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**File #:** 21-3449, **Version:** 1

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### **OC Flex Microtransit Service Pilot Program Update**

In October 2018, the Orange County Transportation Authority initiated a microtransit service pilot program, branded as OC Flex, operating in two areas of Orange County where transit demand does not support traditional fixed-route service. The pilot program is intended to match resources with changing demand, increasing the efficiency and effectiveness of the Orange County transit system. This report provides an overview of the OC Flex demand and performance during the third year of operation and highlights challenges faced due to the coronavirus pandemic.

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