



***April 11, 2019***

**To:** Transit Committee  
**From:** Darrell E. Johnson, Chief Executive Officer  
**Subject:** Draft Fiscal Year 2019-20 Bus Service Plan

***Overview***

Bus system changes are proposed for October 2019 and February 2020 to grow ridership, increase productivity, and implement routing changes to prepare for OC Streetcar construction. The changes require a public hearing, and staff recommends initiating a public outreach process to gather customer input prior to finalizing recommendations. Results from the outreach process will be presented to the Board of Directors in July 2019.

***Recommendations***

- A. Direct staff to implement a public outreach program to solicit feedback on the Draft Fiscal Year 2019-20 Bus Service Plan.
- B. Direct staff to return to the Board of Directors in July 2019 with outreach findings and final recommendations.

***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 changes reflect changing ridership, traffic patterns, and customer feedback. Staff is soliciting input regarding draft recommendations which would be implemented in October 2019 and February 2020.

The goal of the Fiscal Year (FY) 2019-20 Bus Service Plan is to grow ridership, increase productivity, and implement routing changes to prepare for OC Streetcar construction. Several of the recommendations are considered major service changes under OCTA's Service and Fare Change Evaluation Policy, and require public outreach and a public hearing prior to Board of Directors' (Board) approval.

***Discussion***

To address continuing bus ridership declines, in 2015, the Board endorsed a comprehensive action plan, known as OC Bus 360°. This effort included a comprehensive review of current and former rider perceptions, a peer review panel that reviewed the OCTA performance and plans, new branding and marketing tactics tied to rider needs, improved bus routes and services to better match demand and capacity, technology changes to improve passenger experience, fare adjustments, and other revenue changes to stimulate ridership and provide new funding.

There are some indications that the ridership decline is slowing after implementation of OC Bus 360°. Staff has developed the Draft FY 2019-20 Bus Service Plan to reallocate additional service to grow ridership and improve productivity. In addition, the recommendations include restructuring bus service in the Santa Ana Civic Center area during the OC Streetcar construction. Overall, the plan would reallocate about 2.5 percent of the bus service equivalent to 40,000 annual revenue hours. The service recommendations are consistent with prior OC Bus 360° efforts and the OC Streetcar Bus Rail Interface Plan, which was presented to the Transit Committee in November 2016.

**Draft Bus Service Plan Recommendations**

The draft service plan consists primarily of the redeployment of resources, including both service reductions and improvements. The operating resources required (revenue vehicle hours) will be similar to current levels after implementation. Long-term capital needs will be reduced because the service plan requires fewer peak buses. The lists below highlight the proposed service improvements and reductions.

**Service Improvement Highlights**

- Improve weekend service frequencies on two routes,
- Restructure service on three community routes in north county for more direct routing and improved frequency,
- Extend one route based on customer requests in the City of Yorba Linda, and
- Restructure one express route and one Bravo! route to provide faster service.

**Service Reduction Highlights**

- Eliminate duplicate routing on two routes,
- Reduce peak service on low ridership segments, and
- Eliminate two low ridership express routes.

**OC Streetcar Route Highlights**

- Eliminate Stationlink route to Santa Ana Civic Center,
- Implement routing changes to avoid OC Streetcar construction conflicts, and
- Implement new Civic Center Shuttle during OC Streetcar construction.

More detailed descriptions and ridership impacts are included in Attachment A. Maps of the impacted routes on weekdays and weekends are shown in Attachment B and Attachment C. The proposed service changes would reduce service by about 3,000 annual revenue hours after implementation. The hours may be used during future service changes to maintain on-time performance targets. Service coverage area is unaffected by these changes; therefore, there will be no changes to ACCESS service.

***Next Steps***

Staff is seeking Board approval to present the Draft FY 2019-20 Bus Service Plan to the public in May 2019. A public outreach process is required for service changes of this magnitude, and the comments received will be used to refine the recommendations. This process will include three community meetings in the areas more impacted by the changes. With Board direction, a public hearing would occur on June 10, 2019, and final recommendations would be presented to the Transit Committee and the Board in July 2019.

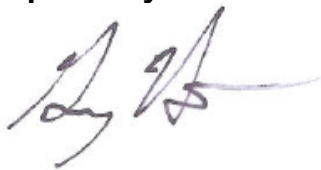
***Summary***

Staff is seeking Board input on the Draft FY 2019-20 Bus Service Plan which will redeploy bus service to grow ridership, increase productivity, and implement routing changes necessary for OC Streetcar construction.

***Attachments***

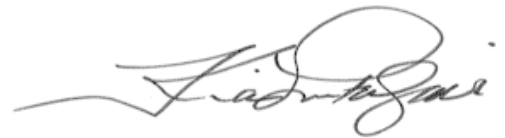
- A. Draft Fiscal Year 2019-20 Bus Service Plan
- B. Draft Fiscal Year 2019-20 Bus Service Plan - Weekday Impacted Routes
- C. Draft Fiscal Year 2019-20 Bus Service Plan - Weekend Impacted Routes

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