



# City of Mission Viejo

## Public Works Department

February 13, 2019

Greg Rath  
*Mayor*

Brian Goodell  
*Mayor Pro Tem*

Wendy Bucknum  
*Council Member*

Trish Kelley  
*Council Member*

Edward Sachs  
*Council Member*

Mr. Joe Alcock  
Section Manager, Measure M2 Local Programs  
Orange County Transportation Authority  
550 South Main Street  
Orange, California 92863-1584

**Subject: Project V Service—Response to Notice of Cancellation**

Dear Mr. Alcock:

The City of Mission Viejo takes exception to the Notice of Cancellation issued by your office. The Cooperative Agreement between the City and OCTA requires that OCTA provide the City monthly, but at least quarterly ridership data. Since the spring of 2018, the City has received ridership data only once and that was only after the City requested it in October. Upon receipt of the data, the City pointed out a number of clear errors and questioned the accuracy of the data in general. This was not the first time that the ridership data was in question. You indicated that OCTA would look into the matter, but the City never received a reply.

At that time, the City also requested to work with OCTA to address any ridership concerns, including possibly eliminating some mid-day service hours with low ridership. The request was never acknowledged.

At our meeting regarding Project W, I asked you to look into allowing standing on the buses. Standing was allowed during the entire first year of operation, and then OCTA decided it would no longer be allowed. As we have a number of runs where riders are regularly turned away because the seats are full, this not only created service issues, it was detrimental to ridership numbers. When pressed for an explanation, OCTA staff indicated the vehicles were not equipped to accommodate standing, which is simply not true. I never heard back from you on this matter either.

The OCTA service provider is also required to meet certain on-time and customer satisfaction benchmarks. We never receive data on either, but we do receive plenty of complaints regarding the buses being late or not stopping or the drivers being rude. While we understand the challenges in operating the service, we question how much ridership has been lost due to such issues.



In summary, the City objects to the Notice of Cancellation because it has not been provided, nor had the opportunity to review, the ridership data on which said notice is based, and issues with the accuracy of the ridership data have not been reconciled. Even if the ridership is ultimately verified below the required levels, the City reiterates its request that OCTA work with the City to make the necessary adjustments rather than canceling what is a valuable service to many members of the community.

Thank you for your consideration.

Sincerely,



Mark Chagnon  
Director of Public Works

c: Dennis Wilberg, City Manager  
Kia Mortazavi, OCTA  
Kurt Brotcke, OCTA