

OCTA Title VI Report | **2018**

Part VII

Bus Service Plan

February 2018



October 12, 2017

To: Transit Committee

From: Darrell Johnson, Chief Executive Officer 

Subject: February 2018 Bus Service Plan Recommendations

Overview

Bus system changes to improve system productivity and ridership are proposed for February 2018. The proposed changes required a public hearing and public outreach process to gather customer input prior to implementation. Final route recommendations have been developed based on the input received.

Recommendations

- A. Approve the final February 2018 Bus Service Plan and direct staff to begin implementation.
- B. Receive and file the February 2018 Bus Service Plan Public Involvement Program final report.
- C. 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

The Orange County Transportation Authority (OCTA) implements schedule and route revisions to selected bus routes three times a year in February, June, and October. The proposed changes for February 2018 are intended to improve system productivity and reduce fleet requirements. Per OCTA policy, certain proposed changes require a public hearing. Staff presented draft recommendations to the Board of Directors (Board) in July 2017. A robust public outreach program was then conducted and concluded with a public hearing on September 25, 2017 at the Board meeting. Staff is proposing changes to some route recommendations based on public feedback.

Discussion

Over the past three years, OCTA bus service ridership has declined while overall service levels generally remained constant. Boardings per revenue hour of service, a systemwide measure of productivity, has declined from 31.4 in 2013 to 25.4 in 2016, a 19 percent drop. During the same period, weekday ridership has dropped from 160,000 to 132,000 boardings.

In 2015, the Board endorsed a comprehensive plan to improve bus service known as OC Bus 360°. Part of this effort reallocated bus service from lower ridership routes to areas where the resources would generate more ridership. The 2016 Bus Service Plan was implemented over two service changes in June and October 2016. Generally, the routes with improved service have seen increased ridership over the past year while the balance of the system has seen a decrease. Attachment A provides an overview of the current service performance index by route and day of week.

Staff developed the February 2018 Bus Service Plan to improve productivity by reallocating additional service. The scope of this effort is approximately a third of the size of the major service changes made in 2016. The service recommendations are consistent with changes to bus service in 2016 and initial recommendations from the Transit Master Plan. The draft Bus Service Plan presented to the Board in July 2017 is included as Attachment B.

Public Outreach Summary

In July 2017, the Board directed staff to implement a public outreach program to solicit feedback on the draft February 2018 Service Plan. This effort resulted in the receipt of 376 comments and concluded with a public hearing at the September 25, 2017 Board meeting. At the public hearing, nine speakers requested that OCTA consider modifying the final Bus Service Plan in response to each individual's travel circumstance.

While there was general support for the approach to the service reallocation included in the draft Bus Service Plan, there were concerns over:

- Eliminating a portion of Route 24 service,
- Eliminating routes 177 (weekend), 212, 216, 454, and 794/A,
- Adjusting weekend frequency on Route 50,
- Adjusting frequency on Route 54,
- Lack of service in and connecting to South Orange County.

Other specific comments are included in the draft Public Involvement Program report (Attachment C).

Final Service Plan Recommendations

Staff recommends a series of changes to the February 2018 Bus Service Plan based on customer and stakeholder feedback received. The final recommendations are detailed in Attachment D. Updated maps showing the overall recommendations by day of week are included as attachments E, F, and G. Of the original 31 routes recommended for changes, ten of them were modified in some manner based on feedback. Below is a summary of the recommended changes to the final Bus Service Plan.

Route 24 (Buena Park – Orange)

Most comments were regarding the route being shortened south of the Anaheim Canyon Station. Staff is withdrawing this recommendation based on public feedback.

Route 50 (Long Beach – Orange)

This route received the most feedback. The original proposal was to increase weekend frequency to 30 minutes on the core part of the route and reduce the frequency to 60 minutes on the ends of the route. Most comments were concerned about the reduced frequency. Staff is now recommending to improve the frequency on the whole route to 40 minutes, a modest increase from the current 50 to 60 minute frequency.

Route 54 (Garden Grove – Orange)

Staff's original recommendation was to reduce the frequency on this route during the midday based on low ridership. This route was improved in 2016 from a 40 minute frequency along the whole route, to a 15 minute frequency between Beach Boulevard and Hewes Street, and 30 minutes on the ends of the route. The original proposal was to reduce the frequency to 20 minutes (Beach Boulevard to Hewes Street) and 40 minutes on the rest of the route. Based on feedback from Santiago College, staff is recommending 20 minute midday frequency on the whole route.

Staff is also recommending adding an additional morning and afternoon trip on this route to accommodate passenger loads from Route 454, which is being proposed for elimination.

Route 177 (Foothill Ranch – Laguna Hills)

Staff originally proposed eliminating all weekend service on this route based on low ridership. Public feedback was received requesting that service be kept on one or both days because of connections to shopping and commercial jobs. Staff is now recommending eliminating service only on Sunday and keeping service on Saturday at the current frequency.

Reconsidered Trip Eliminations

Staff recommended the elimination of trips on several routes where ridership was less than eight boardings and where the trips were outside the regular span of service. The following trips are no longer recommended for elimination based on recent ridership increases or public feedback:

- Route 56 – 9:13 a.m. eastbound and 9:19 p.m. westbound weekday trips (recent ridership increase),
- Route 60 – 12:27 a.m. eastbound weekday, 12:34 a.m. westbound weekday, and 12:34 a.m. westbound Sunday trips (recent ridership increase),
- Route 70 – 9:37 p.m. eastbound Saturday trip (public feedback),
- Route 72 – 7:57 p.m. eastbound and 7:58 p.m. westbound Saturday trips (recent ridership increase),
- Route 89 – 9:34 p.m. southbound trip (recent ridership increase),
- Route 178 – 9:26 p.m. eastbound and 9:27 p.m. westbound weekday trips (requested by Orange Coast College).

Service Improvement and Reduction Highlights

Below is a summary of the route improvements and reductions in the final February 2018 bus service plan. Full details are included in Attachment D.

Improvements

- Improve weekday peak frequencies to 30 minutes on routes 56, 89, 90, and 91,
- Improve weekday evening frequencies on routes 29, 50, 53, and 60,
- Improve weekend frequencies on routes 29, 43, 50, 53, 54, 60, and 91,
- Extend weekend evening service span on Route 46,
- Extend Route 59 to The District at Tustin Legacy and improve frequency on weekends.

Reductions

- Eliminate bus trips with less than eight boardings in the morning or late evening on routes 30, 46, 50, 86, 89, 90, 153, and 178,
- Reduce peak frequencies on routes 57, 178, and 543,
- Reduce midday frequencies on routes 54, 66, and 543,
- Reduce weekend frequencies on routes 29, 43, 64, and 543,
- Reduce Saturday frequency on Route 70,
- Restructure Stationlink Route 463 and eliminate Stationlink Route 454,
- Eliminate Express routes 212 and 216,
- Reduce trips on Express routes 211 and 721,
- Eliminate Sunday service on Route 177,
- Reduce or eliminate service on some lower-ridership segments of routes 463 and 794.

Title VI and Environmental Justice Analysis

Staff conducted a Title VI and Environmental Justice Analysis of the recommended February 2018 Bus Service Plan, per OCTA policy and Federal Transit Administration requirements. The analysis accumulated impacts to minority and low-income communities by comparing the transit service levels before and after the route changes. Based on this analysis, it has been determined that the final Bus Service 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 for the February 2018 Service Change. Customers will be notified of the changes three weeks prior to implementation.

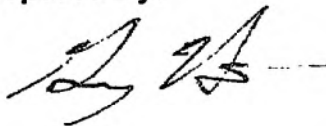
Summary

It is recommended the Board approve the Final February 2018 Bus Service Plan. The final route recommendations responded to public feedback and will improve the fixed-route bus service productivity.

Attachments

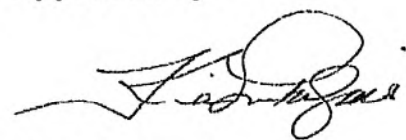
- A. OCTA Service Performance Index, March 2017
- B. Draft February 2018 Service Change Plan
- C. Proposed February 2018 Bus Service Plan, Public Involvement Program, Final Report, September 28, 2017
- D. Final February 2018 Service Change Plan
- E. Proposed Weekday Route Changes for February 2018
- F. Proposed Saturday Route Changes for February 2018
- G. Proposed Sunday Route Changes for February 2018

Prepared by:



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

Approved by:



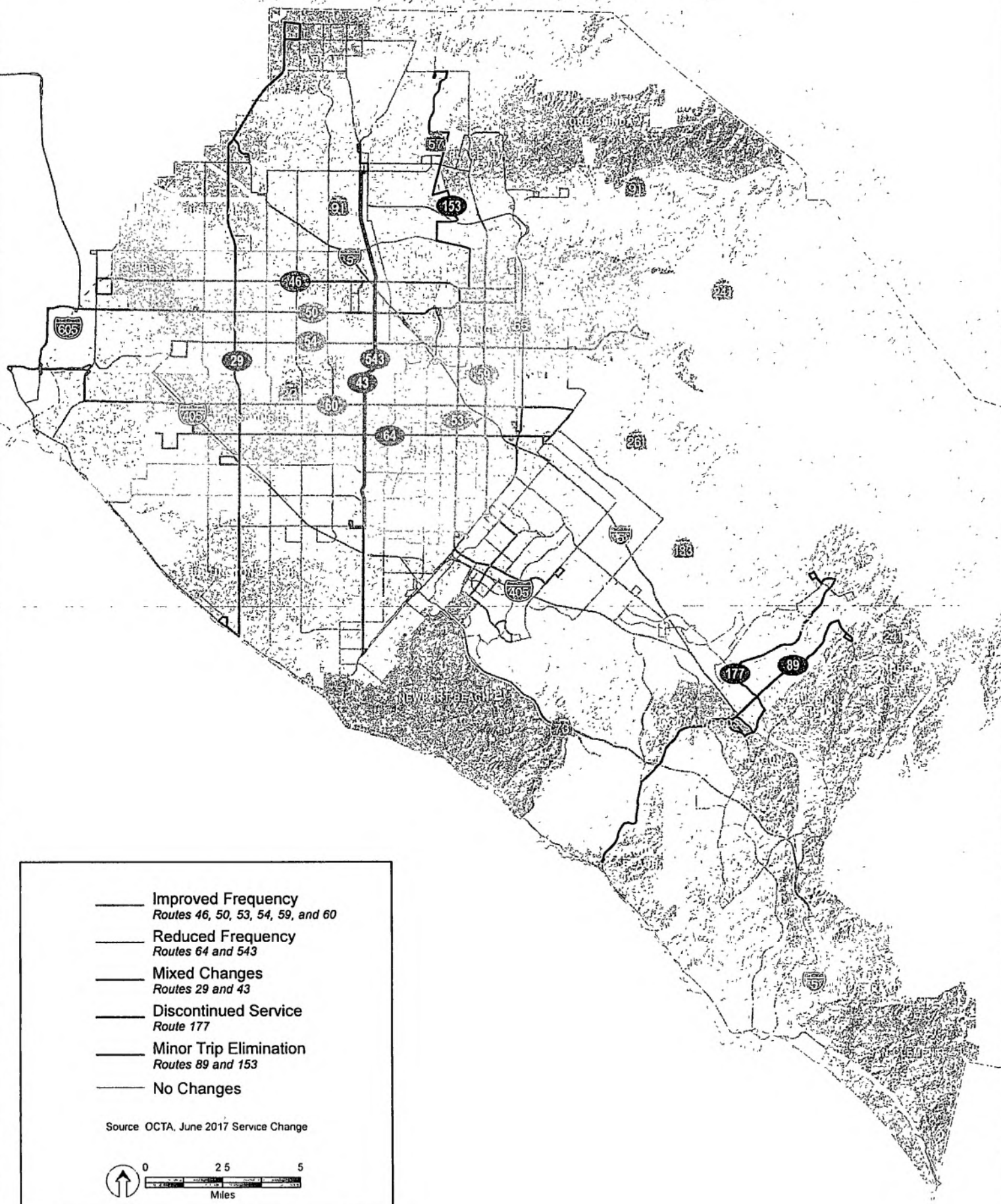
Kia Mortazavi
Executive Director, Planning
(714) 560-5741

Title VI Service Equity Analysis Summary

Route	Direction	Pattern	Daily Trips Before			Daily Trips After			Pattern Demographics (1/4 mile)				Annual Person Trip Before				Annual Person Trip After					
			WD	SA	SU	WD	SA	SU	LINC	NO	LINC	MIN	LINC	NO	MIN	LINC	NO	MIN	LINC	NO	MIN	
50	E	5004	38	24	24	41	22	21	32,972	73,483	74,434	32,982	406,542,488	906,048,093	917,774,931	406,667,881	941,834,421	954,024,436	422,730,108	942,730,108		
50	E	5010	13	0	0	13	19	17	23,610	44,156	53,346	15,021	78,266,901	146,378,539	176,841,226	49,795,076	233,543,316	282,145,775	79,446,805	279,446,805		
50	W	5005	38	23	23	43	21	21	32,537	71,182	73,418	31,249	397,599,682	869,843,788	897,172,428	381,959,735	944,940,777	974,628,803	414,826,081	974,628,081		
50	W	5011	10	0	0	10	17	17	23,615	44,395	53,435	15,177	60,219,768	113,206,813	136,259,537	38,701,426	104,380,064	196,225,142	77,082,472	196,225,142		
54	E	5402	35	24	0	35	33	11	30,877	99,049	88,886	44,743	314,108,899	1,007,622,619	904,240,395	455,169,922	348,258,554	1,117,170,503	904,655,613	1,117,170,503		
54	E	5412	0	0	19	0	0	19	30,315	91,560	85,747	39,833	33,006,649	100,898,944	94,492,714	43,896,454	100,898,944	94,492,714	43,896,454	100,898,944		
54	E	5420	30	0	0	24	0	0	29,186	79,918	79,217	33,572	223,272,267	611,370,162	606,008,501	295,825,616	178,617,813	489,096,129	205,460,493	489,096,129		
54	W	5403	37	24	0	37	33	10	31,239	103,864	90,697	48,716	333,724,647	1,109,574,993	968,916,732	514,147,934	366,462,963	1,218,423,073	1,063,967,255	564,585,736		
54	W	5413	0	0	20	0	0	20	30,724	97,334	88,011	43,776	35,639,966	112,907,987	102,092,292	50,780,447	35,639,966	112,907,987	102,092,292	50,780,447		
54	W	5421	31	0	0	25	0	0	29,308	80,180	79,568	33,611	231,677,928	633,820,161	628,982,210	265,697,616	186,837,039	511,145,291	507,243,718	214,272,271		
59	N	5900	6	17	13	6	21	16	30,003	50,256	60,874	22,493	95,048,302	159,211,415	192,849,773	71,299,315	105,509,303	178,409,256	216,103,754	79,851,821		
59	N	5910	30	0	0	30	0	0	36,548	60,538	71,789	30,680	279,592,659	463,119,196	459,189,620	234,702,738	279,592,659	463,119,196	459,189,620	234,702,738		
59	N	5930	1	0	0	1	0	0	24,894	34,526	48,652	12,038	6,347,967	8,004,028	12,406,143	3,069,617	6,347,967	8,004,028	12,406,143	3,069,617		
59	S	5901	6	17	15	6	21	19	29,998	50,409	61,066	22,452	98,512,464	165,542,518	200,539,522	73,322,652	111,711,455	187,722,393	227,408,388	83,611,570		
59	S	5911	30	0	0	30	0	0	34,966	58,142	69,474	28,767	267,491,454	444,787,619	531,472,813	220,064,023	267,491,454	444,787,619	531,472,813	220,064,023		
59	S	5921	1	0	0	1	0	0	22,376	30,454	42,801	11,254	5,705,889	7,765,804	10,914,201	2,869,822	5,705,889	7,765,804	10,914,201	2,869,822		
70	E	7014	22	22	15	22	15	15	38,858	104,979	106,133	38,620	296,254,497	809,356,370	809,159,934	294,440,159	282,110,132	762,144,182	774,950,988	282,110,132		
70	E	7024	32	23	13	32	17	13	34,593	79,093	95,384	19,139	349,732,851	799,627,933	964,333,755	193,491,639	338,939,908	934,573,901	187,520,384	934,573,901		
70	E	7038	1	0	0	1	0	0	26,782	50,332	70,431	7,356	6,829,442	12,834,612	17,959,997	1,875,868	6,829,442	12,834,612	17,959,997	1,875,868		
70	W	7013	21	23	14	21	16	14	39,176	105,243	106,730	38,613	288,453,584	774,905,122	785,980,153	284,307,612	274,193,486	736,596,624	270,252,476	736,596,624		
70	W	7023	37	23	15	37	17	15	35,022	79,626	96,216	19,276	402,789,996	915,780,810	1,106,584,585	221,692,052	391,062,689	890,937,438	1,076,565,074	215,677,973		
90	E	9002	19	13	10	22	12	10	16,042	91,138	43,258	64,105	97,874,071	556,034,256	263,918,675	391,104,034	109,312,231	621,015,804	294,761,818	436,810,832		
90	E	9012	2	0	0	2	0	0	5,542	32,707	18,501	19,823	2,826,556	16,680,450	9,435,547	10,099,607	2,826,556	16,680,450	9,435,547	10,099,607		
90	W	9003	18	12	11	21	11	11	15,801	90,067	42,702	63,348	92,470,016	527,073,019	249,891,660	370,713,590	103,736,441	591,290,904	280,338,132	415,880,847		
90	W	9013	3	0	0	3	0	0	5,463	32,281	18,322	19,497	4,178,871	24,694,592	14,016,170	14,914,984	4,178,871	24,694,592	14,016,170	14,914,984		
91	N	9100	27	16	16	30	24	16	17,303	64,629	32,984	49,345	149,581,142	558,720,585	285,148,616	426,590,901	170,015,535	635,047,827	324,102,985	484,867,807		
91	N	9110	1	0	0	1	0	0	9,277	27,447	18,241	18,555	2,365,609	6,999,058	4,651,465	4,731,560	2,365,609	6,999,058	4,651,465	4,731,560		
91	S	9101	26	16	16	29	24	16	16,754	63,646	32,268	48,528	140,564,395	533,991,123	270,726,862	407,148,003	160,350,635	609,157,216	308,835,137	464,459,301		
177	N	7700	17	8	9	17	0	0	8,976	47,661	25,750	31,276	46,809,701	248,551,746	134,284,735	163,106,203	38,910,845	206,610,128	111,624,991	135,583,009		
177	S	7701	18	9	9	18	0	0	8,060	43,047	24,232	27,259	44,972,985	240,204,131	135,211,948	152,106,478	36,993,907	197,587,269	111,222,732	125,119,844		
212	N	1200	2	0	0	2	0	0	16,854	82,329	42,106	57,356	8,595,353	41,987,678	21,473,969	29,251,319	0	0	0	0		
212	S	1201	2	0	0	2	0	0	16,710	81,028	41,206	56,808	8,522,102	41,324,296	21,015,179	28,972,025	0	0	0	0		
216	N	2600	1	0	0	0	0	0	21,100	103,890	57,856	67,497	5,380,515	26,491,947	14,753,336	17,211,677	0	0	0	0		
216	S	2601	1	0	0	0	0	0	20,825	102,517	56,755	66,944	5,310,474	26,141,954	14,472,601	17,070,649	0	0	0	0		
794	W	795	6	0	0	6	0	0	30,396	102,008	80,811	52,343	46,506,237	156,071,842	123,640,265	80,084,419	46,506,237	156,071,842	123,640,265	80,084,419		
794	W	797	2	0	0	2	0	0	30,396	102,008	80,811	52,343	15,502,079	52,023,947	41,213,422	26,694,806	0	0	0	0		
Total Person Trips			4,888,774,383				13,231,245,088				12,233,168,520				13,409,260,651				12,394,157,933			
Person Trip %			27.0%				73.0%				65.3%				72.5%				66.2%			
LINC: Low-Income Residents within 1/4 mile of route			4,888,774,383				13,231,245,088				12,233,168,520				13,409,260,651				12,394,157,933			
NO, LINC: Low-Income Residents within 1/4 mile of route			4,888,774,383				13,231,245,088				12,233,168,520				13,409,260,651				12,394,157,933			
MIN: Minority Residents within 1/4 mile of route			4,888,774,383				13,231,245,088				12,233,168,520				13,409,260,651				12,394,157,933			
NO, MIN: Non Minority Residents within 1/4 mile of route			4,888,774,383				13,231,245,088				12,233,168,520				13,409,260,651				12,394,157,933			

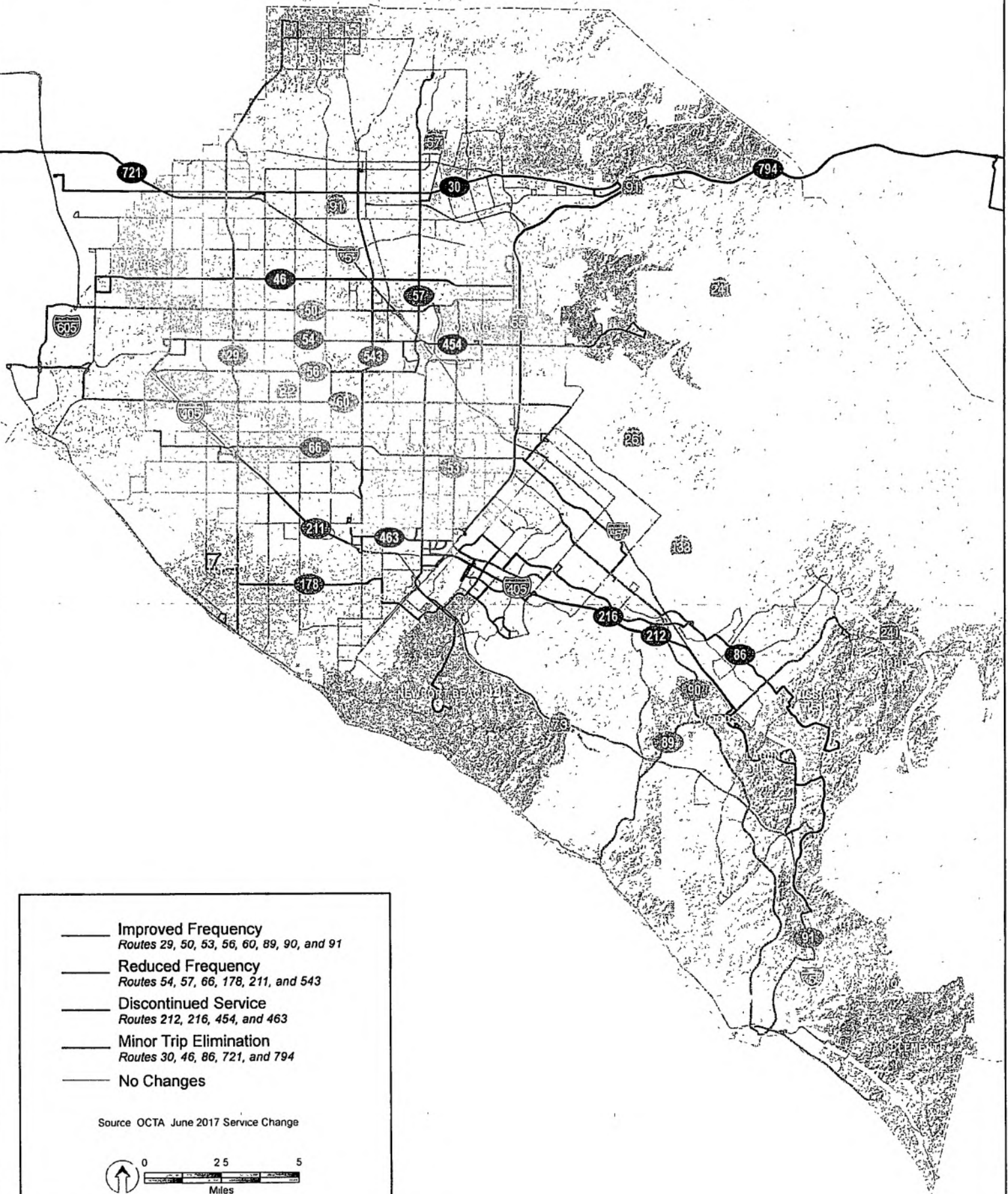
LINC: Low-Income Residents within 1/4 mile of route
NO, LINC: Low-Income Residents within 1/4 mile of route
MIN: Minority Residents within 1/4 mile of route
NO, MIN: Non Minority Residents within 1/4 mile of route
WD: Weekday, SA: Saturday, SU: Sunday

Proposed Sunday Route Changes for February 2018





Proposed Weekday Route Changes for February 2018





BOARD AGENDA

Orange County Transportation Authority Board Meeting
Orange County Transportation Authority Headquarters
Board Room - Conference Room 07-08
550 South Main Street
Orange, California
Monday, November 13, 2017 at 9:00 a.m.

Any person with a disability who requires a modification or accommodation in order to participate in this meeting should contact the OCTA Clerk of the Board, telephone (714) 560-5676, no less than two (2) business days prior to this meeting to enable OCTA to make reasonable arrangements to assure accessibility to this meeting.

Agenda Descriptions

The agenda descriptions are intended to give members of the public a general summary of items of business to be transacted or discussed. The posting of the recommended actions does not indicate what action will be taken. The Board of Directors may take any action which it deems to be appropriate on the agenda item and is not limited in any way by the notice of the recommended action.

Public Comments on Agenda Items

Members of the public may address the Board of Directors regarding any item. Please complete a speaker's card and submit it to the Clerk of the Board or notify the Clerk of the Board the item number on which you wish to speak. Speakers will be recognized by the Chairman at the time the agenda item is to be considered. A speaker's comments shall be limited to three (3) minutes.

Public Availability of Agenda Materials

All documents relative to the items referenced in this agenda are available for public inspection at www.octa.net or through the Clerk of the Board's office at the OCTA Headquarters, 600 South Main Street, Orange, California.

Call to Order

Invocation

Director Spitzer

Pledge of Allegiance

Director Shaw



BOARD AGENDA

Special Calendar

Orange County Transportation Authority Special Calendar Matters

- 1. Presentation of 2017 Orange County Transportation Authority Bus and Maintenance Rodeo Awards**

Presentation of 2017 Orange County Transportation Authority Bus and Maintenance Rodeo trophies to the first place Coach Operator and Maintenance team.

Consent Calendar (Items 2 through 24)

All matters on the Consent Calendar are to be approved in one motion unless a Board Member or a member of the public requests separate action on a specific item.

Orange County Transportation Authority Consent Calendar Matters

- 2. Approval of Minutes**

Approval of the Orange County Transportation Authority and affiliated agencies' regular meeting minutes of October 23, 2017.

- 3. Approval of Board Members Travel**

Approve the travel to Washington, D.C., for Chairman Michael Hennessey and Legislative and Communications Chairman Shawn Nelson the week of November 27, 2017 for the Orange County Transportation Authority's Washington advocacy trip focusing on the Orange County Transportation Authority transportation and legislative priorities for the remaining 1st Session of the 115th Congress.

- 4. Fiscal Year 2017-18 Internal Audit Plan, First Quarter Update**
Janet Sutter

Overview

The Orange County Transportation Authority Board of Directors adopted the Orange County Transportation Authority Internal Audit Department Fiscal Year 2017-18 Internal Audit Plan on August 14, 2017. Along with the first quarter update, a revision to the Fiscal Year 2017-18 Internal Audit Plan is being recommended.



BOARD AGENDA

4. (Continued)

Recommendations

- A. Approve the revised Fiscal Year 2017-18 Internal Audit Plan.
- B. Receive and file the first quarter update to the Orange County Transportation Authority Internal Audit Department Fiscal Year 2017-18 Internal Audit Plan as an information item.

5. Employee Health Benefits, Internal Audit Report No. 17-506 Ricco Bonelli/Janet Sutter

Overview

The Internal Audit Department has completed an audit of employee health benefits. Based on the audit, controls in place to ensure proper enrollment, accounting, and compliance with laws, regulations, policies, and procedures are generally adequate; however, recommendations were made to develop and implement procedures for verification of Health Savings Account contribution payments and for collection of insurance premiums in arrears. Also, management should consider clarifications to the policy governing health plan participation.

Recommendation

Direct staff to implement three recommendations provided in Employee Health Benefits, Internal Audit Report No. 17-506.

6. Fiscal Year 2016-17 Comprehensive Annual Financial Report and 91 Express Lanes Fund Financial Statements Benjamin Torres/Andrew Oftelie

Overview

The Orange County Transportation Authority is required to obtain an independent auditor's opinion on various financial statements and schedules. Vavrinek, Trine, Day and Company, LLP, an independent accounting firm, has completed its annual audit of the Orange County Transportation Authority's Comprehensive Annual Financial Report and 91 Express Lanes Fund Financial Statements for fiscal year 2016-17.



BOARD AGENDA

6. (Continued)

Recommendation

Receive and file the fiscal year 2016-17 Comprehensive Annual Financial Report and 91 Express Lanes Fund Financial Statements.

7. Orange County Employees Retirement System Early Payment For Fiscal Year 2018-19

Rodney Johnson/Andrew Oftelie

Overview

The Orange County Employees Retirement System has offered an early payment discount to member agencies of 4.5 percent if they elect to prepay their contributions for fiscal year 2019. Advance payments must be received before January 16, 2018. The Orange County Transportation Authority has estimated the savings over the next year and a half under this payment option will total approximately \$885,000.

Recommendation

Authorize the early payment of approximately \$23.3 million by January 16, 2018, to the Orange County Employees Retirement System, for member contributions for fiscal year 2018-19.

8. Environmental Mitigation Program Endowment Fund Investment Report For September 30, 2017

Rodney Johnson/Andrew Oftelie

Overview

The Orange County Transportation Authority has developed a Natural Community Conservation Plan/Habitat Conservation Plan; acquired conservation properties; and funded habitat restoration projects to mitigate the impacts of Measure M2 freeways projects. California Community Foundation manages the non-wasting endowment required to pay for the long-term management of the conservation properties. Each quarter, the California Community Foundation publishes a comprehensive report detailing the composition of the pool and the performance. Attached is the quarterly investment report for the Endowment Pool for the period ending September 30, 2017. The report has been reviewed and is consistent with the pool objectives.



BOARD AGENDA

8. (Continued)

Recommendation

Receive and file as an information item.

9. Property Insurance Policy Renewal
Al Gorski/Maggie McJilton

Overview

The Orange County Transportation Authority holds a property insurance policy with Zurich Insurance Company. This policy is scheduled to expire on December 1, 2017.

Recommendation

Authorize the Chief Executive Officer to issue Purchase Order No. A38332, in the amount of \$550,000, to Marsh Risk and Insurance Services, Inc., to purchase property insurance on behalf of the Orange County Transportation Authority for the policy period of December 1, 2017 to December 1, 2018.

10. Amendment to the Master Plan of Arterial Highways
Carolyn Mamaradlo/Kia Mortazavi

Overview

The Orange County Transportation Authority administers the Master Plan of Arterial Highways, including the review and approval of amendments requested by local agencies. The City of Placentia has requested an amendment to the Master Plan of Arterial Highways that is recommended for approval. A status update on the active Master Plan of Arterial Highways amendments is also provided.



BOARD AGENDA

10. (Continued)

Recommendations

- A. Approve amendment to the Master Plan of Arterial Highways for Golden Avenue between Kraemer Boulevard and the eastern city limits from a secondary (four-lane, undivided) arterial to divided collector (two-lane, divided) arterial. The proposed amendment will become final, contingent upon the Orange County Transportation Authority receiving documentation that the City of Placentia has amended their respective general plan, and has complied with the requirements of the California Environmental Quality Act.

If the originally proposed Master Plan of Arterial Highways amendment is modified as a result of the California Environmental Quality Act and/or general plan amendment processes, the modified Master Plan of Arterial Highways amendment shall be returned to the Orange County Transportation Authority's Board of Directors for consideration.

- B. Direct the Executive Director of Planning, or his designee, to file a Notice of Exemption from the California Environmental Quality Act in support of the amendment to the Master Plan of Arterial Highways.
- C. Receive and file a status report on active Master Plan of Arterial Highways amendments.

Orange County Transit District Consent Calendar Matters

11. **Agreement for Liquefied Natural Gas Storage Tank Removal at the Anaheim and Garden Grove Bus Bases**
George Olivo/James G. Beil

Overview

As part of the Orange County Transportation Authority's Fiscal Year 2017-18 Budget, the Board of Directors approved the removal of liquefied natural gas storage tanks at the Anaheim and Garden Grove bus bases. Bids were received in accordance with the Orange County Transportation Authority's public works procurement procedures. Board of Directors' approval is requested to execute the agreement.



BOARD AGENDA

11. (Continued)

Recommendation

Authorize the Chief Executive Officer to negotiate and execute Agreement No. C-7-1756 between the Orange County Transportation Authority and Gems Environmental Management Services, Inc., the lowest responsive, responsible bidder, in the amount of \$1,791,306, for removal of liquefied natural gas storage tanks at the Anaheim and Garden Grove bus bases.

12. Agreement for the Construction, Operation, and Maintenance of a Hydrogen Fuel Station, and the Purchase and Delivery of Liquid Hydrogen for the Santa Ana Bus Base

George Olivo/James G. Beil

Overview

The Orange County Transportation Authority has been awarded grant funds for the purchase of ten hydrogen buses, construction of a hydrogen fuel station, and modifications to facilities. In March 2017, the Board of Directors awarded a sole source agreement for the hydrogen station to the vendor identified in the grant; however, the vendor was unable to accept the terms and conditions of the proposed contract that were intended to protect the Orange County Transportation Authority from risk. A procurement was conducted and award of an agreement is recommended.

Recommendations

- A. Authorize the Chief Executive Officer to negotiate and execute Agreement No. C-7-1577 between the Orange County Transportation Authority and Trillium USA Company LLC, in the amount of \$6,472,127, for the construction, operation, and maintenance of a hydrogen fuel station and liquid hydrogen deliveries for a three-year term, with two, one-year option terms.
- B. Amend the Orange County Transportation Authority's Fiscal Year 2017-18 Budget, in the amount of \$4,777,732, to accommodate the construction of a liquid hydrogen fuel station at the Santa Ana Bus Base.



BOARD AGENDA

13. Amendment to Agreement for Schedule Checking Activities Johnny Dunning/Beth McCormick

Overview

On November 25, 2013, the Board of Directors approved an agreement with National Data and Surveying Services, doing business as Southland Car Counters, to conduct bus system schedule checking services for the Orange County Transportation Authority fixed-route bus service. The term of this agreement, as amended, expires on December 31, 2017. A contract amendment is required to exercise the second, one-year option term of the agreement.

Recommendation

Authorize the Chief Executive Officer to negotiate and execute Amendment No. 3 to Agreement No. C-3-1855 between the Orange County Transportation Authority and National Data and Surveying Services, doing business as Southland Car Counters, in the amount of \$244,184, to exercise the second, one-year option term of the agreement, through December 31, 2018, for schedule checking services. This will increase the maximum obligation of the agreement to a total contract value of \$1,273,483.

14. Approval to Release Request for Proposals for Operation and Maintenance of a Micro-Transit Pilot Program Curt Burlingame/Beth McCormick

Overview

As part of the OC Bus 360° program, a number of initiatives have been implemented to improve bus ridership and meet the changing mobility demands within the Orange County Transportation Authority service area. In an effort to continue to improve mobility choices for transit riders, approval has been received to implement a one-year pilot program to provide micro-transit in two low transit demand areas of the County. A draft request for proposals has been developed to initiate the competitive procurement process to select a firm to operate and maintain the micro-transit pilot program.



BOARD AGENDA

14. (Continued)

Recommendations

- A. Approve the proposed evaluation criteria and weightings for Request for Proposals 7-2052 for operation and maintenance of a micro-transit pilot program.
- B. Approve the release of Request for Proposals 7-2052 to select a firm to operate and maintain the micro-transit pilot program for a one-year initial term with two, one-year option terms.

15. Sole Source Agreement for the Purchase of Ten Hydrogen Fuel Cell Electric Buses

P. Sue Zuhlke/Beth McCormick

Overview

The Orange County Transportation Authority has been awarded grant funds for the purchase of ten hydrogen buses, construction of a hydrogen fuel station, and modifications to facilities. The grant application was submitted in partnership with the bus and hydrogen fuel station manufacturers. A sole source agreement is required for the purchase of ten hydrogen fuel cell electric buses.

Recommendations

- A. Authorize the Chief Executive Officer to negotiate and execute sole source Agreement No. C-7-1701 between the Orange County Transportation Authority and New Flyer Industries, Inc., in the amount of \$13,307,125, for the purchase of ten hydrogen fuel cell electric buses.
- B. Amend the Orange County Transportation Authority's Fiscal Year 2017-18 Adopted Budget, in the amount of \$13,307,125, to accommodate the purchase of ten hydrogen fuel cell electric buses.



BOARD AGENDA

Orange County Local Transportation Authority Consent Calendar Matters

- 16. Limited-Scope Audit: Right-of-Way Acquisition Activities for Interstate 405 Improvement Project, Internal Audit Report No. 18-502**
Serena Ng/Janet Sutter

Overview

The Internal Audit Department has completed a limited-scope audit of right-of-way acquisition activities for the Interstate 405 Improvement Project. Based on the audit, administrative settlement and incentive program payments have been properly authorized and reported to the Board of Directors; however, initial activities were not reported timely, and reports are not provided as frequently as requested by the Regional Planning and Highways Committee and the Board of Directors.

Recommendation

Direct staff to implement the recommendation provided in Limited-Scope Audit: Right-of-Way Acquisition Activities for Interstate 405 Improvement Project, Internal Audit Report No. 18-502.

- 17. Administrative Support Agreement with the Los Angeles - San Diego - San Luis Obispo Rail Corridor Agency**
Kenneth Phipps

Overview

In August 2013, the Orange County Transportation Authority was selected through a competitive process to serve as the managing agency for the Los Angeles - San Diego - San Luis Obispo Rail Corridor Agency. An administrative support agreement was negotiated and executed in November 2013 to allow the Orange County Transportation Agency to assume that role formally. The existing administrative support agreement will expire on June 30, 2018. A new administrative support agreement is necessary to allow the Orange County Transportation Authority to continue in its role as the managing agency for the Los Angeles - San Diego - San Luis Obispo Rail Corridor Agency.



BOARD AGENDA

17. (Continued)

Recommendation

Authorize the Chief Executive Officer to negotiate and execute an updated administrative support agreement with the Los Angeles - San Diego - San Luis Obispo Rail Corridor Agency for a three-year initial term with two three-year option terms.

18. Amendment to Agreement for Additional Design Services for Interstate 5 Widening Project Between State Route 73 and Oso Parkway Hamid Torkamanha/James G. Beil

Overview

On June 9, 2014, the Orange County Transportation Authority Board of Directors authorized an agreement with WKE, Inc., for preparation of plans, specifications, and estimates for the Interstate 5 Widening Project between State Route 73 and Oso Parkway. An amendment to the existing agreement is required for additional design services.

Recommendation

Authorize the Chief Executive Officer to negotiate and execute Amendment No. 5 to Agreement No. C-3-2189 between the Orange County Transportation Authority and WKE, Inc., in the amount of \$449,702, for additional design services for Interstate 5 Widening Project between State Route 73 and Oso Parkway. This will increase the maximum cumulative obligation of the agreement to a total contract value of \$9,838,041.

19. Capital Programs Division - First Quarter Fiscal Year 2017-18 Capital Action Plan Performance Metrics James G. Beil

Overview

The Orange County Transportation Authority's Strategic Plan key strategies and objectives to achieve the goals for Mobility and Stewardship include delivery of all Capital Action Plan projects on time and within budget. The Capital Action Plan is used to create a performance metric to assess capital project delivery progress on highway, grade separation, rail, and facility projects. This report provides an update on the Capital Action Plan delivery and performance metrics.



BOARD AGENDA

19. (Continued)

Recommendation

Receive and file as an information item.

20. Amendment to Increase Agreement Value for On-Call Property Maintenance Services for Highway and Transit Projects Joe Gallardo/James G. Beil

Overview

On July 8, 2013, the Orange County Transportation Authority Board of Directors approved an agreement with So Cal Sandbags, Inc., to provide on-call contracted property maintenance services for the former Pacific Electric railroad right-of-way and other Orange County Transportation Authority-owned property. An amendment to the existing agreement is required to provide additional funding to perform ongoing property maintenance services through September 2018.

Recommendation

Authorize the Chief Executive Officer to negotiate and execute Amendment No. 5 to Agreement No. C-3-1428 between the Orange County Transportation Authority and So Cal Sandbags, Inc., to increase the contract value in the amount of \$200,000, for property maintenance services for highway and transit projects. This will increase the maximum cumulative obligation of the agreement to a total contract value of \$1,002,500.

21. Consultant Selection for Construction Management Support Services for the Interstate 5 High-Occupancy Vehicle Improvement Project Between State Route 55 and State Route 57 Niall Barrett/James G. Beil

Overview

On July 24, 2017, the Orange County Transportation Authority Board of Directors authorized the release of a request for proposals to provide construction management support services for the Interstate 5 High-Occupancy Vehicle Improvement Project from State Route 55 to State Route 57. Board of Directors' approval is requested for the selection of a firm to perform the required work.



BOARD AGENDA

21. (Continued)

Recommendations

- A. Approve the selection of CALTROP Corporation as the firm to provide construction management support services for the Interstate 5 High-Occupancy Vehicle Improvement Project from State Route 55 to State Route 57.
- B. Authorize the Chief Executive Officer to negotiate and execute Agreement No. C-7-1834 between the Orange County Transportation Authority and CALTROP Corporation to provide construction management support services for the Interstate 5 High-Occupancy Vehicle Improvement Project from State Route 55 to State Route 57.

22. Amendment to Cooperative Agreement with the California Department of Transportation for the Interstate 5 High-Occupancy Vehicle Improvement Project Between State Route 55 and State Route 57 Niall Barrett/James G. Beil

Overview

On July 24, 2017, the Orange County Transportation Authority Board of Directors authorized the Chief Executive Officer to negotiate and execute Cooperative Agreement No. C-7-1817, with the California Department of Transportation for construction capital and construction management support services for the Interstate 5 High-Occupancy Vehicle Improvement Project between State Route 55 and State Route 57. An amendment is required to increase construction capital and construction support funding for the construction phase of the project.

Recommendations

- A. Authorize the Chief Executive Officer to negotiate and execute Amendment No. 1 to Cooperative Agreement No. C-7-1817 between the Orange County Transportation Authority and California Department of Transportation, to increase the funding by \$1,994,000 for the construction phase, from \$30,849,000 to \$32,843,000, comprised of \$654,000 for supplemental construction capital and \$1,340,000 for supplemental construction support for the Interstate 5 High-Occupancy Vehicle Improvement Project between State Route 55 and State Route 57.



BOARD AGENDA

22. (Continued)

- C. Authorize the use of \$654,000 in federal Congestion Mitigation and Air Quality Program funds for the construction capital amount, which will increase the construction capital funding from \$26,049,000 to \$26,703,000.
- D. Authorize the use of \$1,340,000 in State Transportation Block Grant Funds or Measure M2 for consultant construction management services, which will increase the total funding for construction support from \$4,800,000 to \$6,140,000. Should State Transportation Block Grant funding not be approved, staff is recommending to use \$1,340,000 in Measure M2 funds.
- D. Authorize staff to process all necessary amendments to the Federal Transportation Improvement Program, and execute or amend all necessary agreements to facilitate the above action.

23. Measure M2 Sales Tax Forecast Sean Murdock/Andrew Oftelie

Overview

The Orange County Transportation Authority contracts with MuniServices, LLC, and three universities to forecast Measure M2 taxable sales. MuniServices, LLC, and the three universities have provided updated forecasts, and staff has incorporated the new information into the annual update for the long-range forecast of Measure M2 taxable sales.

Recommendation

Receive and file as an information item.



BOARD AGENDA

Orange County Service Authority For Freeway Emergencies Consent Calendar Matters

- 24. Fiscal Year 2017-18 Freeway Service Patrol Program Fund Transfer Agreement**
Patrick Sampson/Beth McCormick

Overview

The Orange County Freeway Service Patrol receives funding from the California Department of Transportation under the terms of an annual funding agreement. The fiscal year 2017-18 funding agreement will provide a total of \$3,188,042 to support the Freeway Service Patrol program through June 30, 2018.

Recommendation

Authorize the Chief Executive Officer to negotiate and execute Cooperative Agreement No. C-7-2019 between the Orange County Transportation Authority and the California Department of Transportation for fiscal year 2017-18 Freeway Service Patrol program funding.

Regular Calendar

Orange County Transit District Regular Calendar Matters

- 25. OC Bus 360° Update**
Kurt Brotcke/Kia Mortazavi

Overview

The Orange County Transportation Authority is implementing a comprehensive effort to reposition the bus system in response to changing market conditions. The goals are to reverse ridership declines by reducing passenger travel times, improving travel speeds, and designing services to benefit existing customers and attract new customers. A status report on major OC Bus 360° elements is presented for review.

Recommendation

Direct staff to request letters of interest from local agencies related to a future Project V call for projects, and return with an update in January 2018.



BOARD AGENDA

26. Transit Master Plan - Corridor Line Evaluation
Gary Hewitt/Kia Mortazavi

Overview

The Transit Master Plan will develop an integrated bus, rail, and paratransit plan for Orange County. This plan will identify future potential transit corridor studies and recommended changes to existing transit service. An evaluation of potential corridor lines is presented for review and potential next steps.

Recommendation

Direct staff to seek public/stakeholder input and return to the Board of Directors in January 2018 with an action plan.

Orange County Local Transportation Authority Regular Calendar Matters

27. Measure M2 Updated Next 10 Delivery Plan
Tamara Warren/Kia Mortazavi

Overview

The Measure M2 Next 10 Delivery Plan was approved on November 14, 2016, incorporating the 2016 revenue forecast with a plan for continued acceleration of the delivery of Measure M2 freeway, streets and roads, transit, and environmental projects through the year 2026. In response to the lower 2017 revenue forecast, staff reviewed the Next 10 Delivery Plan and updated the revenue, bonding assumptions, project costs and schedules, and identified adjustments needed to ensure continued delivery of the Measure M2 projects and programs as outlined. The status of this effort is presented to the Board of Directors.

Recommendations

- A. Adopt the Measure M2 updated Next 10 Delivery Plan with revised financial assumptions.
- B. Direct staff to identify cost-effective alternatives that meet the intent of the Measure M2 scope as projects advance through project development for Board of Directors consideration.



BOARD AGENDA

Discussion Items

28. Public Comments

At this time, members of the public may address the Board of Directors regarding any items within the subject matter jurisdiction of the Board of Directors, but no action may be taken on off-agenda items unless authorized by law. Comments shall be limited to three (3) minutes per speaker, unless different time limits are set by the Chairman subject to the approval of the Board of Directors.

29. Chief Executive Officer's Report

30. Directors' Reports

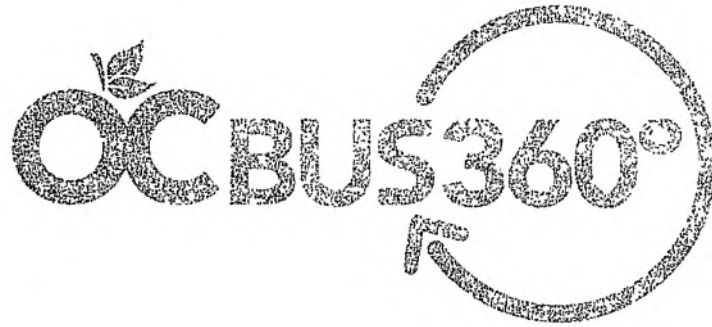
31. Closed Session

Closed Session matters will be held as follows:

- A. Pursuant to Government Code Section 54956.9(d)(1) – Conference with Legal Counsel – Roxanne Barnes v. Orange County Transportation Authority, et al.; OCSC Case No. 30-2016-00839553.
- B. Pursuant to Government Code Section 54956.9(d)(2) - Conference with Legal Counsel - One matter.
- C. Pursuant to Government Code Section 54956.9(a) - Conference with Legal Counsel - Existing Litigation, Alberto Hernandez, et al., v. Orange County Transportation Authority, et al. OCSC Case No. 30-2016-00878824.

32. Adjournment

The next regularly scheduled meeting of this Board will be held at **9:00 a.m. on Monday, November 27, 2017**, at the Orange County Transportation Authority Headquarters, 550 South Main Street, Board Room - Conference Room 07-08, Orange, California.



Innovating from every angle

**Proposed February 2018 Bus Service Plan
Public Involvement Program
Final Report
September 28, 2017**



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Introduction

In 2015, the OCTA Board of Directors launched OC Bus 360°, a plan that examines bus service from all angles. During the initial implementation of this comprehensive plan, OC Bus 360° provided better service in high-demand areas by reallocating existing resources, improved passenger experiences through technology, stimulated ridership with pricing changes, and created fresh marketing and branding to attract new riders.

OC Bus 360° has been effective in improving service in those areas where service was reallocated to meet demand. To continue in this positive direction, OCTA proposed additional adjustments through OC Bus 360° that will result in better service and greater efficiency in areas where demand is greatest.

The proposed service plan for February 2018 improves evening, weekday, and weekend service on several routes and reduces service on others with low demand. In addition, service on some Stationlink and express routes will be reduced or eliminated due to low ridership. Services and resources can be reallocated to high-demand areas to reduce travel times and serve more people. Proposed changes include:

WEEKDAY CHANGES

DAYTIME FREQUENCY IMPROVEMENTS

24, 50, 56, 89, 90, 91

EVENING FREQUENCY IMPROVEMENTS

29, 50, 53, 60

FREQUENCY ADJUSTMENTS

54, 57, 66, 543

WEEKEND CHANGES

DAYTIME FREQUENCY IMPROVEMENTS

50, 54, 59, 91

EVENING FREQUENCY IMPROVEMENTS

29, 43, 46, 50, 53, 54, 60

FREQUENCY ADJUSTMENTS

43, 64, 70, 543

OTHER CHANGES

ELIMINATION OF TRIPS WITH LOW RIDERSHIP IN EARLY AM OR LATE PM

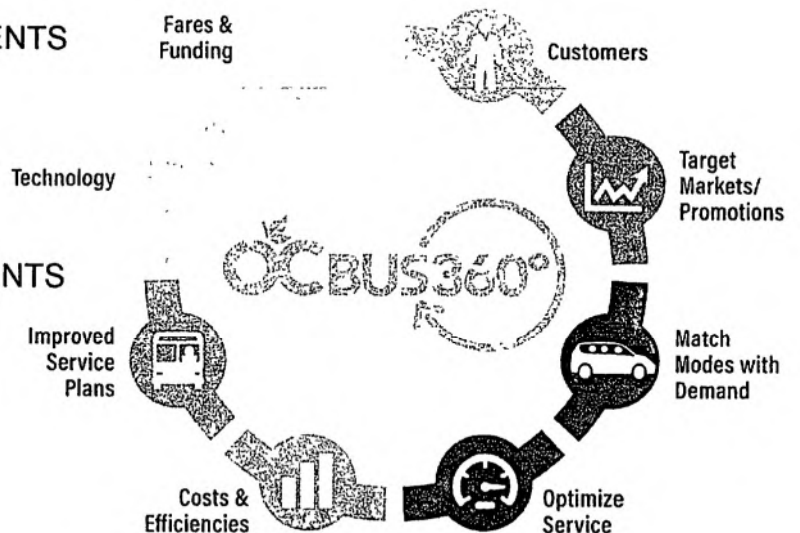
24, 30, 46, 50, 56, 60, 70, 72, 86, 89, 90, 153, 178, 211, 721, 794

ELIMINATION OF TRIPS WITH LOW RIDERSHIP WITHIN PORTIONS OF ROUTES

24, 463, 794

ELIMINATION OF ROUTES WITH LOW RIDERSHIP OR DUPLICATION OF SERVICE

177 (weekend only), 212, 216, 454



Public Information and Outreach Program

On July 24, 2017, the OCTA Board of Directors received the Proposed February 2018 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

5 newspaper ads

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

b. Bus Advertisements and Collateral

- OCTA website in English, Spanish, and Vietnamese including an online survey
- Interior Bus Cards (600 each language/1,800 total) - English, Spanish, and Vietnamese
- 50,000 Public Notice Multilingual Brochures with comment card in English, Spanish, and Vietnamese
- 50,000 Meeting Flyers in English, Spanish, and Vietnamese

c. Mailings

140 stakeholders and businesses – libraries, schools, senior centers, city halls, etc.

d. Electronic Media

- One general email about the plan sent to 20,000 email addresses
- Two community meeting-specific emails sent to 20,000 email addresses
- One public hearing-specific email sent to 20,000 email addresses
- Information in three "On the Move" e-Newsletters - 3,000 distribution per issue
- Information and ads on Facebook



e. Press Releases and Public Service Announcements

f. (714) 636-RIDE Hotline

g. Local Jurisdiction Communication

Email about the plan and community meeting dates to all local jurisdiction public information officers (PIOs) for distribution via city communication outlets

2. Public Meetings

a. Community Meetings (3)

- Miriam Warne Community Center, Westminster (August 22, 2017)
- Laguna Hills Community Center, Laguna Hills (August 23, 2017)
- Orange Unified School District, Orange (August 24, 2017)

b. OCTA Advisory Committees

- Citizen Advisory Committee
- Special Needs Advisory Committee
- Customer Roundtable

c. Public Hearing

- OCTA Headquarters, Orange (September 25, 2017)

The screenshot shows the OCTA website with the title "Proposed February 2018 Bus Service Plan". Below the title, it says "Bus service may change in February 2018". A link "VIEW THE PLAN" is visible. Below that, there is a section titled "PROVIDE FEEDBACK" with a link "Provide Feedback". At the bottom, there is a table of community meetings.

Tuesday, August 22, 2017 Thứ Hai, ngày 22 tháng 8 năm 2017 6:00 - 8:00 p.m.	Wednesday, August 23, 2017 Thứ Ba, ngày 23 tháng 8 năm 2017 6:00 - 8:00 p.m.
Miriam Warne Community Center Community Room 10000 Lakeside Blvd., Westminster, CA 92683 Served by bus routes 1, 10, 11, 12, 13, 14, 15, 16, 17, 18, 19, 20, 21, 22, 23, 24, 25, 26, 27, 28, 29, 30, 31, 32, 33, 34, 35, 36, 37, 38, 39, 40, 41, 42, 43, 44, 45, 46, 47, 48, 49, 50, 51, 52, 53, 54, 55, 56, 57, 58, 59, 60, 61, 62, 63, 64, 65, 66, 67, 68, 69, 70, 71, 72, 73, 74, 75, 76, 77, 78, 79, 80, 81, 82, 83, 84, 85, 86, 87, 88, 89, 90, 91, 92, 93, 94, 95, 96, 97, 98, 99, 100, 101, 102, 103, 104, 105, 106, 107, 108, 109, 110, 111, 112, 113, 114, 115, 116, 117, 118, 119, 120, 121, 122, 123, 124, 125, 126, 127, 128, 129, 130, 131, 132, 133, 134, 135, 136, 137, 138, 139, 140, 141, 142, 143, 144, 145, 146, 147, 148, 149, 150, 151, 152, 153, 154, 155, 156, 157, 158, 159, 160, 161, 162, 163, 164, 165, 166, 167, 168, 169, 170, 171, 172, 173, 174, 175, 176, 177, 178, 179, 180, 181, 182, 183, 184, 185, 186, 187, 188, 189, 190, 191, 192, 193, 194, 195, 196, 197, 198, 199, 200, 201, 202, 203, 204, 205, 206, 207, 208, 209, 210, 211, 212, 213, 214, 215, 216, 217, 218, 219, 220, 221, 222, 223, 224, 225, 226, 227, 228, 229, 230, 231, 232, 233, 234, 235, 236, 237, 238, 239, 240, 241, 242, 243, 244, 245, 246, 247, 248, 249, 250, 251, 252, 253, 254, 255, 256, 257, 258, 259, 260, 261, 262, 263, 264, 265, 266, 267, 268, 269, 270, 271, 272, 273, 274, 275, 276, 277, 278, 279, 280, 281, 282, 283, 284, 285, 286, 287, 288, 289, 290, 291, 292, 293, 294, 295, 296, 297, 298, 299, 300, 301, 302, 303, 304, 305, 306, 307, 308, 309, 310, 311, 312, 313, 314, 315, 316, 317, 318, 319, 320, 321, 322, 323, 324, 325, 326, 327, 328, 329, 330, 331, 332, 333, 334, 335, 336, 337, 338, 339, 340, 341, 342, 343, 344, 345, 346, 347, 348, 349, 350, 351, 352, 353, 354, 355, 356, 357, 358, 359, 360, 361, 362, 363, 364, 365, 366, 367, 368, 369, 370, 371, 372, 373, 374, 375, 376, 377, 378, 379, 380, 381, 382, 383, 384, 385, 386, 387, 388, 389, 390, 391, 392, 393, 394, 395, 396, 397, 398, 399, 400, 401, 402, 403, 404, 405, 406, 407, 408, 409, 410, 411, 412, 413, 414, 415, 416, 417, 418, 419, 420, 421, 422, 423, 424, 425, 426, 427, 428, 429, 430, 431, 432, 433, 434, 435, 436, 437, 438, 439, 440, 441, 442, 443, 444, 445, 446, 447, 448, 449, 450, 451, 452, 453, 454, 455, 456, 457, 458, 459, 460, 461, 462, 463, 464, 465, 466, 467, 468, 469, 470, 471, 472, 473, 474, 475, 476, 477, 478, 479, 480, 481, 482, 483, 484, 485, 486, 487, 488, 489, 490, 491, 492, 493, 494, 495, 496, 497, 498, 499, 500, 501, 502, 503, 504, 505, 506, 507, 508, 509, 510, 511, 512, 513, 514, 515, 516, 517, 518, 519, 520, 521, 522, 523, 524, 525, 526, 527, 528, 529, 530, 531, 532, 533, 534, 535, 536, 537, 538, 539, 540, 541, 542, 543, 544, 545, 546, 547, 548, 549, 550, 551, 552, 553, 554, 555, 556, 557, 558, 559, 560, 561, 562, 563, 564, 565, 566, 567, 568, 569, 570, 571, 572, 573, 574, 575, 576, 577, 578, 579, 580, 581, 582, 583, 584, 585, 586, 587, 588, 589, 590, 591, 592, 593, 594, 595, 596, 597, 598, 599, 600, 601, 602, 603, 604, 605, 606, 607, 608, 609, 610, 611, 612, 613, 614, 615, 616, 617, 618, 619, 620, 621, 622, 623, 624, 625, 626, 627, 628, 629, 630, 631, 632, 633, 634, 635, 636, 637, 638, 639, 640, 641, 642, 643, 644, 645, 646, 647, 648, 649, 650, 651, 652, 653, 654, 655, 656, 657, 658, 659, 660, 661, 662, 663, 664, 665, 666, 667, 668, 669, 670, 671, 672, 673, 674, 675, 676, 677, 678, 679, 680, 681, 682, 683, 684, 685, 686, 687, 688, 689, 690, 691, 692, 693, 694, 695, 696, 697, 698, 699, 700, 701, 702, 703, 704, 705, 706, 707, 708, 709, 710, 711, 712, 713, 714, 715, 716, 717, 718, 719, 720, 721, 722, 723, 724, 725, 726, 727, 728, 729, 730, 731, 732, 733, 734, 735, 736, 737, 738, 739, 740, 741, 742, 743, 744, 745, 746, 747, 748, 749, 750, 751, 752, 753, 754, 755, 756, 757, 758, 759, 760, 761, 762, 763, 764, 765, 766, 767, 768, 769, 770, 771, 772, 773, 774, 775, 776, 777, 778, 779, 780, 781, 782, 783, 784, 785, 786, 787, 788, 789, 790, 791, 792, 793, 794, 795, 796, 797, 798, 799, 800, 801, 802, 803, 804, 805, 806, 807, 808, 809, 810, 811, 812, 813, 814, 815, 816, 817, 818, 819, 820, 821, 822, 823, 824, 825, 826, 827, 828, 829, 830, 831, 832, 833, 834, 835, 836, 837, 838, 839, 840, 841, 842, 843, 844, 845, 846, 847, 848, 849, 850, 851, 852, 853, 854, 855, 856, 857, 858, 859, 860, 861, 862, 863, 864, 865, 866, 867, 868, 869, 870, 871, 872, 873, 874, 875, 876, 877, 878, 879, 880, 881, 882, 883, 884, 885, 886, 887, 888, 889, 890, 891, 892, 893, 894, 895, 896, 897, 898, 899, 900, 901, 902, 903, 904, 905, 906, 907, 908, 909, 910, 911, 912, 913, 914, 915, 916, 917, 918, 919, 920, 921, 922, 923, 924, 925, 926, 927, 928, 929, 930, 931, 932, 933, 934, 935, 936, 937, 938, 939, 940, 941, 942, 943, 944, 945, 946, 947, 948, 949, 950, 951, 952, 953, 954, 955, 956, 957, 958, 959, 960, 961, 962, 963, 964, 965, 966, 967, 968, 969, 970, 971, 972, 973, 974, 975, 976, 977, 978, 979, 980, 981, 982, 983, 984, 985, 986, 987, 988, 989, 990, 991, 992, 993, 994, 995, 996, 997, 998, 999, 1000.	Laguna Hills Community Center Community Room 25000 Foothill Parkway, Laguna Hills, CA 92653 Served by bus routes 1, 10, 11, 12, 13, 14, 15, 16, 17, 18, 19, 20, 21, 22, 23, 24, 25, 26, 27, 28, 29, 30, 31, 32, 33, 34, 35, 36, 37, 38, 39, 40, 41, 42, 43, 44, 45, 46, 47, 48, 49, 50, 51, 52, 53, 54, 55, 56, 57, 58, 59, 60, 61, 62, 63, 64, 65, 66, 67, 68, 69, 70, 71, 72, 73, 74, 75, 76, 77, 78, 79, 80, 81, 82, 83, 84, 85, 86, 87, 88, 89, 90, 91, 92, 93, 94, 95, 96, 97, 98, 99, 100, 101, 102, 103, 104, 105, 106, 107, 108, 109, 110, 111, 112, 113, 114, 115, 116, 117, 118, 119, 120, 121, 122, 123, 124, 125, 126, 127, 128, 129, 130, 131, 132, 133, 134, 135, 136, 137, 138, 139, 140, 141, 142, 143, 144, 145, 146, 147, 148, 149, 150, 151, 152, 153, 154, 155, 156, 157, 158, 159, 160, 161, 162, 163, 164, 165, 166, 167, 168, 169, 170, 171, 172, 173, 174, 175, 176, 177, 178, 179, 180, 181, 182, 183, 184, 185, 186, 187, 188, 189, 190, 191, 192, 193, 194, 195, 196, 197, 198, 199, 200, 201, 202, 203, 204, 205, 206, 207, 208, 209, 210, 211, 212, 213, 214, 215, 216, 217, 218, 219, 220, 221, 222, 223, 224, 225, 226, 227, 228, 229, 230, 231, 232, 233, 234, 235, 236, 237, 238, 239, 240, 241, 242, 243, 244, 245, 246, 247, 248, 249, 250, 251, 252, 253, 254, 255, 256, 257, 258, 259, 260, 261, 262, 263, 264, 265, 266, 267, 268, 269, 270, 271, 272, 273, 274, 275, 276, 277, 278, 279, 280, 281, 282, 283, 284, 285, 286, 287, 288, 289, 290, 291, 292, 293, 294, 295, 296, 297, 298, 299, 300, 301, 302, 303, 304, 305, 306, 307, 308, 309, 310, 311, 312, 313, 314, 315, 316, 317, 318, 319, 320, 321, 322, 323, 324, 325, 326, 327, 328, 329, 330, 331, 332, 333, 334, 335, 336, 337, 338, 339, 340, 341, 342, 343, 344, 345, 346, 347, 348, 349, 350, 351, 352, 353, 354, 355, 356, 357, 358, 359, 360, 361, 362, 363, 364, 365, 366, 367, 368, 369, 370, 371, 372, 373, 374, 375, 376, 377, 378, 379, 380, 381, 382, 383, 384, 385, 386, 387, 388, 389, 390, 391, 392, 393, 394, 395, 396, 397, 398, 399, 400, 401, 402, 403, 404, 405, 406, 407, 408, 409, 410, 411, 412, 413, 414, 415, 416, 417, 418, 419, 420, 421, 422, 423, 424, 425, 426, 427, 428, 429, 430, 431, 432, 433, 434, 435, 436, 437, 438, 439, 440, 441, 442, 443, 444, 445, 446, 447, 448, 449, 450, 451, 452, 453, 454, 455, 456, 457, 458, 459, 460, 461, 462, 463, 464, 465, 466, 467, 468, 469, 470, 471, 472, 473, 474, 475, 476, 477, 478, 479, 480, 481, 482, 483, 484, 485, 486, 487, 488, 489, 490, 491, 492, 493, 494, 495, 496, 497, 498, 499, 500, 501, 502, 503, 504, 505, 506, 507, 508, 509, 510, 511, 512, 513, 514, 515, 516, 517, 518, 519, 520, 521, 522, 523, 524, 525, 526, 527, 528, 529, 530, 531, 532, 533, 534, 535, 536, 537, 538, 539, 540, 541, 542, 543, 544, 545, 546, 547, 548, 549, 550, 551, 552, 553, 554, 555, 556, 557, 558, 559, 560, 561, 562, 563, 564, 565, 566, 567, 568, 569, 570, 571, 572, 573, 574, 575, 576, 577, 578, 579, 580, 581, 582, 583, 584, 585, 586, 587, 588, 589, 590, 591, 592, 593, 594, 595, 596, 597, 598, 599, 600, 601, 602, 603, 604, 605, 606, 607, 608, 609, 610, 611, 612, 613, 614, 615, 616, 617, 618, 619, 620, 621, 622, 623, 624, 625, 626, 627, 628, 629, 630, 631, 632, 633, 634, 635, 636, 637, 638, 639, 640, 641, 642, 643, 644, 645, 646, 647, 648, 649, 650, 651, 652, 653, 654, 655, 656, 657, 658, 659, 660, 661, 662, 663, 664, 665, 666, 667, 668, 669, 670, 671, 672, 673, 674, 675, 676, 677, 678, 679, 680, 681, 682, 683, 684, 685, 686, 687, 688, 689, 690, 691, 692, 693, 694, 695, 696, 697, 698, 699, 700, 701, 702, 703, 704, 705, 706, 707, 708, 709, 710, 711, 712, 713, 714, 715, 716, 717, 718, 719, 720, 721, 722, 723, 724, 725, 726, 727, 728, 729, 730, 731, 732, 733, 734, 735, 736, 737, 738, 739, 740, 741, 742, 743, 744, 745, 746, 747, 748, 749, 750, 751, 752, 753, 754, 755, 756, 757, 758, 759, 760, 761, 762, 763, 764, 765, 766, 767, 768, 769, 770, 771, 772, 773, 774, 775, 776, 777, 778, 779, 780, 781, 782, 783, 784, 785, 786, 787, 788, 789, 790, 791, 792, 793, 794, 795, 796, 797, 798, 799, 800, 801, 802, 803, 804, 805, 806, 807, 808, 809, 810, 811, 812, 813, 814, 815, 816, 817, 818, 819, 820, 821, 822, 823, 824, 825, 826, 827, 828, 829, 830, 831, 832, 833, 834, 835, 836, 837, 838, 839, 840, 841, 842, 843, 844, 845, 846, 847, 848, 849, 850, 851, 852, 853, 854, 855, 856, 857, 858, 859, 860, 861, 862, 863, 864, 865, 866, 867, 868, 869, 870, 871, 872, 873, 874, 875, 876, 877, 878, 879, 880, 881, 882, 883, 884, 885, 886, 887, 888, 889, 890, 891, 892, 893, 894, 895, 896, 897, 898, 899, 900, 901, 902, 903, 904, 905, 906, 907, 908, 909, 910, 911, 912, 913, 914, 915, 916, 917, 918, 919, 920, 921, 922, 923, 924, 925, 926, 927, 928, 929, 930, 931, 932, 933, 934, 935, 936, 937, 938, 939, 940, 941, 942, 943, 944, 945, 946, 947, 948, 949, 950, 951, 952, 953, 954, 955, 956, 957, 958, 959, 960, 961, 962, 963, 964, 965, 966, 967, 968, 969, 970, 971, 972, 973, 974, 975, 976, 977, 978, 979, 980, 981, 982, 983, 984, 985, 986, 987, 988, 989, 990, 991, 992, 993, 994, 995, 996, 997, 998, 999, 1000.

PROPOSED FEBRUARY 2018 BUS SERVICE PLAN

OCTA is proposing changes to enhance productivity and would like your feedback. Come to a meeting, hear details and share your comments.

For more information or to comment online, visit OCTA.com/2018BusPlan. If you would like to receive this information in a language other than English, Spanish or Vietnamese, please call (714) 636-RIDE, option 2. Any person with a disability who requires a modification or accommodation in order to participate in these meetings should contact the OCTA Clerk of the Board at (714) 950-5676 no less than two (2) business days prior to this meeting to enable OCTA to make reasonable arrangements to assure accessibility to these meetings.

What We Learned

Following extensive public outreach, a total of 376 comments were received at community meetings and the public hearing, online, and by mail and phone. Detailed information about those comments is included in the table below.

Individual Responses Received

Method Received	Number
Mailed Surveys	23
Phone Calls/Emails	122
Online Surveys	194
Community Meetings	21
Customer Roundtable	7
Public Hearing	9
Total	376

Overall, there was general support for the service improvements included in the Proposed February 2018 Bus Service Plan.

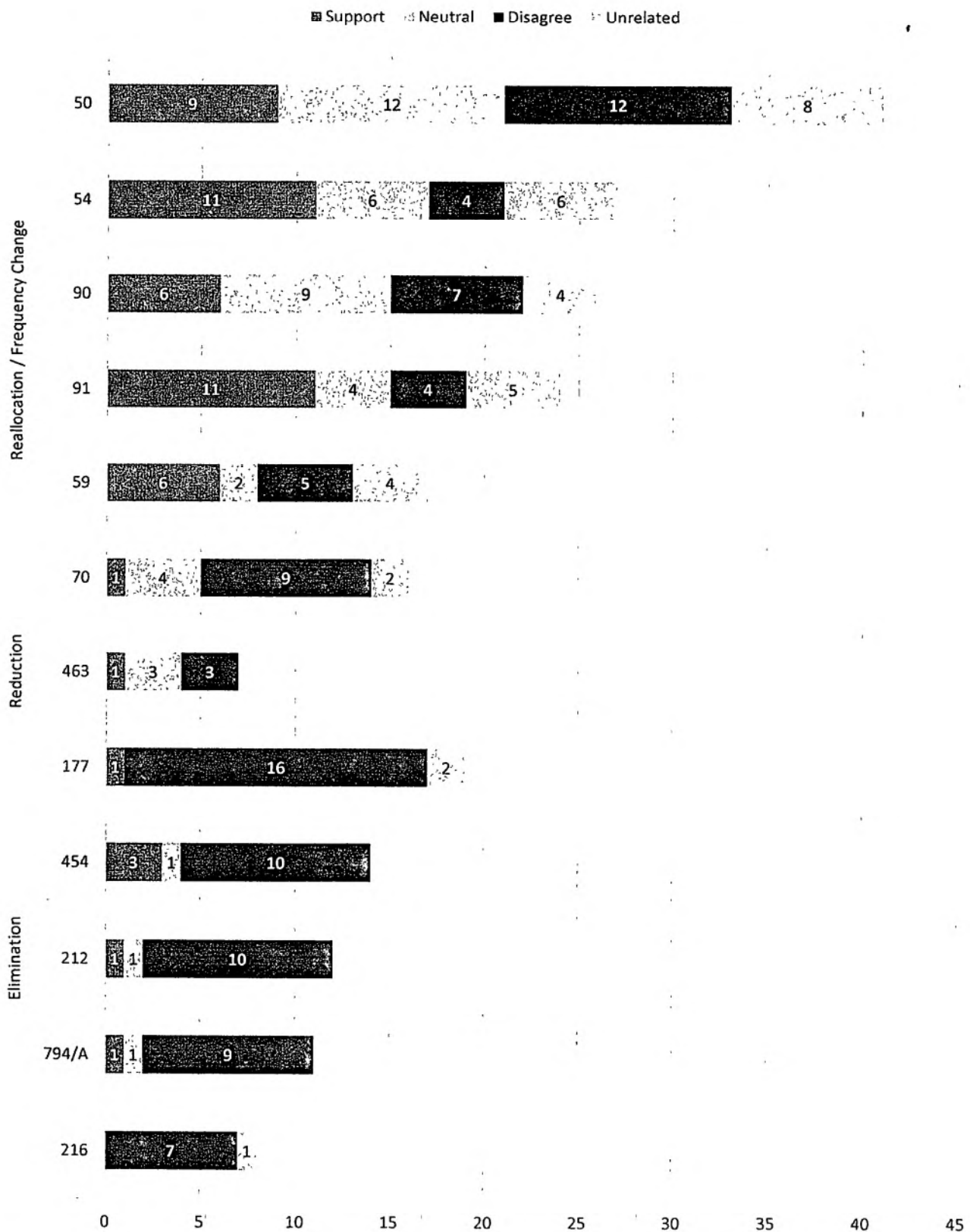
However, there were concerns regarding the following:

- Eliminating a portion of Route 24 service
- Eliminating Routes 177 (weekend), 212, 216, 454, and 794/A
- Adjusting weekend frequency on Route 50
- Adjusting frequency on Route 54
- Lack of service in and connecting to South Orange County

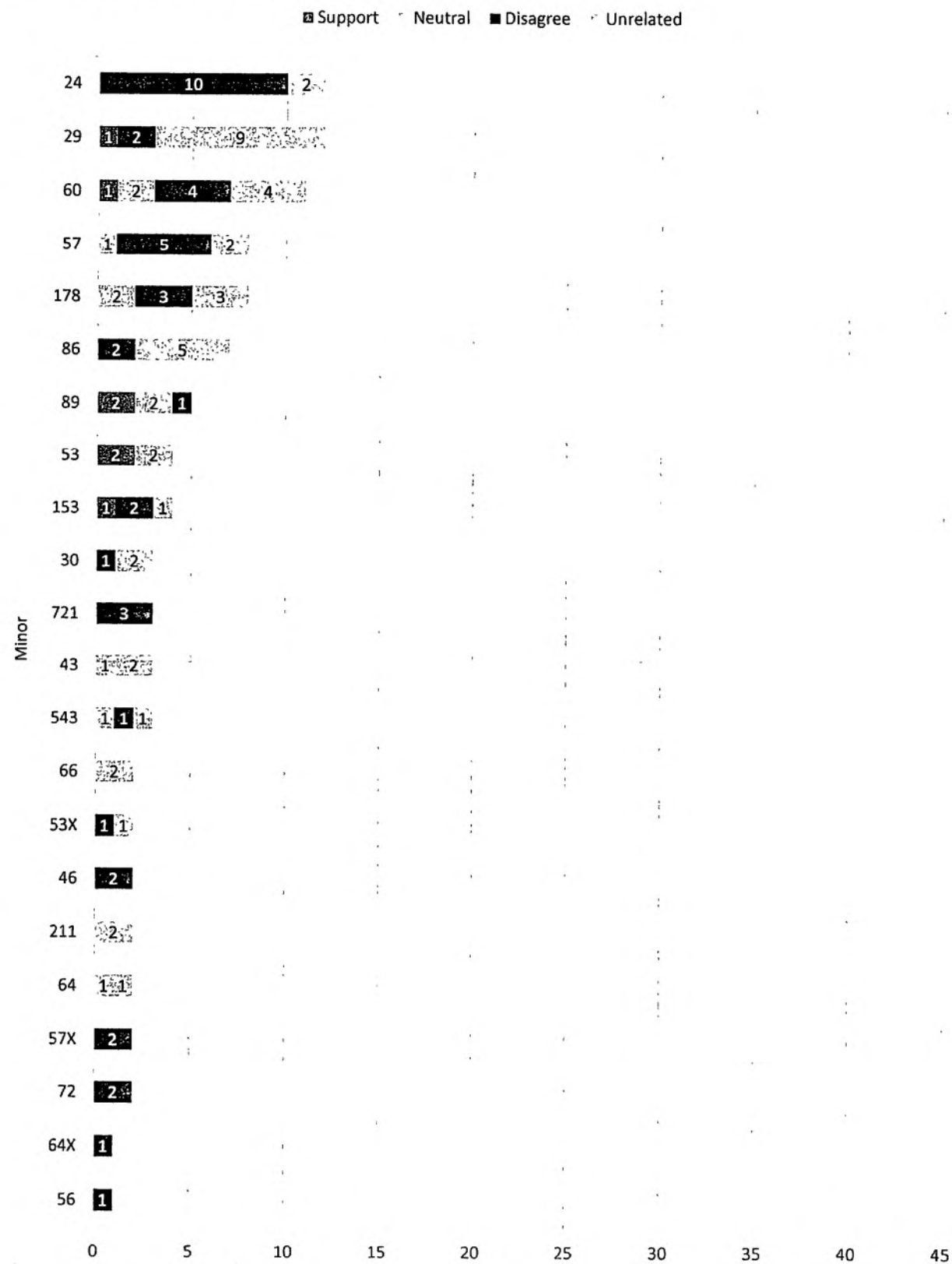
The following two charts show number of comments received for each individual route. A link to the actual comments are available at OCbus.com/Bus2018Comments.

The first chart shows comments received for routes with proposed major (greater than 25 percent change in service hours) changes. The second change shows comments received for routes with minor changes.

Number of Comments by Route (Major Changes)



Number of Comments by Route (Minor Changes)



1. Community Meetings

Proposed February 2018 Bus Service Change Community Meetings

- August 22, 2017 – Miriam Warne Community Center
Participants: 4; Speakers: 4
- August 23, 2017 – Laguna Hills Community Center
Participants: 16; Speakers: 8
- August 24, 2017 – Orange Unified School District
Participants: 10; Speakers: 9

A total of 30 customers participated in four community meetings and 21 public comments were recorded. A summary of comments from each meeting are listed below.

Miriam Warne Community Center, Westminster, August 22, 2017

The first community meeting was held at Miriam Warne Community Center in Westminster on August 22, 2017 to gather input on the proposed service changes. Attending customers received information about the proposed changes and then provided feedback on a variety of issues.

A customer was concerned about the proposed elimination of weekend service on Route 177 and would like to see Route 211 extended to Laguna Hills Transportation Center.

Two others commented on Routes 60 and 560 and requested more service and better transfers between 17th and Grant and the Santa Ana train station.

Another customer requested extensions and frequency improvements on Routes 1, 25, 29 and 30.

Laguna Hills Community Center, Laguna Hills, August 23, 2017

At the Laguna Hills Community Center meeting, many customers were concerned about the lack of bus services in South County.

A customer was disappointed at the proposed eliminations of Routes 212 and 216 and wondered if the two bus routes could be combined. He also questioned why Route 83 is not priced like an Express bus since it travels on the freeway.

Two other customers had concerns about the proposed weekend service elimination of Route 177 and requested reconsideration.

Another two customers were concerned about Routes 87 and 91. Staff explained that there will be no changes to Route 87 and Route 91 will be improved.

Other concerns include Routes 85 and 87, as well as the negative attitude displayed by coach operators.

Orange Unified School District, Orange, August 24, 2014

Most of the comments from the community meeting at the Orange Unified School District were not related to the Proposed February 2018 Service Plan.

A stop request for Route 167 was made by a group that represented senior residents in Irvine. In addition, the same group requested that Route 79 be connected to Route 1 so seniors can go to the beach without having too many transfers. Another customer was concerned about transfer difficulties on Route 473.

Other customers were concerned about buses running late or passing by early, and big picture changes for OCTA.

2. OCTA Advisory Committees

a. Citizen Advisory Committee

Citizen Advisory Committee
July 18, 2017 – OCTA Headquarters
Participants: TBD

At the July 18, 2017 meeting of the Citizens Advisory Committee, members received a presentation on the FY 2017-18 Bus Service Plan, which included October 2017 Service Changes, along with proposed February 2018 changes.

Committee members asked how route ridership was evaluated prior to the proposals and how service changes would be evaluated after implementation. Staff responded that ridership on any routes with proposed service reductions was evaluated for a year or more before recommendations were made. Boarding increases due to the service changes would also be regularly reported, although staff noted that it is challenging to analyze results in an environment of decreasing ridership.

Other committee member comments included discussion of low ridership in South Orange County, a discussion of potential markets to grow bus ridership, and a request to ensure that people impacted by the proposed February 2018 service changes are informed in advance.

b. Special Needs Advisory Committee

Special Needs Committee
July 25, 2017 – OCTA Headquarters
Participants: 19

Feedback from the Special Needs Advisory Committee (SNAC) included questions about possible changes to ACCESS service based on the proposed changes. Staff said there will be some changes to ACCESS based on the time of day that services are offered. ACCESS service area changes will mirror changes made to fixed routes.

Other questions and comments included discussion of possible causes of ridership decline, and possible trends that would affect ridership, including a decrease in the cost of driving, an increase in the senior population, and the possible effects of Senate Bill 1 on public transit and the cost to purchase a vehicle.

c. Customer Roundtable

Customer Roundtable
September 7, 2017 – OCTA Headquarters
Participants: 7

A special customer roundtable was held to gather input on the proposed service changes. Attending customers received information about the proposed changes and then provided feedback on a variety of issues. Generally, the attendees agreed with proposed route improvements on routes 50 and 54. Several commented that they understood the elimination of some routes such as the 177 or 794/A, based on other available routes or alternatives.

Several attendees spoke of ridership challenges for those with special needs, including routes that alternate end points for wheelchair riders, the challenges to plan a trip including transfers, and the past elimination of routes leading to lost ACCESS service. One customer from San Juan Capistrano noted that it is two miles to the train station from his home, in an area with no bus or ACCESS service. He is unable to use Uber or Lyft (not wheelchair accessible), so he has to take his scooter.

A customer asked why Route 454, which she described as “completely full,” would be planned for elimination due to low ridership. Another attendee noted that previously eliminated route 191 was a small bus (16 to 20 seats), so he feels its productivity should have been for percentage of capacity (rather than comparing its ridership to larger vehicles).

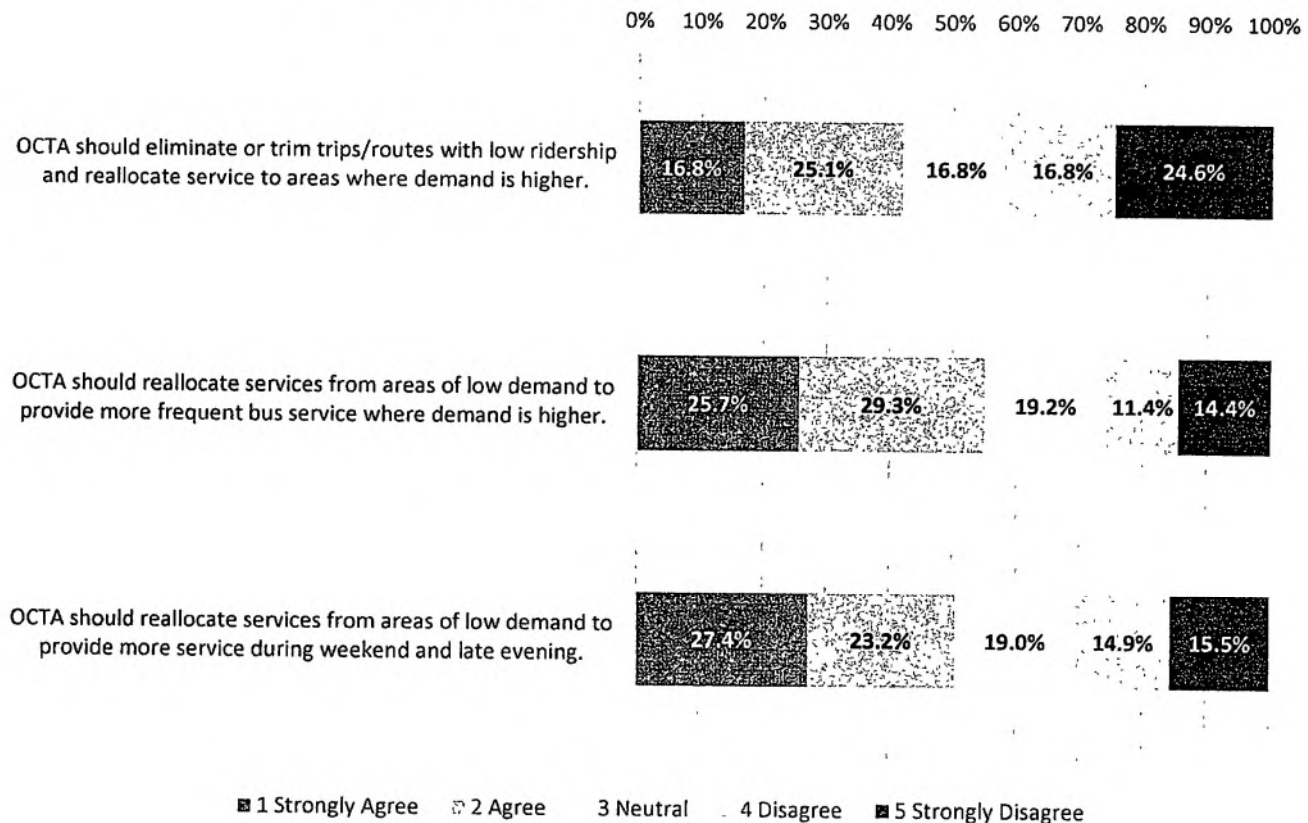
Customers commented that late-night weekday trips on Routes 43 and 50 were operated with smaller size buses, and suggested using larger vehicles. Staff said that that weekend frequencies are being increased, but OCTA can look at weekday service as well. Several customers commented on early or late-night service, with one noting that without early morning service, travel times for many low-income workers increase.

3. Public Comments – Mail, Online, and Phone Calls

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 website. Additional comments were collected via phone calls, mailed letters and emails to customer relations staff.

Out of 376 total comments received, 339 were from mail, online, and phone calls. By the end of the public hearing on September 25, 2017, 23 responses were mailed in via comment cards, 122 were submitted via phone calls and emails, and 194 were submitted via online surveys. These comments are combined with comments received at the three community meetings and public hearing.

Customer Feedback on Service Change Strategies



Most of the comments are general suggestions or comments on bus service and are not related to the proposed changes.

Based on responses to the comment cards, most customers agreed with OCTA's approach to reallocate resources from low-ridership routes to improve frequencies during late evenings, weekends and weekdays.

Comments also received opposed the proposed reductions on Routes 177, 212, 216, 454, and 794/A.

4. Public Hearing

OCTA Public Hearing
September 25, 2017 – OCTA Headquarters
Participants: 9; Speakers: 9

Key observations and feedback received at the public hearing included the following:

- Need service for workers to go to jobs south of Tustin. Bus drivers need to be more compassionate and drive safely.
- Need better first/last mile connection to and from Metrolink stations. Consider use of OC Vanpool.
- Loss of weekend service in Mission Viejo impacts lives.
- Proposed elimination of Route 177 weekend will create serious impact on people's mobility, especially considering this is the only service available after previous route eliminations in South County.
- Route 54's frequencies should not be reduced given this is the only service for Rancho Santiago College, which recently partnered with OCTA on a new student ID pass program.

5. Web Links to Meeting Minutes and Comment Matrix

The links below are for the following meetings and documents.

- | | |
|---|---|
| • Comment Matrix | OCbus.com/Bus2018Comments |
| • Minutes from three Community Meetings | OCbus.com/Bus2018Meetings |
| • Minutes from Customer Roundtable | OCbus.com/Bus2018Roundtable |
| • Minutes from Public Hearing | OCbus.com/Bus2018Hearing |

Conclusion

After a comprehensive outreach effort and public hearings, 373 public comments were received. Many of the comments are not specific to the proposed February 2018 Service Plan and include unrelated topics such as routing suggestions, new service requests, or customer service issues.

Public feedback from all sources was analyzed to identify major themes and identify common issues. Based on public input, there was general support for adjustments to improve system productivity, including reallocating service from low-demand areas to high-demand areas.

Routes with improved service generally received more positive comments. However, there were concerns with changes that included service eliminations. The proposed elimination of routes 177 (weekend service), 212, 216, 454, and 794/A generated mostly negative comments, although the overall volume of comments was lower than prior service changes.

The public feedback received on the proposed service changes was shared with OCTA's Planning Division and used to inform and develop the final proposed service change recommendations.