



A photograph of a bus driver, an older man with grey hair, wearing a black face mask and a white long-sleeved shirt with a dark vest. He is sitting in the driver's seat of a bus, looking towards the camera. The bus interior is visible, including the steering wheel, dashboard, and a digital display. Outside the window, a street scene with trees and a white car is visible. The image is used as a background for a public hearing announcement.

# Background

# OC BUS

- OCTA implemented an emergency service change on March 23, 2020 due to the coronavirus (COVID-19) outbreak and the State's stay-at-home order
- OC Bus service continues to operate at 70 percent pre-pandemic service level
- Public outreach including a public hearing is required by Federal Transit Administration Title VI provision for bus service changes that have been in place for 12 months or longer



- Digital communications – website with online questionnaire, social media, eblasts, texting
- 50,000 printed brochures/questionnaires in multiple languages
- Newspaper and on-bus ads
- Multilingual TV and Radio ads
- Three virtual community meetings
- Multilingual hotlines
- Local jurisdiction communications
- Press releases
- Diverse Community Leaders Group and respective networks

Channel	Count
Online/Print Questionnaires	2,086
Virtual Community Meeting Attendees	169
Customer Relations (Calls, Emails, Social Media)	53
Total:	2,262

# Public Information Materials

# OC BUS



Escondido | TỈNH VIỆT

## Provide feedback for a chance to win \$100

Your thoughts are important to OCTA. Help us improve OC Bus service by filling out our questionnaire about current and future OC Bus Service. **Participants will be entered for a chance to win a \$100 Visa gift card.** You can read about OC Bus service during the pandemic and the June 2021 Service change [here](#).

You can choose how you want to give feedback:



Fill out online questionnaire by 3/26 [HERE](#)



Participate in a virtual meeting via Zoom  
By computer/tablet/smart phone: see details at [OCbus.com/2021BusChange](#)

By phone: Call (669) 900-6833 and enter the meeting ID

Meeting in ENGLISH: Tuesday, March 9, 2021 at 6 p.m.  
Meeting ID: 989-4355 7315

Meeting in SPANISH: Wednesday, March 10, 2021 at 6 p.m.  
Meeting ID: 962 6419 0361

Meeting in VIETNAMESE: Wednesday, March 10, 2021 at 3 p.m.  
Meeting ID: 969 1321 5973



Provide comments via phone by 3/26

ENGLISH: (714) 560-5007  
SPANISH: (714) 560-5002  
VIETNAMESE: (714) 560-5003



Mail comment card by 3/26

Fill out and mail the postage-paid comment card available on the bus.



Comment as part of the June Service Change Public Hearing

Comments must be provided in writing by 5:00 p.m. on April 25, 2021 by emailing to [boardofdirectors@octa.net](mailto:boardofdirectors@octa.net)

Thank you for helping OCTA and Orange County move forward.

Learn More



OC Bus  
Sponsored

Tham dự buổi họp trên mạng với chúng tôi vào thứ Năm, ngày 10 tháng 3 để chia sẻ ý kiến của quý vị về dịch vụ xe buýt OC Bus ...See More

Tham dự và nhận 2 vé đi xe buýt!



OCBUS.COM

OCBUS.COM/TIENGVIE

Tham dự và nhận 2 vé đi xe buýt

Đóng góp ý kiến về Thay đổi Dịch vụ x...

SIGN UP



OC Bus  
Sponsored

Asista a nuestra reunión virtual el miércoles, 10 de marzo para darnos sus opiniones sobre el servicio de OC Bus durante la ...See More

¡Asista y reciba 2 pases de autobús!



OCBUS.COM

OCBUS.COM/ESPAÑOL

Cambio de servicio de junio

Comparta sus comentarios para recibir...

SIGN UP

## Help Us Improve OC Bus

For a chance to win a \$100 Visa gift card - choose a way to respond below



Fill out online questionnaire by 3/26 at [OCbus.com/2021Feedback](#)



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## Giúp Chúng Tôi Cải Tiến OC Bus

Để có cơ hội thắng quà tặng thẻ Visa \$100 - chọn một trong những cách trả lời dưới đây.



Trả lời những câu hỏi trực tuyến trước ngày 26 tháng 3 tại [OCbus.com/2021YKien](#)



Tham gia họp trực tuyến  
Bằng máy vi tính: [OCbus.com/2021YKien](#)  
Qua điện thoại số: (669) 900-6833

TIẾNG ANH: Thứ Ba, ngày 9 tháng 3 năm 2021 lúc 6 p.m.  
ID họp: 989 4355 7315

TIẾNG TÂY BAN NHA: Thứ Tư, ngày 10 tháng 3 năm 2021 lúc 6 p.m.  
ID họp: 962 6419 0361

TIẾNG VIỆT: Thứ Tư, ngày 10 tháng 3 năm 2021 lúc 3 p.m.  
ID họp: 969 1321 5973



Vui lòng nêu ý kiến qua điện thoại trước ngày 26 tháng 3  
TIẾNG ANH: (714) 560-5007  
TIẾNG TÂY BAN NHA: (714) 560-5002  
TIẾNG VIỆT: (714) 560-5003



Gửi thư đóng góp ý kiến qua bưu điện trước ngày 26 tháng 3

Điền đầy đủ và gửi thư đóng góp ý kiến đã có dán tem sẵn qua đường bưu điện có trên xe buýt.



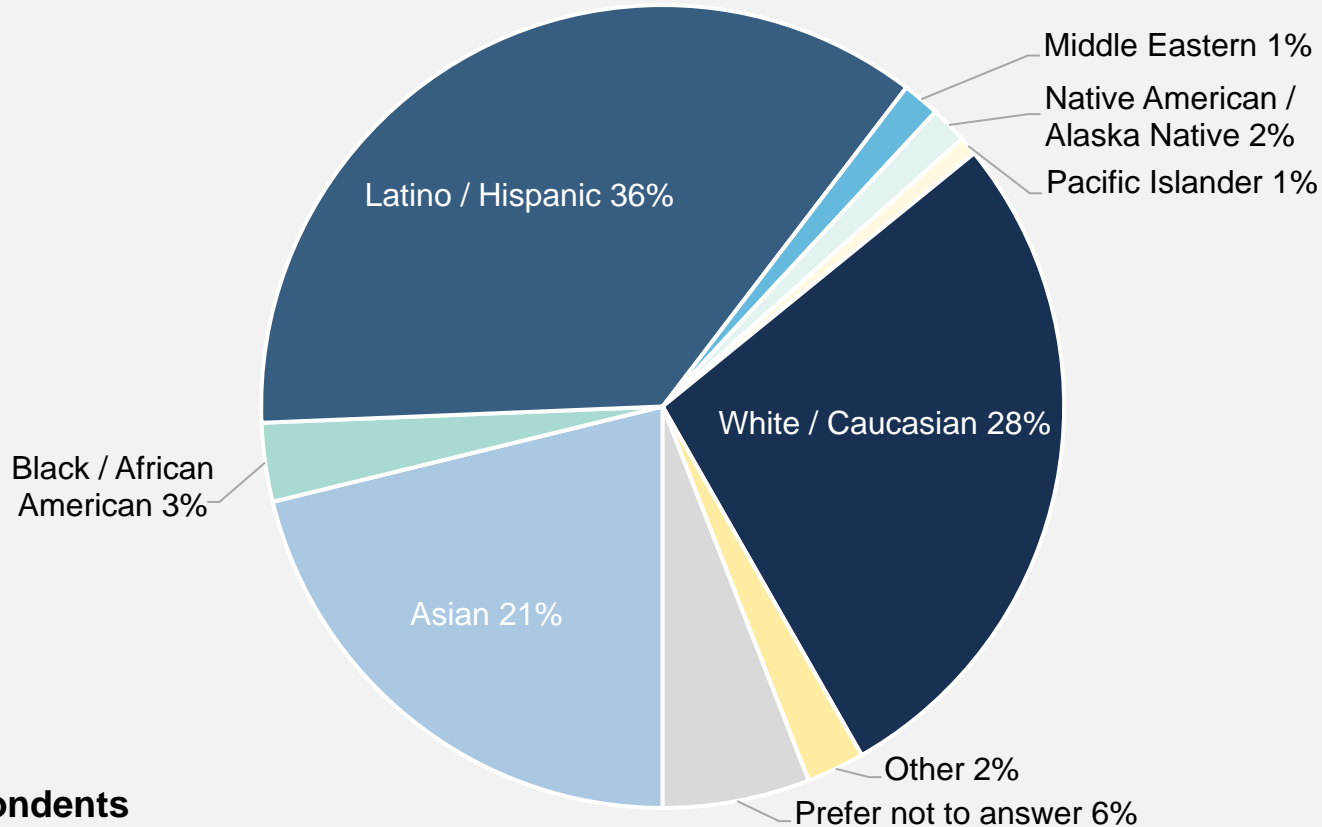
Ý kiến là một phần của buổi Điều Trần Công Cộng về việc Thay Đổi Dịch Vụ vào tháng 6

Ý kiến đóng góp phải được trình bày bằng thư gửi trước 5:00 p.m. vào ngày 25 tháng 4 năm 2021 bằng cách gửi email đến [boardofdirectors@octa.net](mailto:boardofdirectors@octa.net).

OCbus.com/TiengViet



# Respondent Demographic – Ethnicity

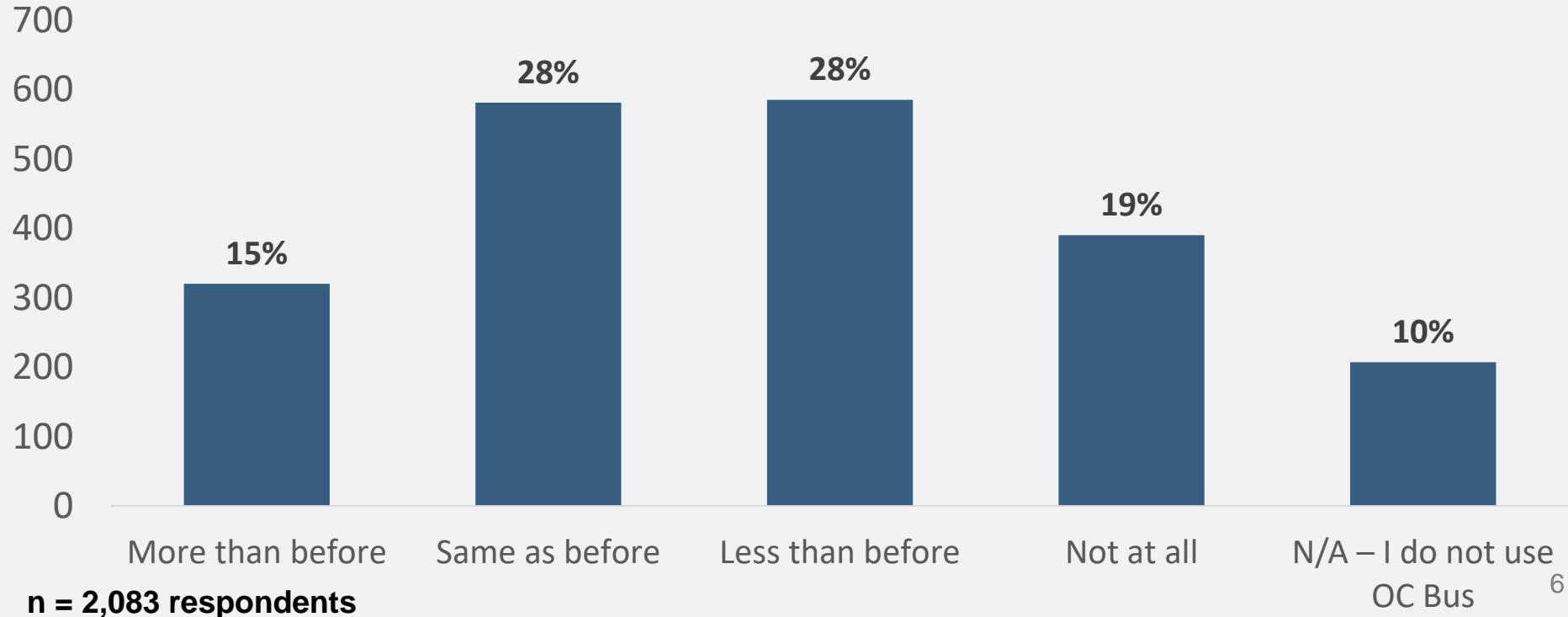


**n = 1,199 respondents**

# Current Usage

# OC BUS

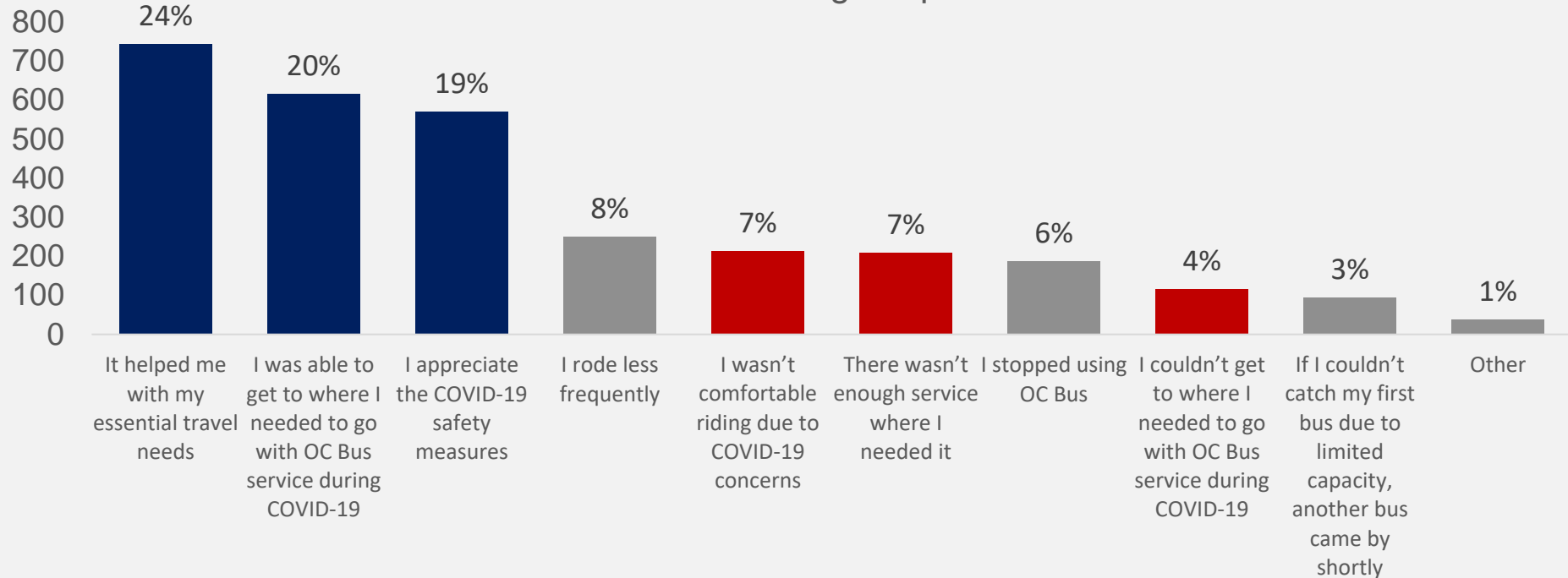
Compared to your average use before COVID-19,  
how frequently are you riding OC Bus now?



# OC Bus Service Experience During Pandemic

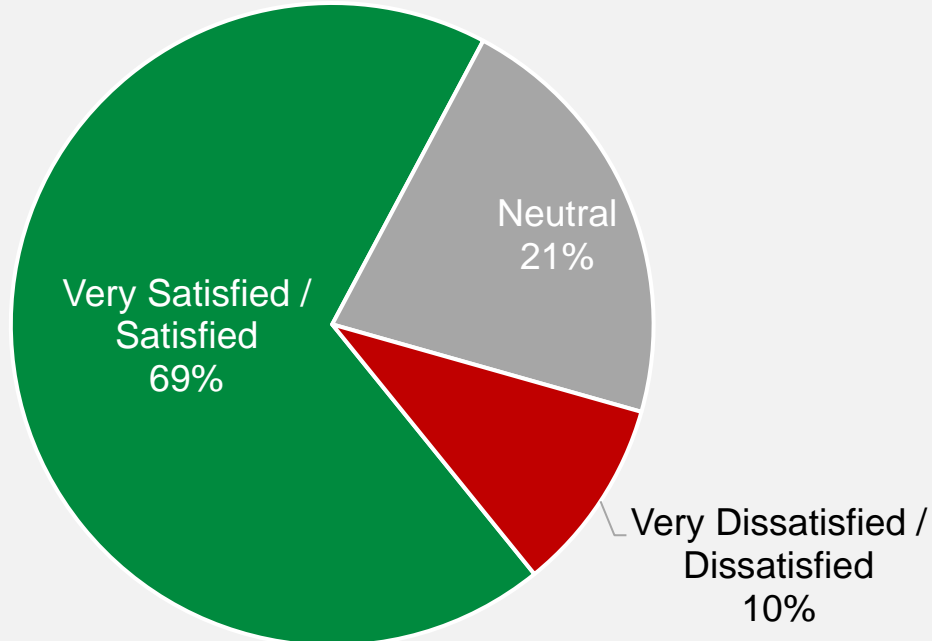
# OC BUS

What has been your experience with OC Bus service during the pandemic?



**n = 3,042 responses from 1,522 respondents (multiple responses possible)**

Rate your satisfaction with routes that you use most frequently.



n = 1,125 responses from 481 respondents



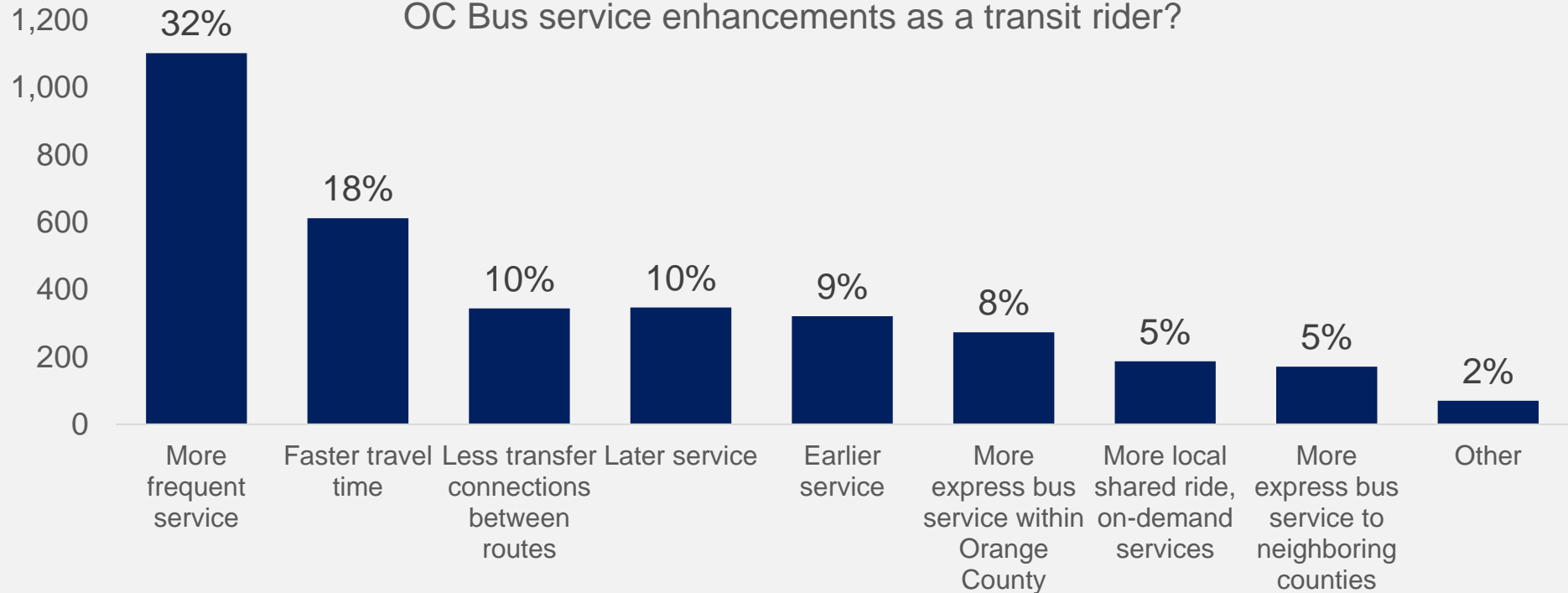
- A total of 45 percent of responses are positive
- Customer requested service enhancements (29 percent) included:

<b>Increase Service Frequency</b> (14 percent) <i>Routes 25, 30, 35, 29, 71</i>	<b>Add Service Span</b> (9 percent overall) <i>Weekday Mornings: Routes 26, 53, 25, 72, 30, 54, 70</i> <i>Weekday Evenings: Routes 42, 87, 25, 83, 26, 38</i> <i>Weekends: Routes 42, 87, 29, 167, 86</i>
<b>Restore Suspended Route</b> (3 percent) <i>Routes 560, 57X, 721, 701</i>	<b>Improve On-Time Performance</b> (3 percent) <i>Routes 57, 35, 53, 50</i>

# Future Service Enhancements

# OC BUS

What would be your top three (3) most important OC Bus service enhancements as a transit rider?



**n = 3,427 responses from 1,065 respondents (multiple responses possible)**

# Plan Schedule and Next Steps

Plan Schedule	Timeline
Released Draft Plan for Public Input	February 22, 2021
Implemented Outreach	February 2021 – April 2021
Conduct Public Hearing	April 26, 2021
Submit Final Public Outreach Report and Service Plan Recommendations	May 24, 2021
Implement Changes	June 2021 Service Change Future Service Changes