonwealth Avenue to Talbert Avenue. Improve peak headway from 30 to 15 minutes on short-line. Improve off-peak service from 40 to 30 minutes. Discontinue segment between Commonwealth and Fullerton Park and Ride (riders can take Route 26 or 30 to connect with park and ride)	<ul style="list-style-type: none"> - One person indicated support for the realignment of the Route 35 - Callers against 35 not servicing Fullerton Park and Ride and Buena Park Metrolink station - Caller against the changes as it is too far to walk to the park and ride and safety concerns in the morning. - Improved frequency will benefit Anaheim and Fullerton residents - Customer wants the bus to provide a connection to the beach
37	La Habra to Fountain Valley via Euclid Street	Re-route south end to South Coast Plaza via MacArthur Boulevard and Flower Street. New north loop terminus (Whittier Boulevard, Euclid Street, Harbor Boulevard, and Lambert Road) with alternating trips clockwise & counterclockwise around terminus loop. Peak headway reduced from 30 minutes to 15 minutes; off-peak headway from 40 to 30 minutes. New alignment provides service on a section of Route 76 proposed for elimination.	<ul style="list-style-type: none"> - Route 37 is being realigned to cover a portion of the eliminated Route 76 however, Route 76 is being eliminated in June and Route 37 isn't being re-routed until October, creating a lapse in service (sync changes) - Suggestion to operate short trips in both directions around the terminal loop in Fountain Valley - Improved frequency will benefit Fullerton residents
43	Fullerton to Costa Mesa	No change.	<ul style="list-style-type: none"> - Customer requesting 24-hour service - Service should start at Triangle Square
50	Long Beach to Orange via Katella Avenue	New short-line between Knott Avenue and Anaheim Regional Transportation Intermodal Center (ARTIC) - increase peak frequencies on short-line to 15 minutes; reduce frequencies east of ARTIC and west of Knott Avenue to 30 minutes	<ul style="list-style-type: none"> - Can we increase the frequency or use longer buses? These buses are crowded and have long wait lines. - Can we bring back Night Owl service? - All routes on 50 west should travel to Long Beach instead of proposing short trip to ARTIC. - Make easternmost portion in Orange new Route 150. Make short-line terminal from Knott Avenue to Los Alamitos Boulevard. Originate all westward trips at ARTIC. - Increased frequency will benefit Anaheim residents - Concerns over the reduced frequency west of Knott Avenue with loss of Route 21

Route	From/To	Draft Proposal	Summary / Sample Comments**
51	Santa Ana to Costa Mesa via Flower Street	Eliminate route / duplicates parallel route	<ul style="list-style-type: none"> - Do not eliminate route. Serves eight schools including the Santa Ana College Middle College High School and Saddleback High School, as well as the civic center and courthouse - shuttle might be good but would need to start up when school starts - Can we maintain the line during early morning hours (school starts at 7:50 a.m.) and after-school hours (school dismisses at 2:53 pm)? - People take the 51 route to the courthouse. Without it, people would have to take the 64 (parallel route) and walk quite a bit since the 62 was already eliminated. - Many students rely on Route 51 and don't have other options... customers feel that half-mile is too long to ask students to walk to other existing routes.
53	Anaheim to Irvine via Main Street	No change	<ul style="list-style-type: none"> - Extend from Main Street/MacArthur Boulevard to South Coast Plaza replacing the discontinued Route 51. Extend the long trip from Yale to the Irvine Station.
54	Garden Grove to Orange via Chapman Avenue	Remove route deviations to Orange Transportation Center and Outlets at Orange. New short-line from Beach Boulevard to Hewes Avenue. Peak service increased from 20 to 15 minutes on short-line; off-peak service increased from 15 to 30 minutes.	<ul style="list-style-type: none"> - Please keep the route all the way to the transit center. - Have short trips serve the Orange station and long trips serve the Outlets.
56	Garden Grove to Orange via Garden Grove Boulevard	New western terminus at Beach Boulevard and new eastern terminus at Parker. Improve frequency from 40 to 30 minutes.	<ul style="list-style-type: none"> - Extend the line west to Goldenwest. - Customers happy about frequency improvements - Don't terminate Route 56 at Beach Boulevard - customer lives in Los Alisos Mobile Home Estates near Garden Grove Boulevard and Bolsa Chica Road. This will be hard on seniors and families with children. Suggestion: instead of going on McFadden Boulevard, go east on Garden Grove Boulevard and pick up at the mobile home park. - Establish a short-line at Beach Boulevard. Restructure with Garden Grove Boulevard service extending to Parker and trips from Beach Boulevard to Orange Station. - Eliminating the western portion of both Route 56 and 211 is a hardship. - Reconsider terminus - run peak hour service or perhaps a weekend schedule to the western parts of routes - many residents utilize these routes (56 and 211) from Long Beach and Seal Beach to their jobs.
57/57X	Brea to Newport Beach via State College Boulevard/ Bristol Street	No change	<ul style="list-style-type: none"> - The 57X is great. - 57X is inconvenient for riders at certain stops
59	Anaheim to Irvine via Kraemer Boulevard / Glassell Street / Grand Avenue / Von Karmen Avenue	No change	<ul style="list-style-type: none"> - Suggestion to extend the Route 59 to UCI - Move the northerly terminus to the Placentia Station and the short terminal to the Tustin Station. - Customer requesting late night service
60	Long Beach to Tustin via Westminster Avenue/17 th Street. (continued)	Add Bravo! 560 from Long Beach VA Hospital to Santa Ana Depot (12 min peak / 15 min midday); reduce local service to 20 min (continued)	<ul style="list-style-type: none"> - Riders are supportive of the Bravo! Route 560 - Suggestion to move the westerly short-line terminal from Locust and Main Street to Goldenwest Transportation Center or Westminster Mall - Customer requesting 24-hour service - Santa Ana College students will benefit from frequent service

Route	From/To	Draft Proposal	Summary / Sample Comments**
64/64X		Add limited stop 64X	- Looking forward to Route 64X
71	Yorba Linda to Balboa via Tustin Road/ Redhill Avenue/ Newport Boulevard	Eliminate route south of Triangle Square. Improve frequency from 45 minutes to 30 minutes during peak and midday.	<ul style="list-style-type: none"> - Against modification to cut the route to the beach, extend to PCH - Students and workers use this service to travel along the peninsula - Lack of service might worsen congestion on the peninsula especially in the summer months - Concerns over loss of service to Hoag Hospital
72	Sunset Beach to Tustin via Warner Avenue	Extend route to Tustin Ranch Road (Tustin Legacy District); increase peak frequency to 30 minutes from 45 and off-peak frequency improved to 30 minutes from 60 minutes.	<ul style="list-style-type: none"> - Support for increased frequency on this route - Extend the west end to Seal Beach
76	Huntington Beach to Newport Beach via Talbert Avenue /MacArthur Boulevard (Note: Route 35 on Talbert Avenue between Euclid Street and Bristol Street runs every 15 minutes)	Eliminate route due to low ridership	<ul style="list-style-type: none"> - Leave the 76 alone - too many east-west routes eliminated - One customer wants the 76 to run on weekends - Customer takes the 76 to Fountain Valley Senior Center and South Coast Plaza - This is the only route to JWA - customer questions whether JWA employees use the route - Buses are full in the mornings and afternoons - can we just eliminate buses from 9:00 a.m. to 2:00 p.m.? - One customer would like service to run late on Sundays. - If Route 76 is eliminated there would be no midday service to JWA, and limited alternatives at other times...keep it at least for peak hours to get to work - Route 76 provides vital connections to other routes. - Customer requesting late night service - ACCESS riders are concerned over potential loss of service
79	Tustin to Newport Beach via Irvine Boulevard/ Culver Drive/ University Avenue	Improve frequency to 30 minutes all day and remove Northwood section of route. Irvine Boulevard will be covered by recommended routing change to Route 167.	<ul style="list-style-type: none"> - Caller needs the Route 79 to get to work - Customer requesting late night service - Concerns over loss of service on Irvine Boulevard - Increased frequency will benefit UCI students
82	Foothill Ranch to Laguna Niguel via Portola Parkway/ Santa Margarita Parkway/ Antonio Parkway/ Crown Valley Parkway	Cut back south of Santa Margarita Parkway at Antonio Parkway due to low ridership. Eliminate Saturday service due to low ridership.	<ul style="list-style-type: none"> - Students cannot afford a car so without service from Routes 82 or 85 they could not get to school. - Caller needs 82 to get to work; can't afford a car - FUTURES program students use the 82 to get to college. - Special needs son is a student at FUTURES - takes 82 bus from home to Saddleback College for freedom and independence. He goes twice a week this semester and is increasing to five days a week next semester...needs the bus to get a job - doesn't want to further burden the Regional Center. - Customer is begging OCTA not to cut the 82 or 85 and is speaking for friends at Saddleback College. - Please do not cut 87 and 82 - represents independence for FUTURES graduates. - Another student uses 82, 85, 87 to work (at movie theater) - relies on bus. - Representative from Vocational Visions indicated that 30-40 buses drop students off and in the morning and more in the evenings....he has 85 students in wheelchairs and is worried about no access to

Route	From/To	Draft Proposal	Summary / Sample Comments**
			<p>Routes 82 and 87. Perhaps a split schedule could help.</p> <ul style="list-style-type: none"> - One resident suggested re-routing the 82 to meet with Route 91. - Routes 82, 85, 87 are used by some to go to the doctor/hospital. - Suggested that frequency reductions are ok but not route cuts - Concern over the "Survey Performance Index" being taken during months when school is not in session.
83	Anaheim to Laguna Hills via I-5 / Main Street	No changes	<ul style="list-style-type: none"> - Remove freeway travel in Anaheim, realign on Main Street, Katella Avenue, Harbor Boulevard, extend north via Ball Road and Magnolia Street to Fullerton Park and Ride replacing Route 460 of Los Angeles Metro south of Fullerton. - Customer requesting late night service
85	Mission Viejo to Dana Point via Marguerite Parkway/ Crown Valley Parkway	Cut back south of Alicia Parkway at Crown Valley Parkway. Eliminate Saturday service due to low ridership.	<ul style="list-style-type: none"> - Students cannot afford a car and they need this route to get to school. - Need to keep all of 85 - FUTURES persons with disabilities use it to get to the ocean. - Shorter Route 85 makes it difficult to look for a job - Use smaller buses instead of eliminating the route - Begging OCTA not to cut 82 or 85 (speaking for friends at Saddleback College). Students take the 85 to Saddleback College - Student rides the 85 to Mission Hospital. - Routes 82, 85, 87 are used by some to go to the doctor/hospital. - ACCESS riders along Route 85 are concerned about losing service. - Those who are mentally or physically disabled, Vocational Visions clients and RIO Adult Health Services Programs, would lose independence and the ability to get around without Routes 85 and 87. - Stopping the route at Alicia, three miles from PCH, is ill advised, service would be lost to Dana Point Harbor area. - Having this route service Laguna Niguel/ Mission Viejo Metrolink station is an interesting idea - should add weekend service and stop at Monarch Bay Plaza - Requesting late night service - Having the Route 85 service the Laguna Niguel Metrolink Station is a great idea will benefit many riders.
86	Costa Mesa to Mission Viejo via Alton Parkway / Jeronimo Road	No change	<ul style="list-style-type: none"> - Add Saturday service for shopping trips. - Request for late night service
87	Rancho Santa Margarita to Laguna Niguel via Alicia Parkway	Eliminate route due to low ridership.	<ul style="list-style-type: none"> - Need to keep 87 on Alicia Parkway and elsewhere - people need these buses, for some it's the only transportation to work - Particularly hits Saddleback Valley Unified School District (some of their Laguna Hills adult education students and special needs education students utilize these lines or related ACCESS program) - without an alternative bus service, students will be adversely impacted. - Representative from FUTURES (special education school travel trains persons with disabilities) - has

Route	From/To	Draft Proposal	Summary / Sample Comments**
			<p>16 students, five ride the 87 route. They use the bus to get jobs. They also need the route 82 to college and route 85 to the ocean.</p> <ul style="list-style-type: none"> - The 87 is a link between Rancho Santa Margarita and Mission Viejo. - Route 87 is a vital part of disabled person's life. Students take the 87 from Saddleback College to home and don't want routes cut. Saddleback High School FUTURES teacher says students go through "Bus Training" (half are from Lake Forest and half are from Laguna Hills) - students need buses for independence - four students use wheelchairs - students take 87, 89, and 91 - Customer's son is a FUTURES graduate and takes the 87 to Saddleback College - Route is used by FUTURES and Vocational Visions programs - Representative from Vocational Visions indicates that 30-40 buses drop students off and in the morning and more in the evenings. He has 85 students in wheelchairs and is worried about no access to routes 82 and 87. Perhaps a split schedule could help. - Routes 82, 85, 87 are used by some to go to the doctor/hospital. - Suggestions to use smaller buses instead of eliminating the route - Callers depend on Route 87 to get to/from work - Request for late night service - Rider takes bus from Laguna Hills Transportation Center to/from work -- there are no other routes serving the area -- don't discontinue - Only route that serves the Federal Building in Laguna Niguel
89	Mission Viejo to Laguna Beach via El Toro Road / Laguna Canyon Road	No change	<ul style="list-style-type: none"> - On weekends change headway to every 60 minutes versus 70 minutes
91	Laguna Hills to San Clemente via Paseo De Valencia/ Camino Capistrano/ Del Obispo	No change	<ul style="list-style-type: none"> - One respondent suggested re-routing the Route 82 to meet with the Route 91. - One customer requesting late night service
143	La Habra to Brea via Whittier Boulevard / Harbor Boulevard / Brea Boulevard / Birch Street	No change	<ul style="list-style-type: none"> - Split Route 143 into two sections. Combine Route 103 and Route 143 into new Route 41, extend the route on the west end to Westridge Plaza via Lambert Road, Palm Street, Whittier Boulevard, Beach Boulevard, La Habra Boulevard, Idaho Street, Imperial Highway with La Habra Boulevard service operating in alternating directions around the loop. The current east leg would be added to Route 153, which would be renumbered 51 which would now serve ARTIC through Brea to Fullerton. A short-line variation would terminate at the Placentia station.
145	Santa Ana to Costa Mesa via Raitt Street/ Greenville Street / Fairview Street	Eliminate route because it duplicates parallel routes.	<ul style="list-style-type: none"> - Concern about route elimination...this route goes past seven schools - consider looking at maintaining the route during peak hours to accommodate students - buses packed in the morning - Customer states many people use this route to/from work

Route	From/To	Draft Proposal	Summary / Sample Comments**
			<ul style="list-style-type: none"> - Caller feels customers would lose jobs and homes if this route is removed. - Helps relieve overcrowding on Route 57
167	Anaheim to Irvine via Tustin Avenue/ Hewes Street/ Bryan Avenue	Restructure route to cover sections of Irvine Boulevard. Jeffrey Road no longer served by Routes 79 and 175. Serve new portion of North Irvine based on customer requests. Extend route south to UCI and eliminate service north of the Village at Orange. Eliminate weekend service due to low ridership.	<ul style="list-style-type: none"> - Route 167 is an alternative to the eliminated Route 175, but Route 175 is being implemented in June and the change to Route 167 wouldn't be until October, creating a lapse in service.
172	Huntington Beach to Costa Mesa via Main Street/ Garfield Avenue/ Ellis Avenue/ MacArthur Boulevard	Eliminate route due to low ridership.	<ul style="list-style-type: none"> - Don't eliminate - too many east-west routes being eliminated (76, 172, 173, and 178) - the 172 is empty at times but busy at other times. It goes past Huntington Beach High School and carries students. - People use this route to/from work, and could lose jobs or homes if this route is removed. - Would provide less options to get to the beach.
173	Huntington Beach to Costa Mesa via Atlanta Avenue/ Hamilton Avenue/ Victoria Street/ Orange Avenue/ Fair Drive/ Bear Street	Eliminate route due to low ridership.	<ul style="list-style-type: none"> - Don't eliminate - too many east-west routes being eliminated (76, 172, 173, 178) - goes past schools - Customers indicate Route 173 is the only way for them to get from Huntington Beach to South Coast Plaza/Metro Pointe and many use it to ride to work. - Caller is disabled and this bus is very close to home - don't eliminate - Consider using smaller buses rather than eliminating the route
175	Irvine via Campus Drive	Eliminate route due to low ridership. Note: Some riders will be able to take new alignment of Route 167 which provides service along portions of Route 175 along Jeffrey	<ul style="list-style-type: none"> - Don't realign - cannot get to University High School; not many students take the bus because it arrives after school begins - more take it in the afternoon. Change the schedule to arrive 8 minutes earlier - Consider 175 for zero period at University High - arrive at 6:45 a.m. - There is a lack of knowledge of bus among parents and the PTA. - What can customers take from June - October if route is eliminated? - WISE helps house students at UCI, Irvine Valley College and Orange Coast College - over 350 foreign students use the buses to get to schools - oppose changes to the 175 and 187. Used by international students traveling to UCI and Irvine Valley College. - Many reports of WISE host families that would not meet the hosting qualifications if the 175 and 178 were eliminated. This would impact their families. - Riders feel negatively impacted by this proposal because there is no alternative. - Culver-Michelson is a popular stop for students on Route 175 and would not be covered with the realignment of Route 167. - Suggest keeping the bus running along Michelson between University and Culver to service residents - The proposed 175 changes have the bus staying south of the neighborhood on University Drive. This is less convenient...further the bus currently passes two schools - Rancho San Joaquin Middle School and University Park Elementary

Route	From/To	Draft Proposal	Summary / Sample Comments**
			<ul style="list-style-type: none"> - Customer indicates that if Route 175 was streamlined by not going through neighborhoods, travel time would be faster and ridership would improve. He said many UCI students and employees live along the route and Route 175 helps with the overflow of the Route 79. - Route 175 is important at Lakeview Center (between Alton Parkway and Lake) –this route is extremely important for older adults not qualified for ACCESS. - Caller against 175 elimination – uses bus between Culver and Michelson and for work on Von Karman. Notices people use it to South Coast Plaza. - Consider running as a commuter route in peak hours only
178	Huntington Beach to Irvine via Adams Avenue/ Birch Street/ Campus Drive	Eliminate route due to low ridership.	<ul style="list-style-type: none"> - Don't eliminate - too many east-west routes being eliminated - impacts a lot of families enrolled in WISE - must be within a 45-minute commute to school by bike/bus - impacts UCI and Orange Coast College students and families - Suggestion to offer peak service only - has good peak service between UCI and Irvine Business Complex; customer notes that the 178 is full in the mornings and evenings but not midday. - One international student takes the 175 and 178 to UCI and Irvine Valley College - please keep these for international students. - Customer reports she uses the 178 to catch other buses rather than having to go in a big circle because of proposed cuts to east-west routes. - The 178 carries students to Orange Coast College - re-consider proposals to eliminate it. - Special needs students take the bus from Newport Mesa Unified School District schools to the OC Fairgrounds farm - keep the 175 and 178. - Can we find a compromise with the 175 and 178 - maybe just run morning and afternoon routes? Hosting means a lot to families - lost everything in the recession and this is a source of income. Students say buses are full so keep the 178. - Customer uses bus from Victoria Street or Fairview Street and Adams Avenue traveling to Beach Boulevard and Adams or Beach Boulevard and Yorktown – goes to/from work - Customer requesting late night service. - WISE students ride
187	Laguna Hills to Dana Point via El Toro Road / Aliso Creek Road / Niguel Road	Eliminate route due to low ridership.	<ul style="list-style-type: none"> - A lot of people need the 187 - please keep it - The change particularly impacts Saddleback Valley Unified School District (some of their Laguna Hills adult education students and special needs education students utilize these lines or related ACCESS program) - Without an alternative bus service, students will be adversely impacted. - WISE helps house students at UCI, Irvine Valley College and Orange Coast College - over 350 foreign students use the buses to get to schools - oppose changes to the 175 and 187. - Customer's daughter takes 187 to school (8th grader) at Aliso Viejo Middle School - without this route, she will not have a way to get to school.

Route	From/To	Draft Proposal	Summary / Sample Comments**
			<ul style="list-style-type: none"> - Rider believes the connections from Route 187 to Routes 1 or 85 are bad and that is a contributing factor to low ridership. - Rider takes 187 from Laguna Hills Transportation Center to/from work – this route should not be discontinued. - DOR and Dale Macintosh Center Laguna Hill's offices are located near Laguna Hills Transportation Center which is losing many routes including Route 187
188	Laguna Hills to Irvine via Moulton Parkway/ Irvine Center Drive/ Alton Parkway	Eliminate route due to low ridership.	<ul style="list-style-type: none"> - One rider suggested increasing frequency on 90 if the 188 is eliminated. - Metrolink riders are concerned about the elimination of Route 188. Uber and taxis are too expensive. - Don't discontinue – caller's daughter takes the route to/from school. - If both Routes 87 and 188 are eliminated there will be no alternatives - Decreased frequency is better than eliminating the route
191	Mission Viejo to San Clemente via Rancho Viejo Road/ Camino Capistrano/ El Camino Real	Eliminate route because of low ridership.	<ul style="list-style-type: none"> - Special needs/ACCESS concerns if route is eliminated - considered lifeline service; customer reports he takes route to doctor, dentist, appointment, shopping and will have to walk one hour if route is eliminated. - Customer reports she uses an electric wheelchair and cannot afford ACCESS (receives bus vouchers from social services) - suggest keeping Route 191 and Route 193 in morning and afternoon peak hours. - Customer has a disabled daughter who takes the 191 to Saddleback College - this would really affect her. - City of San Juan Capistrano says Saddleback College and a senior housing unit are served by 191 and will be affected by the change - asks whether service on 91 will be increased to accommodate the change? - Saddleback College student uses this route to go to doctor's appointments, groceries, get supplies for small business. - Dayle McIntosh reports elimination impacts folks who do not qualify for ACCESS - they use the 191 for education and shopping. 191 goes past a senior center, mobile home park. Route 191 rider uses bus to movies, Saddleback College, to get groceries. - A special education teacher at Saddleback indicates he uses Route 191 to do mobility training with students and go to job sites in groups. - Route 191 riders do not feel like it is low performing...it is used to get to medical appointments, school, work, etc. - Caller lives at Avenida Vista Montana and agrees with proposed change since hardly anyone rides and it is a waste of money to keep it. - The route should be shortened and only travel as far as San Clemente Metrolink station or pier. - Caller states route is full of passengers who commute to work and exit at the industrial building this route services and to pier. - Caller living at Casa De Seniors use this route and notice the route is frequently packed with students.

Route	From/To	Draft Proposal	Summary / Sample Comments**
			<ul style="list-style-type: none"> - Operators should inform customers of potential adjustments. - Many seniors and disabled people use this route – it should not be eliminated. It does not need to travel so far into San Clemente – can be shortened to travel only as far as San Clemente Metrolink Station or pier. Add weekend service and add a stop at Monarch Bay Plaza. - Only bus route that serves the RIO Adult Health Rehabilitation Program in San Clemente which has 80 disabled clients. - Consider combining Routes 191 and 193 if necessary. - Alternative routes are too far away - Would leave almost no service in San Clemente, despite new shopping center that has created many new jobs. - Petition submitted for Routes 191 and 193 with 155 signatures
193	San Clemente Circulator	Eliminate route because of low ridership.	<ul style="list-style-type: none"> - ACCESS riders concerned over potential loss of service. - Consider combining Routes 191 and 193 - Customer takes route to the doctor, dentist, appointments and shopping and will have to walk one hour if route is eliminated. - Customer reports she uses an electric wheelchair and cannot afford ACCESS (receives bus vouchers from social services) - suggests keeping 191 and 193 in morning and afternoon peak hours - Customer is a Saddleback College student and uses this route to go to doctor's appointments, groceries, get supplies for small business. - Caller suggests OCTA decrease service to every two hours instead of eliminating the route completely. - Operator should inform customers of potential adjustments. - Customer uses route to work - Would leave almost no service in San Clemente, despite new shopping center that has created many new jobs. - Petition submitted for Routes 191 and 193 with 155 signatures
206	Irvine via Yale/ Campus Drive	Add trips to serve Oakley shifts pending a revenue agreement for additional service.	<ul style="list-style-type: none"> - Customer asks since Route 206 is almost the same as the 480 - can we keep the 206 instead of the 480? - Only way for some to get to work.
211	Express: Seal Beach to Irvine	Streamline routing from Irvine Station to Goldenwest Transportation Center (GWTC) via Interstate 405 (I-405) with stops at Irvine Spectrum, Irvine Business Complex, and South Coast Plaza. Provide 30-minute peak frequency in both directions; eliminate segments west of GWTC and east of Irvine station; add stops at Irvine Business Complex.	<ul style="list-style-type: none"> - 211 rider works at a large established company in Irvine. When she tells co-workers she takes the bus to work, their reaction is negative. She has a positive experience and thinks OCTA should think about why there is such a negative reputation for taking the bus OCTA is missing the boat with all the companies in Irvine, especially with the new GWTC. - Customer concerned about taking away part of the route beyond the train station - it is dangerous as there are no good sidewalks to walk home. - Consider keeping peak hour or a weekend schedule for western portions of the route. - Many commuters use Route 211 east of the Irvine Transportation Center.

Route	From/To	Draft Proposal	Summary / Sample Comments**
			<ul style="list-style-type: none"> - Service should not be cut to the train station. It isn't safe to walk to the train station on Barranca Parkway because there is no sidewalk.
701	(Express) Huntington Beach to Los Angeles via I-405/Interstate 605 (I-605)/ Interstate 105 and Interstate 110 freeways	<p>Option 1: Realign route to Harbor Gateway Transit Center connecting with the Silver Line; provide bi-directional 30-minute peak frequency.</p> <p>Option 2: Keep direct routing to LA and streamline routing by removing service on 5th, 6th, and 8th Streets. Eliminate last northbound trip.</p>	<ul style="list-style-type: none"> - Multiple callers on Route 701 to save the 701: 1) High demand – All three 701 trips are 85% to 95% filled; 2) Safety – it is safe now and the Harbor Transit Center has a high crime rate. Eliminating it means riders will drive adding more congestion, emissions, wear and tear on freeways. - Customer comments on Option 1: The Metro Silver Line is already crowded and if full, the bus just leaves. Riders could live with Option 2. - Numerous comments related to the 701 - a good share are willing to support Option 2. - Customer indicates that OCTA will lose lots of professionals if the Route 701 is changed. - Customer says Option 2 is a bad idea - OCTA should not cancel the third northbound bus because she rides it and the bus is full. - Customer expressed that OCTA should change empty local routes before the 701. There should be more buses to LA. - Customer perception is the Silver Line is crowded and the area is not safe. - The 701/721 should be promoted more. - Option 1 will ruin everything - customer requests OCTA please look into Option 2. - Many customers sent emails indicating their displeasure in changes to Routes 701 and 721...riders believe these routes are performing well with high ridership and long-term customers...they think the Harbor Gateway Transit Center is unsafe and transferring to the Metro Silver Line would be inconvenient. - Customer says it is unfair that Route 701 would bypass Seal Beach and Rossmore and suggested OCTA eliminate some of the stops in downtown Los Angeles (5th-8th St) because not many people board the bus there. - Customer indicates that eliminating the last northbound trip could create overcrowding. - Many riders indicated they would stop using the service if the bus is rerouted and a transfer is required. - Suggestions for making less stops in the downtown LA area. - Opposition to the alternative that routes to the Harbor Gateway Station.
721	(Express) Fullerton to Los Angeles	<p>Option 1: Realign route to Harbor Gateway Transit Center connecting to Metro Silver Line; provide bi-directional 30-minute peak frequency.</p> <p>Option 2: Keep direct routing to LA and streamline routing by removing service on 5th, 6th and 8th streets.</p>	<ul style="list-style-type: none"> - Many customers sent emails indicating their displeasure in changes to Routes 701 and 721...riders believe routes are performing well with high ridership and long-term customers....they think Harbor Gateway Transit Center is unsafe and transferring to the Metro Silver Line would be inconvenient. - Callers say this is a vital route connecting Orange County to Los Angeles – don't change anything.
757	(Express) Pomona to Santa Ana via State Route 57 (SR-57)	Eliminate route because of low ridership and because it partially duplicates Foothill Route 286	<ul style="list-style-type: none"> - Riders who use the service to work do not support the elimination One suggested OCTA look at the root cause of low ridership - driver turnover and

Route	From/To	Draft Proposal	Summary / Sample Comments**
			<p>inexperience. Riders believe the service performance of the 757 and 758 is the issue. Traffic causes delays or "operators are not allowed to leave the Brea Mall early even if there are no transfers".</p> <ul style="list-style-type: none"> - Customer says people stopped riding because they were always late to work on these routes. - Customer suggests extending the Route 208 to the Brea Mall to help customers that currently ride the 758. - Alternative Route 286 from Foothill Transit only takes riders to Brea. - Less trips or smaller buses is preferred over route elimination.
758	(Express) Chino to Irvine Spectrum via SR-57/I-5	Eliminate route because of low ridership.	<ul style="list-style-type: none"> - Keep this service as it is fast and is a low carbon solution for commuters; look at the root cause of low ridership - driver turnover and lack of knowledge of where route goes