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OC Flex Microtransit Pilot Project: Six-Month Project Update

In October 2018, the Orange County Transportation Authority initiated a microtransit pilot service, branded as OC Flex, in two areas of the county where transit demand does not support traditional fixed-route service. The pilot is intended to match resources with changing demand, increasing the efficiency and effectiveness of the Orange County transit system. This report provides an update on the performance of the OC Flex microtransit pilot during the first six months of operation, including information on ridership, system connectivity, and customer satisfaction.

Direct staff to complete the Board of Directors-approved one-year pilot of the OC Flex project and report back to the Board of Directors.