



Orange County Transportation Authority

Transit Committee Agenda Thursday, March 13, 2025 at 9:00 a.m.

Board Room, 550 South Main Street, Orange, California

Committee Members

Fred Jung, Chair
Vicente Sarmiento, Vice Chair
Valerie Amezcua
Stephanie Klopfenstein
Carlos A. Leon
Janet Nguyen
Tam. T. Nguyen

Accessibility

Any person with a disability who requires a modification or accommodation in order to participate in this meeting should contact the Orange County Transportation Authority (OCTA) Clerk of the Board's office at (714) 560-5676, no less than two business days prior to this meeting to enable OCTA to make reasonable arrangements to assure accessibility to this meeting.

Agenda Descriptions

Agenda descriptions are intended to give members of the public a general summary of items of business to be transacted or discussed. The posting of the recommended actions does not indicate what action will be taken. The Committee may take any action which it deems to be appropriate on the agenda item and is not limited in any way by the notice of the recommended action.

Public Availability of Agenda Materials

All documents relative to the items referenced in this agenda are available for public inspection at www.octa.net or through the Clerk of the Board's office at the OCTA Headquarters, 600 South Main Street, Orange, California.

Meeting Access and Public Comments on Agenda Items

Members of the public can either attend in-person or access live streaming of the Committee meetings by clicking this link: <https://octa.legistar.com/Calendar.aspx>

In-Person Comment

Members of the public may attend in-person and address the Board regarding any item within the subject matter jurisdiction of OCTA. Please complete a speaker's card and submit it to the Clerk of the Board and notify the Clerk regarding the agenda item number on which you wish to speak. Speakers will be recognized by the Chair at the time of the agenda item is to be considered by the Board. Comments will be limited to three minutes. The Brown Act prohibits the Board from either discussing or taking action on any non-agendized items.

Written Comment

Written public comments may also be submitted by emailing them to ClerkOffice@octa.net, and must be sent by 5:00 p.m. the day prior to the meeting. If you wish to comment on a specific

TRANSIT COMMITTEE MEETING AGENDA

agenda Item, please identify the Item number in your email. All public comments that are timely received will be part of the public record and distributed to the Board. Public comments will be made available to the public upon request.

Call to Order

Pledge of Allegiance

Director Harper

Closed Session

There are no Closed Session items scheduled.

Special Calendar

There are no Special Calendar matters.

Consent Calendar (Items 1 through 5)

All items on the Consent Calendar are to be approved in one motion unless a Committee Member or a member of the public requests separate action or discussion on a specific item.

1. Approval of Minutes

Clerk of the Board

Recommendation(s)

Approve the minutes of the February 13, 2025, Transit Committee meeting.

Attachments:

[Minutes](#)

2. Contract Change Orders for Construction of the OC Streetcar Project

Jeff Mills/James G. Beil

Overview

On September 24, 2018, the Orange County Transportation Authority Board of Directors authorized Agreement No. C-7-1904 with Walsh Construction Company II, LLC, for construction of the OC Streetcar project. Contract change orders are required for removal and disposal of contaminated materials, train-to-wayside loop installation in embedded track, pavement modifications and restoration, traffic signal pole foundation revisions, and overhead contact system pole modifications for the OC Streetcar project.

Recommendation(s)

- A. Authorize the Chief Executive Officer to negotiate and execute Contract Change Order No. 3.4 to Agreement No. C-7-1904 with Walsh Construction Company II, LLC, in the amount of \$657,000, for removal and disposal of contaminated materials.

- B. Authorize the Chief Executive Officer to negotiate and execute Contract Change Order No. 61.1 to Agreement No. C-7-1904 with Walsh Construction Company II, LLC, in the amount of \$300,000, for the train-to-wayside control loop installed in embedded track.

TRANSIT COMMITTEE MEETING AGENDA

- C. Authorize the Chief Executive Officer to negotiate and execute Contract Change Order No. 77.4 to Agreement No. C-7-1904 with Walsh Construction Company II, LLC, in the amount of \$350,000, for pavement modifications and restoration.
- D. Authorize the Chief Executive Officer to negotiate and execute Contract Change Order No. 177.1 to Agreement No. C-7-1904 with Walsh Construction Company II, LLC, in the amount of \$100,000, for the traffic signal pole foundation revisions.
- E. Authorize the Chief Executive Officer to negotiate and execute Contract Change Order No. 275 to Agreement No. C-7-1904 with Walsh Construction Company II, LLC, in the amount of \$750,000, for overhead contact system pole modifications.

Attachments:

[Staff Report](#)

[Attachment A](#)

[Attachment B](#)

3. Approval to Award Contract for Lease and Full Service of Bus Tires

Gretchen Burrow/Johnny Dunning, Jr.

Overview

The Orange County Transportation Authority contracts for the lease and service of bus tires at all operating bases, including contractor-operated bases for all revenue vehicles. An invitation for bids was issued in accordance with the Orange County Transportation Authority procurement procedures for competitive sealed bids. Board of Directors' approval is requested to execute the agreement.

Recommendation(s)

Authorize the Chief Executive Officer to negotiate and execute Agreement No. C-4-2552 between the Orange County Transportation Authority and Bridgestone Americas Tire Operations, LLC, in the amount of \$9,223,781 for the lease and full service of bus tires for a five-year term.

Attachments:

[Staff Report](#)

4. Amendment to the Agreement for OC ACCESS Paratransit and OC Flex Microtransit Service

Melissa Mungia/Johnny Dunning, Jr.

Overview

On September 13, 2021, the Orange County Transportation Authority Board of Directors approved an agreement with First Transit, Inc., for the management, operation, and maintenance of the OC ACCESS paratransit and OC Flex microtransit service for an initial four-year term with two, two-year option terms. Board of Directors' approval is requested to exercise the first option term effective January 1, 2026, through December 31, 2027.

TRANSIT COMMITTEE MEETING AGENDA

Recommendation(s)

Authorize the Chief Executive Officer to negotiate and execute Amendment No. 7 to Agreement No. C-0-2150 between the Orange County Transportation Authority and First Transit, Inc., in the amount of \$79,867,843, to exercise the first option term to provide paratransit and microtransit services through December 31, 2027. This amendment will increase the maximum obligation to a total contract value of \$322,447,064.

Attachments:

[Staff Report](#)

[Attachment A](#)

5. May 2025 OC Bus Service Change

Eric Hoch/Rose Casey

Overview

The proposed May 2025 OC Bus service change implements changes consistent with the Making Better Connections final service plan. These changes will provide new connections, reduce wait times, and improve overall service quality and reliability. Minor adjustments to bus schedules in response to customer comments and coach operator feedback are also included.

Recommendation(s)

Receive and file as an information item.

Attachments:

[Staff Report](#)

[Attachment A](#)

[Attachment B](#)

[Attachment C](#)

Regular Calendar

6. OC Flex Microtransit Pilot Program Update

Jack Garate/Johnny Dunning, Jr.

Overview

In October 2018, the Orange County Transportation Authority initiated a microtransit pilot program, branded as OC Flex. The intent of the OC Flex service is to match resources with changing demand, increasing the efficiency and effectiveness of the Orange County transit system. This report provides a review of the OC Flex performance over the course of the pilot and outlines recommendations for its discontinuance effective July 1, 2025.

Recommendation(s)

- A. Authorize staff to undertake efforts necessary to discontinue OC Flex service effective July 1, 2025.
- B. Authorize staff to notify riders and stakeholders, and coordinate with the service operator to ensure a seamless conclusion of service and communicate alternative

TRANSIT COMMITTEE MEETING AGENDA

mobility options to impacted riders to support their travel needs.

Attachments:

[Staff Report](#)

[Presentation](#)

Discussion Items

7. Bimonthly Transit Performance Report

Kim Tucker/Johnny Dunning, Jr.

Overview

Staff will provide an update on the OC Bus, OC ACCESS, and OC Flex Services

Attachments:

[Presentation](#)

8. Orange County Transportation Authority's Proposed New Fare Media Preliminary Public Outreach Results

Ryan Armstrong/Maggie McJilton

Overview

The Orange County Transportation Authority is proposing a new smart card fare media. On January 13, 2025, the Board of Directors directed staff implement a Public Involvement Plan to gather community feedback. Staff will present a preliminary report on the public outreach results.

Attachments:

[Presentation](#)

9. Public Comments

10. Chief Executive Officer's Report

11. Committee Members' Reports

12. Adjournment

The next regularly scheduled meeting of this Committee will be held:

9:00 a.m. on Thursday, April 10, 2025

OCTA Headquarters
550 South Main Street
Orange, California



Committee Members Present

Fred Jung, Chair
Vicente Sarmiento, Vice Chair
Valerie Amezcua
Stephanie Klopfenstein
Carlos A. Leon
Janet Nguyen

Staff Present

Darrell E. Johnson, Chief Executive Officer
Jennifer L. Bergener, Deputy Chief Executive Officer
Allison Cheshire, Clerk of the Board Specialist, Senior
Sahara Meisenheimer, Clerk of the Board Specialist
Cassie Trapesonian, Assistant General Counsel
OCTA Staff

Committee Members Absent

Tam T. Nguyen

Call to Order

The February 13, 2025, regular meeting of the Transit Committee was called to order by Committee Chair Jung at 9:01 a.m.

Special Calendar

1. Committee Meeting 2025 Schedule

A motion was made by Committee Vice Chair Sarmiento, seconded by Director Klopfenstein, and passed by those present to approve the 2025 Transit Committee meeting calendar.

Directors Amezcua and Leon were not present to vote on this item.

2. Roles and Responsibilities of the Transit Committee

A motion was made by Director Klopfenstein, seconded by Committee Vice Chair Sarmiento, and passed by those present to approve the 2025 Transit Committee Roles and Responsibilities.

Director Amezcua was not present to vote on this item.

Consent Calendar

3. Approval of Minutes

A motion was made by Director Janet Nguyen, seconded by Director Klopfenstein, and passed by those present to approve the minutes of the January 9, 2025, Transit Committee meeting.

Director Amezcua was not present to vote on this item.



4. Amendment to the Cooperative Agreement with Orange County Adult Achievement Center for the Provision of Special Transit Service

A motion was made by Director Janet Nguyen, seconded by Director Klopfenstein, and passed by those present to authorize the Chief Executive Officer to negotiate and execute Amendment No. 1 to Cooperative Agreement No. C-4-2291 between the Orange County Transportation Authority and the Orange County Adult Achievement Center, doing business as My Day Counts, in the amount of \$250,000, to provide funding to support growth in ridership through June 30, 2025.

Director Amezcua was not present to vote on this item.

Regular Calendar

5. OC Streetcar Funding and Schedule Update and Amendments to Supporting Agreements

Jeff Mills, Director, Capital Project Delivery provided a presentation on this item.

A motion was made by Director Amezcua, seconded by Committee Vice Chair Sarmiento, and passed by those present to:

- A. Approve the revised OC Streetcar Federal Transit Administration Full Funding Grant Agreement budget of \$649 million.
- B. Direct the use of \$22 million in Federal Congestion Mitigation and Air Quality Improvement Program funds, previously approved for OC Streetcar operations and future potential capital needs to be used for the OC Streetcar project and authorize the use of up to \$47.84 million in Local Measure M2 Transit funding, which will increase total funding for the project from \$579.16 million to \$649 million.
- C. Authorize staff to make all necessary amendments to the Federal Transportation Improvement Program, update any air quality conformity requirements, and execute any required agreements, amendments, or grants with the Federal Transit Administration to facilitate the recommendation above.
- D. Authorize the Chief Executive Officer to negotiate and execute Amendment No. 34 to Agreement No. C-4-1854 between the Orange County Transportation Authority and HDR Engineering Inc., in the amount of \$4,783,234, and extend the agreement term through December 31, 2026, for continued OC Streetcar project management consultant services. This will increase the maximum cumulative obligation of the agreement to a total contract value of \$49.3 million.



- E. Authorize the Chief Executive Officer to negotiate and execute Amendment No. 24 to Agreement No. C-6-0926 between the Orange County Transportation Authority and PGH Wong Engineering, Inc., in the amount of \$6,918,266, and extend the agreement term through June 30, 2026, for continued OC Streetcar project construction management consultant services. This will increase the maximum cumulative obligation of the agreement to a total contract value of \$49,700,836.

6. Zero-Emission Bus Program Update

Cliff Thorne, Director, Maintenance, provided a presentation on this item.

No action was taken on this receive and file as an information item.

7. Sole Source Agreement for Hydrogen Fueling Station Operation, Maintenance, and Fuel Delivery

Cliff Thorne, Director, Maintenance, provided a presentation on this item.

A motion was made by Committee Vice Chair Sarmiento, seconded by Committee Chair Jung, and passed by those present to authorize the Chief Executive Officer to negotiate and execute Agreement No. C-5-3892 between the Orange County Transportation Authority and Air Products and Chemicals, Inc., in the amount of \$2,460,000, to continue the hydrogen fueling station operation, maintenance, and hydrogen fuel supply for a two-year initial term and one, one-year option term.

Discussion Items

8. Public Comments

Public comment was heard from Paul Hyek.

9. Chief Executive Officer's Report

Darrell E. Johnson, Chief Executive Officer, reported the following:

- Mobility 21 Delegation Trip
- Heavy rainfall preparation



10. Committee Members' Reports

There were no Committee Member's reports.

11. Adjournment

The meeting adjourned at 10:05 a.m.

The next regularly scheduled meeting of this Committee will be held:

9:00 a.m. on Thursday, March 13, 2025

OCTA Headquarters

550 South Main Street

Orange, California



March 13, 2025

To: Transit Committee

From: Darrell E. Johnson, Chief Executive Officer

Subject: Contract Change Orders for Construction of the OC Streetcar Project

A handwritten signature in blue ink, appearing to read "Darrell E. Johnson", is positioned in the upper right area of the document.

Overview

On September 24, 2018, the Orange County Transportation Authority Board of Directors authorized Agreement No. C-7-1904 with Walsh Construction Company II, LLC, for construction of the OC Streetcar project. Contract change orders are required for removal and disposal of contaminated materials, train-to-wayside loop installation in embedded track, pavement modifications and restoration, traffic signal pole foundation revisions, and overhead contact system pole modifications for the OC Streetcar project.

Recommendations

- A. Authorize the Chief Executive Officer to negotiate and execute Contract Change Order No. 3.4 to Agreement No. C-7-1904 with Walsh Construction Company II, LLC, in the amount of \$657,000, for removal and disposal of contaminated materials.
- B. Authorize the Chief Executive Officer to negotiate and execute Contract Change Order No. 61.1 to Agreement No. C-7-1904 with Walsh Construction Company II, LLC, in the amount of \$300,000, for the train-to-wayside control loop installed in embedded track.
- C. Authorize the Chief Executive Officer to negotiate and execute Contract Change Order No. 77.4 to Agreement No. C-7-1904 with Walsh Construction Company II, LLC, in the amount of \$350,000, for pavement modifications and restoration.
- D. Authorize the Chief Executive Officer to negotiate and execute Contract Change Order No. 177.1 to Agreement No. C-7-1904 with Walsh Construction Company II, LLC, in the amount of \$100,000, for the traffic signal pole foundation revisions.

- E. Authorize the Chief Executive Officer to negotiate and execute Contract Change Order No. 275 to Agreement No. C-7-1904 with Walsh Construction Company II, LLC, in the amount of \$750,000, for overhead contact system pole modifications.

Discussion

On September 24, 2018, the Orange County Transportation Authority (OCTA) Board of Directors (Board) awarded the contract to construct the OC Streetcar project (Project) to Walsh Construction Company II, LLC (Walsh). The Notice to Proceed with construction was issued to Walsh on March 4, 2019. The construction of the Project is approximately 90 percent complete. The project alignment is referenced in Attachment A.

Staff is requesting Board authorization of the following contract change orders (CCO).

Removal and Disposal of Contaminated Materials

During construction, contaminated soils were found in the Pacific Electric Right-of-Way (PEROW) as well as various locations along the Project.

The Project required deeper excavations than originally anticipated in the PEROW for several elements, such as retaining walls, bridge abutments, storm drains and ditches, utility duct banks, foundations, and track beds. Contaminated soils were found during these excavations, as well as during excavations within the City of Santa Ana (City) streets for the relocation of storm drains and sewers and water lines. Walsh also encountered buried railroad ties during the excavations. State regulations require the ties be taken to designated disposal facilities, resulting in higher transportation and disposal costs. During excavation for track beds and platform stations, additional contaminated materials were encountered that required additional removal and disposal at an approved landfill. A large amount of contaminated soil was also encountered during excavations at the Santa Ana Regional Transportation Center.

The amount for removal and disposal of contaminated soils has been greater than anticipated and exceeded the allowance provided in the contract. Costs and expenses for work related to contaminated materials are tracked, reviewed and paid on a time-and-materials basis. Staff has reviewed extra work bills and supporting information recently provided by Walsh and found merit to those costs. Proposed CCO No. 3.4, in the amount of \$657,000, is required to provide compensation for removal and disposal of contaminated material for the Project.

Train-to-Wayside Communications Loop Installation in Embedded Track

The train-to-wayside (TWC) loops provide communication between the street embedded tracks and various equipment adjacent to the tracks needed for streetcar operations. The contract did not specify details for the installation of the TWC loop detectors within the embedded track areas. To mitigate construction delays while the project's designer developed the installation detail, a temporary workaround which includes block outs for the TWC loop equipment was implemented. The new installation detail required the contractor to procure and install glass fiber reinforced polymer supports in lieu of steel reinforcement at the TWC loop detector locations.

CCO No. 61 was previously executed, in the amount of \$80,000, to provide compensation to implement the temporary work around. The proposed CCO No. 61.1, in the amount of \$300,000, will provide compensation for implementing the new installation detail for the TWC loop detectors within the embedded track areas.

Pavement Modifications and Restoration

Pavement modifications and restoration were required at various locations of the Project. Additional pavement modifications and restoration are needed beyond the original design at Fourth Street, Fifth Street, and Mortimer Street. These changes were required to meet City requirements.

The proposed CCO No. 77.4, in the amount of \$350,000, will provide compensation for the additional pavement modifications and restoration as required by the City.

Traffic Signal Pole Revisions

New traffic signal poles are required at various locations throughout the Project. Due to space limitations in the field, temporary traffic signal poles will need to be installed in the same foundation as the new traffic signal poles. To accomplish this, the design of new traffic signals was revised utilizing an alternate bolt pattern configuration in the new foundations in accordance with City requirements.

CCO No. 177 was previously executed, in the amount of \$208,000, to provide compensation to implement the new traffic signal design. However, it was determined that the work required is above the original estimate. Proposed CCO No. 177.1, in the amount of \$100,000, is required to fully compensate Walsh to implement the traffic signal revisions.

Overhead Contact System Pole Modifications

The overhead contact system (OCS) consists of contact wire that is installed on steel pole structures. The pole structures include cantilever support arm assemblies. During installation of the contact wire on the cantilever arms, it was observed that the diagonal pipe of the arms and OCS pole structure deformed due to the forces applied from the wire. A revised design was issued for the contractor to install larger support bracing, shift cantilever arms, and complete associated installations and adjustments. The revised design will be implemented on seven cantilever arms on five pole structures. In anticipation of maintenance efforts, the contractor will provide three additional cantilever arm assemblies to OCTA as spare parts.

The proposed CCO No. 275, in the amount of \$750,000, will provide compensation for implementing the revised design and provide spare OCS cantilever arm assemblies.

The cost of the work associated with these CCOs will be funded from the project budget as previously approved by the Board on February 24, 2025.

Procurement Approach

The initial procurement was handled in accordance with OCTA's Board-approved procedures for public works projects. These procedures, which conform to both federal and state requirements, require that contracts are awarded to the lowest responsive, responsible bidder after a sealed bidding process. On September 24, 2018, the Board authorized Agreement No. C-7-1904 with Walsh, in the amount of \$220,538,649, for construction of the Project.

Proposed CCO nos. 3.4, 61.1, 77.4, 177.1, and 275 in the cumulative amount of \$2,157,000, will increase the cumulative value of the contract to \$346,818,280, as shown in Attachment B. Board approval is required for CCO nos. 3.4, 61.1, 77.4, 177.1, and 275 pursuant to the State of California Public Contracting Code Section 20142. The CCOs will be issued with a reservation of rights to advance the Project, pending resolution of disputes between OCTA and Walsh. The statements in this report are made in the context of, and subject to, OCTA's reservation of rights.

Fiscal Impact

Funding for these changes was included in the revised OC Streetcar Federal Transit Administration Full Funding Grant Agreement approved by the Board on February 24, 2025, and is included in OCTA's Fiscal Year 2024-25 Budget, Capital Programs Division, account nos. 0051-TS010-9017-Z43 (CCO No. 3.4), 0051-TS010-9017-Z51 (CCO nos. 61.1 and 177.1), 0051-TS010-9017-Z47 (CCO No. 77.4), and 0051-TS010-9017-Z54 (CCO No. 275) and is funded with Federal Transit Administration Section 5309 New Starts grant funds and local Measure M2 funds.

Summary

Staff recommends the Board authorize the Chief Executive Officer to negotiate and execute CCO No. 3.4, in the amount of \$657,000, for removal and disposal of contaminated materials, CCO No. 61.1, in the amount of \$300,000, for TWC control loop installation in embedded track, CCO No. 77.4, in the amount of \$350,000, for pavement modifications and restoration, CCO No. 177.1, in the amount of \$100,000, for traffic signal pole foundation revisions, and CCO No. 275, in the amount of \$750,000, for OCS pole modifications, to Agreement No. C-7-1904 between OCTA and Walsh for the construction of the Project.

Attachments

- A. Project Alignment – Status of Track Installation
- B. Walsh Construction Company II, LLC, Agreement No. C-7-1904, Contract Change Order (CCO) Log

Prepared by:



Jeff Mills, P.E.
Director, Capital Project Delivery
(714) 560-5925

Approved by:

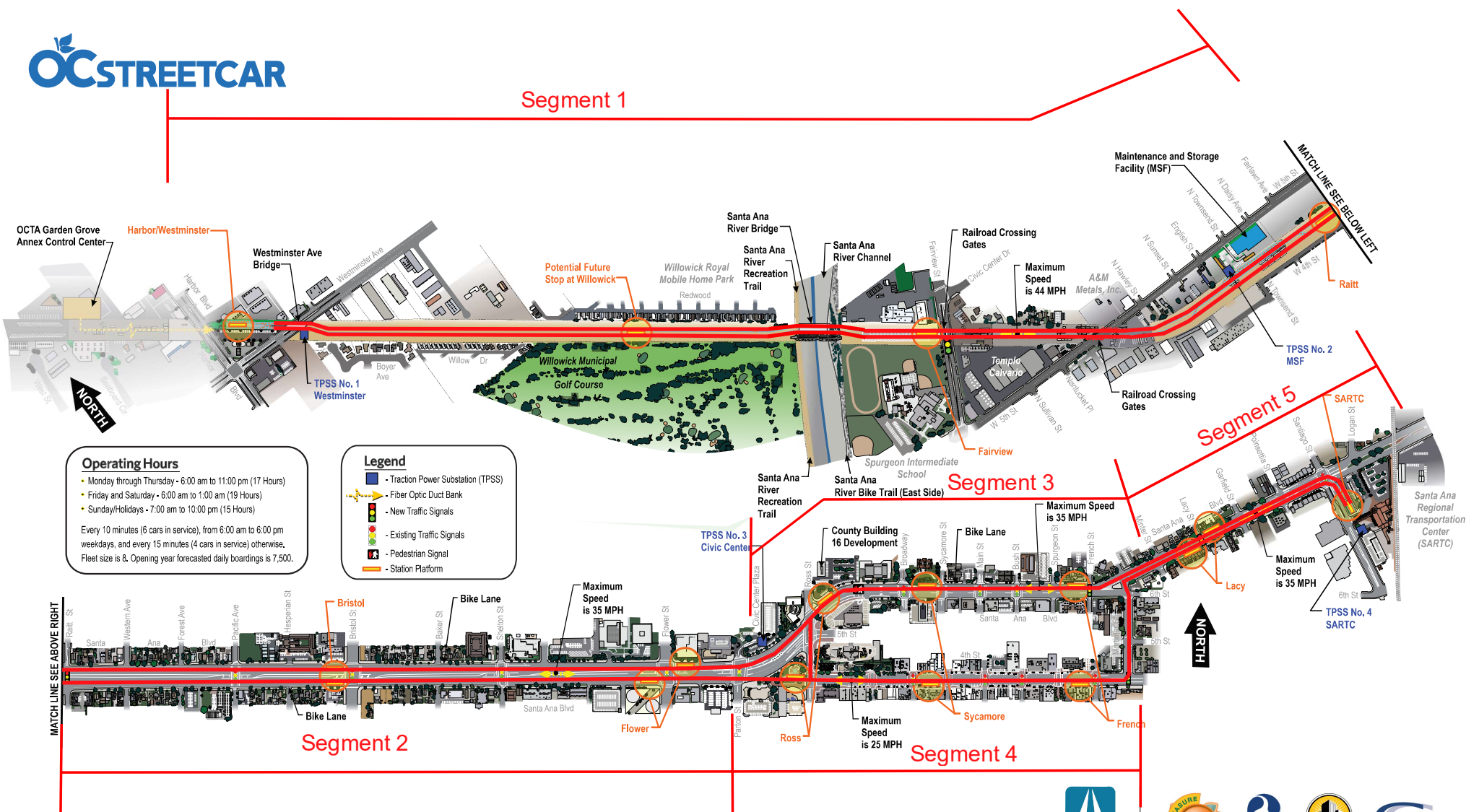


James G. Beil, P.E.
Executive Director, Capital Programs
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Pia Veesapen
Director, Contracts Administration and
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Project Alignment - Status of Track Installation



Operating Hours

- Monday through Thursday - 6:00 am to 11:00 pm (17 Hours)
- Friday and Saturday - 6:00 am to 1:00 am (19 Hours)
- Sunday/Holidays - 7:00 am to 10:00 pm (15 Hours)

Every 10 minutes (6 cars in service), from 6:00 am to 6:00 pm weekdays, and every 15 minutes (4 cars in service) otherwise. Fleet size is 8. Opening year forecasted daily boardings is 7,500.

Legend

- Traction Power Substation (TPSS)
- Fiber Optic Duct Bank
- 🚦 New Traffic Signals
- 🚦 Existing Traffic Signals
- 🚶 Pedestrian Signal
- 🚏 Station Platform

Track Installed as of December 31, 2023



Walsh Construction Company II, LLC
Agreement No. C-7-1904
Contract Change Order (CCO) Log

CCO No.	Title	Status	Date Executed	Cost
1	Maintenance and Storage Facility (MSF) Removals	Approved	6/20/2019	\$199,749.00
1.1	MSF Removals Additional Funding	Approved	6/25/2019	\$113,884.77
1.2	Time Impact Evaluation (TIE) 01 - Schedule Impacts Associated with Change Directive (CD)-001 and CD-003	Approved	6/17/2020	\$0.00
1.3	Schedule Impacts Associated with TIE 01	Approved	10/17/2022	\$2,100,000.00
2	MSF Removal of Additional Hazardous Materials	Approved	6/25/2019	\$200,000.00
2.1	MSF Removal of Additional Hazardous Materials Additional Funding	Approved	8/15/2019	\$160,000.00
3	Removal and Disposal of Contaminated Materials within the Orange County Transit District (OCTD)-Owned Pacific Electric Right-of-Way (PEROW)	Approved	9/12/2019	\$1,600,000.00
3.1	Removal and Disposal of Contaminated Materials Additional Funding	Approved	2/25/2020	\$7,278,795.00
3.2	Removal and Disposal of Contaminated Materials Additional Funding	Approved	10/18/2021	\$1,100,000.00
3.3	Removal and Disposal of Contaminated Materials Additional Funding	Approved	4/18/2023	\$1,500,000.00
3.4	Removal and Disposal of Contaminated Materials Additional Funding	Pending		\$657,000.00
4	Work Related to Existing Utility Conflicts	Approved	8/27/2019	\$200,000.00
4.1	Work Related to Existing Utility Conflicts Additional Funding	Approved	2/25/2020	\$833,300.00
4.2	Work Related to Existing Utility Conflicts Additional Funding	Approved	6/9/2020	\$2,426,000.00
4.3	Work Related to Existing Utility Conflicts Additional Funding	Approved	6/21/2021	\$2,000,000.00
4.4	Work Related to Existing Utility Conflicts Additional Funding	Approved	11/19/2021	\$3,500,000.00
5	Tree Trimming and Removal	Approved	6/9/2020	\$129,215.52
5.1	Tree Trimming and Removal Additional Funding	Approved	12/29/2023	\$300,000.00
7	Orange County Sanitation District Specifications Revisions	Approved	6/9/2020	\$82,445.00
8	Orange County Flood Control District Maintenance Path Profile Revisions	Approved	6/9/2020	\$6,055.00
9	MSF Vapor Barrier	Approved	12/22/2020	\$395,717.00
10	112 Tram Rail Ultrasonic Testing	Approved	6/10/2020	\$0.00
11	GPS Priority Control System	Approved	6/9/2020	\$40,120.00
12	Santa Ana River Bridge (SARB) Precast Girders	Approved	8/27/2020	\$88,877.00
13	Retaining Wall 544 Reinforcing Steel	Approved	9/3/2020	\$2,321.30
14	Retaining Wall 508	Approved	12/14/2020	\$125,341.00
15	Utility Relocations for Overhead Contact System (OCS) Pole Foundations and Traffic Signal Pole Foundations	Approved	6/17/2020	\$195,723.00
16	OCS and Traffic Signal Pole Foundations Hand Excavation and Survey	Approved	6/23/2020	\$198,808.00
16.1	OCS, Traffic Signal, and Streetlight Foundation Hand Excavation, Layout and Survey Additional Funding	Approved	6/26/2020	\$1,400,000.00
16.2	OCS, Traffic Signal, and Streetlight Foundation Hand Excavation, Layout and Survey Additional Funding	Approved	4/15/2021	\$1,400,000.00
16.3	OCS, Traffic Signal, and Streetlight Foundation Hand Excavation, Layout and Survey Additional Funding	Approved	5/1/2023	\$250,000.00
17	Westminster Bridge OCS Diaphragm	Approved	10/30/2020	\$1,682.00
18	Remove Buried Man-Made Objects	Approved	11/23/2020	\$300,000.00
18.1	Remove Buried Man-Made Objects Additional Funding	Approved	10/25/2021	\$300,000.00
18.2	Remove Buried Man-Made Objects Additional Funding	Approved	5/1/2023	\$600,000.00
19	Removal of Boulders	Approved	11/17/2020	\$160,000.00
20	Removal of Chain Link Fence	Approved	3/9/2021	\$7,316.90
21	Changes to Turnout Geometry	Approved	10/5/2020	\$0.00
22	Railroad Crossing Gate Bells	Approved	10/5/2020	\$0.00
23	SARB, OCS Pole, and OCS Down Guy Diaphragms	Approved	1/19/2021	\$7,419.00
24	OCS Sectionalization – Siemens Portion	Approved	10/5/2020	\$158,941.01
24.1	OCS Sectionalization Additional Funding	Approved	4/27/2021	\$722,253.92
26	Revisions to Station Color Schedule, Glass, and Pylon	Approved	4/19/2021	\$176,419.84
27	Street Lighting	Approved	11/19/2020	\$12,347.91
28	Schedule Impacts Associated with TIE 04 and 07	Approved	12/8/2020	\$0.00
28.1	Schedule Impacts Associated with TIE 07	Approved	10/17/2022	\$1,300,000.00
28.2	Schedule Impacts Associated with TIE 07	Approved	1/17/2024	\$0.00
28.3	Schedule Impacts Associated with TIE 07	Approved	6/4/2024	\$1,425,000.00
29	Revision to MSF, Traction Power Substation (TPSS), and OCS Siemens Portion	Approved	11/19/2020	\$34,216.80
29.1	Revision to MSF, TPSS, and OCS Siemens Portion	Approved	6/22/2023	\$175,730.75
30	SARB Pile, Westminster Bridge, and Demonstration Section Electrical Continuity Testing	Approved	2/1/2021	\$23,928.10
30.1	Electrical Continuity Testing Additional Funding	Approved	3/16/2021	\$320,164.40
31	MSF Building and Southern California Edison (SCE) Design Revisions	Approved	1/17/2022	\$207,367.00
32	Asbestos Survey	Approved	2/1/2021	\$25,000.00
34	OCS Spanwire Modifications	Approved	5/8/2024	\$10,901.00
35	No Sunshade for Variable Message Sign	Approved	12/22/2020	\$0.00
37	Station Platform Power	Approved	5/18/2021	\$58,414.15

CCO No.	Title	Status	Date Executed	Cost
38	Modify OCS Foundation Schedule	Approved	6/15/2021	\$32,733.04
39	OCS Revisions Based on Field Walks	Approved	6/17/2021	\$28,088.32
39.1	Additional Revisions to OCS Hardware	Approved	6/26/2023	\$180,709.28
40	MSF Remote Yard Gates	Approved	11/3/2021	\$32,307.66
40.1	MSF Remote Yard Gates	Approved	5/29/2024	\$67,819.03
41	Auxiliary Feeder Pullbox Sizes- Segment 3A	Approved	11/23/2021	\$61,041.24
42	Department Acceptance Testing for Gamma-Gamma Logging of Cast-In-Drilled-Hole (CIDH) Piles	Approved	10/22/2021	\$35,138.00
43	End of Life Communication Equipment	Approved	5/3/2021	\$372,136.38
44	Design of Temporary Traffic Signals Segment 2A - Stages 1 and 2	Approved	4/26/2021	\$41,967.00
44.1	Design of Temporary Traffic Signals Segment 3A	Approved	11/24/2021	\$50,813.00
44.2	Design of Temporary Traffic Signals and Video Detections	Approved	10/4/2022	\$907,220.00
45	Thickened Asphalt Concrete (AC) Pavement	Approved	1/19/2021	\$60,000.00
46	MSF Video Servers from Garden Grove Bus Annex to MSF	Approved	10/13/2021	\$40,267.30
47	Archaeological Security and Data Recovery at MSF	Approved	1/19/2021	\$110,000.00
47.1	Archaeological Security and Data Recovery at MSF Additional Funding	Approved	5/8/2023	\$98,000.00
48	Thickened AC Pavement	Approved	4/27/2021	\$1,177,362.00
49	Retaining Wall 501 Encroachment	Approved	6/17/2021	\$181,802.77
50	MSF Street and Yard Utility Conflicts	Approved	5/25/2021	\$200,000.00
51	MSF Yard Light Connection Details	Approved	2/17/2023	\$193,803.00
52	Over Excavation of Unsuitable Soils	Approved	6/21/2021	\$209,500.00
52.1	Over Excavation of Unsuitable Soils Additional Funding	Approved	6/21/2021	\$540,000.00
53	SARB Bridge Decking	Approved	6/17/2021	\$9,002.94
54	Revisions to the Traction and Power Substation Site Plan	Approved	5/18/2022	\$1,200,000.00
55	Bid Item 24 - Earthwork Credit	Approved	5/3/2022	(\$659,666.73)
56	Exploratory Potholing Allowance	Approved	4/26/2021	\$200,000.00
56.1	Exploratory Potholing Allowance	Approved	9/8/2021	\$1,100,000.00
56.2	Exploratory Potholing Allowance	Approved	5/8/2023	\$500,000.00
58	Vehicle Platform Tolerances	Approved	12/6/2021	\$0.00
59	Direct Fixation Fasteners	Approved	6/7/2021	\$0.00
60	Base Contract Utility Credits	Approved	5/25/2021	(\$1,842,680.00)
61	Loop Relocation and Block Out	Approved	10/25/2021	\$80,000.00
61.1	Train-to-Wayside Communications Loop Installation in Embedded Track	Pending		\$300,000.00
62	Backfill of OCS Foundations	Approved	11/8/2021	\$200,000.00
63	Graffiti Removal	Approved	5/18/2021	\$100,000.00
64	SCE Meter Switchgear Engineering and Submittal Costs	Approved	5/18/2021	\$17,618.00
64.1	SCE Meter Switchgear Additional Funding	Approved	10/13/2021	\$191,950.00
64.2	SCE Meter Switchgear Additional Funding	Approved	1/19/2022	\$669,573.00
65	Additional Environmental Soil Investigation on West Santa Ana Boulevard/ Bristol Street Station Stop (Stage 1)	Approved	5/18/2021	\$9,840.60
66	Ground Penetrating Radar Investigation	Approved	9/1/2021	\$208,000.00
67	City of Garden Grove Driveway Standard Update	Approved	11/24/2021	\$20,637.83
68	Ross Intersection Traffic Signal Conduit Installation	Approved	6/7/2021	\$18,000.00
69	Optical Backbone Network System Redundancy	Approved	2/25/2022	\$520,582.00
71	Traffic Signal Interconnect	Approved	4/12/2022	\$208,000.00
71.1	Traffic Signal Interconnect Additional Funding	Approved	5/31/2022	\$500,000.00
71.2	Traffic Signal Interconnect Additional Funding	Pending		\$200,000.00
72	Cathodic Protection at MSF and Car Wash	Approved	11/30/2023	\$292,745.56
77	Pavement Modification at Street Intersections	Approved	12/28/2021	\$208,000.00
77.1	Pavement Modifications Along Embedded Tracks and Grade Crossings	Approved	5/3/2022	\$400,000.00
77.2	Pavement Modifications Along Embedded Tracks and Grade Crossings	Approved	9/22/2023	\$480,000.00
77.3	Pavement Modifications and Restoration Along Embedded Tracks and Grade Crossings	Approved	6/7/2023	\$1,300,000.00
77.4	Pavement Modifications and Restoration Additional Funding	Pending		\$350,000.00
79	MSF Permit Drawings and Revisions	Approved	6/24/2022	\$3,000,000.00
80	Contract Language Modifications Escrow Documents	Approved	4/12/2022	\$0.00
82	Third-Party Utility Work - Southern California Gas: Expose Abandoned Gas Lines	Approved	6/9/2022	\$100,000.00
82.1	Third-Party Utility Work - AT&T	Approved	6/21/2022	\$108,000.00
83	Additional Storage of Four TPSS Units at Factory	Approved	6/21/2022	\$208,000.00
86	OCS Pole Grounding Conduit Routing at PEROW	Approved	5/24/2022	\$200,000.00
86.1	OCS and Platform Grounding Conduit Additional Funding	Approved	4/18/2023	\$300,000.00
88	Traction Power Sub-Station Grounding Revisions	Approved	6/6/2022	\$209,839.49
89	Equipment and Security Upgrades	Approved	6/22/2022	\$2,200,000.00
89.1	Additional Security Modifications	Pending		\$750,000.00
90	Contract Language Modifications - Electronic Compliance Auditing Tool Disadvantaged Business Enterprise Reporting	Approved	11/17/2022	\$0.00
91	Customer Information Center Enclosure and Component Modifications	Approved	6/20/2022	\$1,650,000.00
91.1	Additional Customer Information Center Enclosure and Component Modifications	Pending		\$1,000,000.00

CCO No.	Title	Status	Date Executed	Cost
92	Changes to Platform SCE Meter Pedestals	Approved	6/28/2023	\$208,613.05
93	Wheel Turing Pit Modifications	Approved	2/2/2024	\$318,486.42
94	Traffic Signal Pole Modifications	Approved	6/22/2022	\$800,000.00
96	Relocate Bumping Posts and Train Signal Cabinet at Harbor Station	Approved	6/22/2022	\$400,000.00
105	Modifications to the Track Slab Detail to Clear Utility Conflicts	Approved	5/18/2023	\$3,500,000.00
108	Traffic Signal and Pedestrian Crossing Equipment Modifications	Approved	9/17/2024	\$253,851.23
110	Malcom and Spectrum Utility Concurrent Impacts (Claim 09)	Approved	12/30/2021	\$123,714.20
117	Manual Train Control Override	Approved	4/29/2022	\$208,000.00
117.1	Manual Train Control Override Additional Funding	Approved	6/9/2022	\$700,000.00
118	Added Pedestrian Crossing and Updated City Standard Signage	Approved	6/6/2024	\$64,411.79
130	Drainage and Traction Power Underground Conflicts	Approved	10/11/2023	\$138,724.00
133	MSF Western Concrete Masonry Unit Wall Modifications	Approved	1/27/2023	\$208,000.00
139	Soundwall #2 CIDH Foundation Adjustments	Approved	7/24/2023	\$29,570.95
140	TPSS Additional Rear Doors	Approved	9/28/2023	\$64,275.10
145	Structural Steel Quality Control Inspection and Testing	Approved	5/31/2022	\$350,000.00
146	Train Signal Modifications	Approved	6/14/2022	\$850,000.00
148	Emergency Communication Devices	Approved	2/17/2023	\$195,000.00
150	Fourth Street Extended Work Hours and Public Safety	Approved	9/28/2022	\$500,000.00
150.1	Fourth Street Extended Work Hours and Public Safety Additional Funding	Approved	12/15/2022	\$800,000.00
150.2	Fourth Street Extended Work Hours Additional Funding	Approved	6/18/2024	\$250,000.00
157	Traffic Control Allowance Extension (Bid Item 33)	Approved	2/6/2023	\$208,000.00
157.1	Traffic Control Allowance Extension (Bid Item 33)	Approved	9/21/2023	\$300,000.00
158	Station Canopy Glass Price Escalation	Approved	10/17/2022	\$72,607.09
161	Contract Language Modification - Article 9 - Notices	Approved	11/17/2022	\$0.00
164	Station Platform, Parking Lot, and Sasser Park Lights	Approved	5/18/2023	\$300,000.00
169	Traffic Signal Systems Spare Equipment for City of Santa Ana	Pending		\$56,626.20
170	Station Spare Parts	Approved	1/2/2025	\$518,592.05
173	Buried OCS Pole Grounding	Approved	8/22/2024	\$209,500.00
173.1	Buried OCS Pole Grounding	Approved	8/27/2024	\$123,643.00
177	Traffic Signal Plan Revisions: Utilizing Different Anchor Bolt Patterns	Approved	1/27/2023	\$208,000.00
177.1	Traffic Signal Pole Revisions Additional Funding	Pending		\$100,000.00
178	Station Standby Lighting	Approved	12/16/2024	\$127,795.00
182	Homeless Security and Cleanup	Approved	2/16/2023	\$208,000.00
183	Track Switch Indication Lights	Approved	2/28/2023	\$480,000.00
184	Santa Ana Boulevard Extended Hours	Approved	12/14/2022	\$208,000.00
185	Additional Builder Risk Insurance	Approved	2/8/2023	\$550,000.00
186	MSF Catenary Interlock System	Approved	2/17/2023	\$208,000.00
186.1	MSF Interlock System Additional Funding	Approved	12/27/2024	\$781,619.17
187	Schedule Impacts Associated with TIE 08	Approved	10/24/2022	\$0.00
187.1	Schedule Impacts Associated with TIE 08	Approved	6/22/2023	\$2,847,000.00
188	Relocation of the Traction Power Track Connection Boxes in Segment 4	Approved	5/23/2024	(\$102,757.22)
190	Track Bumping Post Modifications	Approved	6/13/2024	\$206,920.32
191	Four-Fold and Coiling Doors at the MSF	Approved	6/20/2023	\$300,902.44
193	Embedded Track Transition to Paved Ballasted Track	Approved	2/20/2024	\$182,498.67
194	Malcom's Differing Site Condition Impacts for CIDH Pile Installation (Claim 10)	Approved	3/16/2023	\$209,999.00
195	Schedule Impacts Associated with TIE 12	Approved	3/27/2023	\$0.00
195.1	Schedule Impacts Associated with TIE 12	Approved	6/20/2023	\$1,249,403.38
195.2	Schedule Impacts Associated with TIE 12	Approved	5/3/2024	\$245,501.00
195.3	Schedule Impacts Associated with TIE 12	Approved	5/6/2024	\$940,580.78
196	Shore Power at the MSF	Approved	8/13/2024	\$363,651.56
197	OCS Pole and Foundation Revisions	Approved	6/19/2023	\$128,706.34
198	Fourth Street Planter Lighting, Irrigation Wiring, and Power Modifications	Approved	9/16/2024	\$85,247.00
199	Improvements at Civic Center Plaza	Approved	3/16/2023	\$208,000.00
200	Infrastructure for Electric Vehicle Charger at Santa Ana Regional Transportation Center	Approved	8/21/2023	\$25,000.00
201	Intumescent Fireproof Coating on Structural Steel at the MSF	Approved	12/29/2023	\$450,000.00
201.1	Intumescent Fireproof Coating on Structural Steel at the MSF	Approved	5/29/2024	\$123,039.00
203	Sidewalk Paver Material and Labor Escalation	Approved	6/19/2023	\$209,730.72
204	MSF Pedestal Track Spacing M1-M2	Approved	12/28/2023	\$20,325.88
206	Track Isolation at end of Embedded Track	Approved	6/6/2024	\$119,790.41
207	Sewer Ejector Changes at MSF	Approved	2/1/2024	\$208,221.98
208	Ultrasonic Cleaner Model Changes	Approved	6/7/2024	\$44,401.70
209	Harbor OCS Modifications	Approved	2/4/2025	\$205,657.98
210	MSF Extended Work Hours	Approved	1/3/2024	\$209,500.00
211	OCS Pole Re-Raking and Adjustment	Approved	6/4/2024	\$208,000.00
212	Restraining Rail Conflicts at M1, M2, M3 and Y1 Tracks	Approved	5/8/2024	\$35,426.59
213	Various Sidewalk and Brick Restoration Work	Approved	8/12/2024	\$209,500.00
214	SCE Switchgear Breaker Setting and Commissioning	Approved	4/30/2024	\$143,986.69
215	Emergency Walkway Track Crossing at Raitt and Fairview Platform	Approved	12/28/2023	\$113,812.10
217	Improvements at Sasser Park	Approved	5/8/2024	\$209,298.00

CCO No.	Title	Status	Date Executed	Cost
220	Ross Street Intersection Modifications	Approved	8/30/2024	\$140,421.07
221	Electrical Modifications at Sasscer Park	Approved	8/30/2024	\$128,045.06
222	SCE Electrical and Service Connections at Various Intersections	Approved	12/27/2024	\$368,980.95
225	Train Control Battery Backup	Approved	9/17/2024	\$349,848.89
226	Traffic Signal Pole and Mast Arm Adjustments at Santiago, Shelton and Bristol	Approved	9/26/2024	\$52,702.00
227	Traffic Signal and Striping Modifications Due to the City of Santa Ana Bike Lane Project	Approved	8/30/2024	\$45,088.00
228	OCS Feeder Cable Theft Protection	Approved	10/14/2024	\$243,904.68
230	Traffic Signal Cabinet Relocation Sycamore Street and Santa Ana Boulevard	Approved	9/16/2024	\$93,878.89
231	Bid Item 61 (Utility Service Fee) Extension	Approved	6/7/2024	\$185,000.00
232	Platform Modifications	Approved	11/13/2024	\$70,648.35
233	MSF Information Technology Room and Data Port and Communication Device Changes	Approved	11/18/2024	\$1,519,579.00
234	Schedule Impacts Associated with TIE 18	Approved	5/8/2024	\$0.00
235	Diesel Particulate Filter	Approved	10/11/2024	\$77,050.69
237	Garfield & Sycamore SCE Services Pedestals and Foundation Changes	Approved	9/30/2024	\$56,300.78
239	TPSS #01 Alternative Installation Method	Approved	12/12/2024	\$40,000.00
241	Modifications to the East and West Gates at MSF	Pending		\$425,000.00
242	OCS Pole Ground Repair in PE ROW	Approved	2/4/2025	\$148,044.06
243	Overhead Utility Conflicts at Mortimer and SAB - Traffic Signal Pole No.'s 02 and 03	Approved	12/12/2024	\$38,498.93
245	Parton-Santa Ana Blvd Sidewalk Restoration	Approved	11/14/2024	\$22,763.02
246	Modifications to Signage, Push Buttons and Signal Heads	Approved	11/13/2024	\$76,618.35
250	Modify Pumps in the Wheel Truing and Service and Inspection Pit	Pending		\$325,000.00
251	Accelerated Schedule Agreement	Approved	9/30/2024	\$40,338,054.00
252	Public Conveyance and Safety Enhancements	Approved	2/12/2025	\$150,000.00
253	SCE Invoices for Relocations due to GO 95 Conflicts	Approved	2/4/2025	\$150,000.00
254	Fairview Crossing Traffic Signal Poles Conflict with Overhead SCE Lines	Approved	2/4/2025	\$21,225.37
255	OCS Modifications	Approved	1/21/2025	\$200,000.00
258	Harbor Station Adjustments	Pending		\$200,000.00
260	MSF Finishes	Pending		\$200,000.00
261	OCS Cross Contact Assemblies on Hand	Pending		\$200,000.00
275	Overhead Contact System Pole Twist and Arm Capacity	Pending		\$750,000.00

Subtotal Executed CCOs	\$120,766,004.54
Subtotal Pending CCOs	\$5,513,626.20
TOTAL CCOs	\$126,279,630.74
ORIGINAL VALUE	\$220,538,649.00
PROPOSED REVISED VALUE	\$346,818,279.74



March 13, 2025

To: Transit Committee

From: Darrell E. Johnson, Chief Executive Officer

A handwritten signature in blue ink, appearing to read "Darrell E. Johnson", is written over the "From:" line of the memo.

Subject: Approval to Award Contract for Lease and Full Service of Bus Tires

Overview

The Orange County Transportation Authority contracts for the lease and service of bus tires at all operating bases, including contractor-operated bases for all revenue vehicles. An invitation for bids was issued in accordance with the Orange County Transportation Authority procurement procedures for competitive sealed bids. Board of Directors' approval is requested to execute the agreement.

Recommendation

Authorize the Chief Executive Officer to negotiate and execute Agreement No. C-4-2552 between the Orange County Transportation Authority and Bridgestone Americas Tire Operations, LLC, in the amount of \$9,223,781 for the lease and full service of bus tires for a five-year term.

Discussion

The Orange County Transportation Authority (OCTA) contracts for the lease and full service of bus tires at all operating bases for revenue vehicles. The contractor provides properly trained service personnel to mount and dismount the tires, balance the wheels, keep tires inflated to the recommended pressure, and perform tire repairs to keep them in proper operating condition. OCTA pays a fixed-cost rate for service staff and a fixed-cost rate for tire leasing based on miles used. Additionally, OCTA pays for the remaining useful life of the tires when buses are retired and sold.

The leasing of tires and the provision of tire service by a contractor is a common industry practice and OCTA has engaged in these services for its revenue vehicles since 1973. This has proven to be cost-effective in terms of utilizing material and labor resources. Tire leasing and full service is provided for more than 800 OCTA-owned revenue vehicles.

The current agreement for these services will expire on April 30, 2025.

Procurement Approach

This procurement was handled in accordance with OCTA’s Board of Directors (Board)-approved procedures for materials and equipment. These procedures, which conform to both federal and state requirements, require that contracts are awarded to the lowest responsive, responsible bidder after a sealed bidding process.

On November 25, 2024, the Board authorized the release of Invitation for Bids (IFB) 4-2552 through OCTA’s CAMM NET system. The project was advertised in a newspaper of general circulation on November 25 and December 2, 2024. A pre-bid conference and job walk were held on December 3 and December 4, 2024, respectively, with three firms in attendance. One addendum was issued to post the pre-bid conference registration sheets and provide responses to questions received. On January 7, 2025, one bid was received and publicly opened .

In accordance with OCTA’s procurement policies and procedures, a single bid received for procurement over \$50,000 requires OCTA’s Internal Audit Department to conduct a review to determine whether the procurement process complied with the Contracts Administration and Materials Management (CAMM) Department procedures designed to ensure adequate outreach to stimulate competition. Per the results of Internal Audit’s report, CAMM complied with policies and procedures. In addition, CAMM contacted firms on the Bid List and Plan Holder’s List to inquire why they did not submit a bid. The firms’ responses included challenges with limited staffing resources and the inability to meet the requirements of the IFB, as reasons for not submitting bids.

The bid was reviewed by staff from both CAMM and Maintenance departments to ensure compliance with the contract terms and conditions, and technical specifications.

The single bid amount based on estimated total miles is presented below:

<u>Firm and Location</u>	<u>Bid Amount</u>
Bridgestone Americas Tire Operations, LLC	\$9,223,781.36

CAMM conducted a price review and found that Bridgestone’s proposed pricing reflects an approximate seven percent increase in various tire lease prices compared to the current agreement and is 29 percent lower than the project manager’s independent cost estimate. Additionally, considering the rising

costs of raw materials, labor, machinery, transportation, disposal, and inflation since the current agreement was established in 2019, the proposed pricing is deemed fair and reasonable.

State law requires award to the lowest responsive, responsible bidder. As such, staff recommends award to Bridgestone Americas Tires Operations, LLC as the lowest responsive, responsible bidder, in the amount of \$9,223,781 for the lease and full service of bus tires for a five-year term.

Fiscal Impact

This project was approved in the OCTA Fiscal Year 2024-25 Budget, Operations Division, Maintenance Department, various accounts, and is funded through the Local Transportation Fund.

Summary

Staff requests the Board of Directors authorize the Chief Executive Officer to negotiate and execute Agreement No. C-4-2552 with Bridgestone Americas Tire Operations, LLC, in the amount of \$9,223,781 for the lease and full service of bus tires.

Attachment

None.

Prepared by:



Gretchen Burrow
Section Manager III, Maintenance
Resource Management
714-560-5533

Approved by:



Cliff Thorne
Director of Maintenance
714-560-5975



Pia Veaspen
Director, Contracts Administration and
Materials Management
714-560-5619



Johnny Dunning Jr.
Chief Operating Officer, Operations
714-560-5710



March 13, 2025

To: Transit Committee

From: Darrell E. Johnson, Chief Executive Officer

A handwritten signature in blue ink, appearing to read "Darrell E. Johnson", is written over the "From:" line of the memo.

Subject: Amendment to the Agreement for OC ACCESS Paratransit and OC Flex Microtransit Service

Overview

On September 13, 2021, the Orange County Transportation Authority Board of Directors approved an agreement with First Transit, Inc., for the management, operation, and maintenance of the OC ACCESS paratransit and OC Flex microtransit service for an initial four-year term with two, two-year option terms. Board of Directors' approval is requested to exercise the first option term effective January 1, 2026, through December 31, 2027.

Recommendation

Authorize the Chief Executive Officer to negotiate and execute Amendment No. 7 to Agreement No. C-0-2150 between the Orange County Transportation Authority and First Transit, Inc., in the amount of \$79,867,843, to exercise the first option term to provide paratransit and microtransit services through December 31, 2027. This amendment will increase the maximum obligation to a total contract value of \$322,447,064.

Discussion

The Americans with Disabilities Act (ADA) requires agencies that operate fixed-route bus service to provide complementary paratransit service for individuals with disabilities who are unable to use the fixed-route system. To comply with the ADA, the Orange County Transportation Authority (OCTA) implemented OC ACCESS service in 1993. OC ACCESS service is different from traditional fixed-route service, requiring passengers to complete an in-person assessment to become eligible to ride, and requiring an advance reservation.

On September 13, 2021, the OCTA Board of Directors (Board) approved an agreement with First Transit, Inc. (First Transit), to provide the administration, operation, and maintenance of the OC ACCESS paratransit service and OC Flex

microtransit service. This agreement outlines a fixed and variable per-passenger trip rate structure for the OC ACCESS service and a variable per-revenue hour rate structure for the OC Flex service, and includes an initial term of four years, with two, two-year option terms. Under this agreement, First Transit is the primary contractor for OC ACCESS and OC Flex service, operating out of OCTA's Irvine Construction Circle base using OCTA-owned vehicles. As a supplementary measure for OC ACCESS service, First Transit also provides a small fleet of First Transit-owned dedicated vehicles, and maintains three subcontract agreements to provide efficient, cost-effective service.

Through the initial term of this agreement, First Transit has worked diligently to provide safe and quality service while operating within the pricing submitted in its proposal. To improve service efficiency and performance, OCTA is in the process of replacing the existing legacy paratransit scheduling software by procuring a new Software-as-a-Service (SaaS) solution that will integrate scheduling and dispatching. This SaaS solution is expected to streamline operations by automating key processes, reducing manual scheduling efforts, and improving the overall rider experience. As part of this effort, staff will work collaboratively with First Transit to transition into the new software during the first option term.

Pricing for the first two-year option term considers fixed and variable rates outlined in the cost proposal submitted by First Transit, and service demand trends over the last 24 months. As specified in the agreement, OCTA may discontinue the OC Flex service at any time with a minimum of one-month notice to First Transit. Should this occur, the vehicles used for OC Flex service will be reassigned to support OC ACCESS operations.

Procurement Approach

The original procurement was overseen in accordance with OCTA's Board-approved policies and procedures for professional and technical services. On September 13, 2021, the Board approved the award of the agreement with First Transit, for an initial four-year term commencing on January 1, 2022, with two, two-year option terms, in the amount of \$242,579,221. The original agreement was awarded on a competitive basis and has been previously amended as shown in Attachment A.

The initial term of the agreement expires December 31, 2025. The proposed Amendment No. 7 is to exercise the first option term of the agreement through December 31, 2027. Amending this agreement will increase the maximum

cumulative payment obligation by \$79,867,843, bringing the total contract value to \$322,447,064 to continue services.

Pricing for the first two-year option term will remain the same as negotiated in the original agreement through December 31, 2027.

Fiscal Impact

Funding for Amendment No. 7 to Agreement No. C-0-2150 is included in the proposed OCTA Fiscal Year 2025-26 Budget, Operations Division, Specialized Transit Services Department, account nos. 2136-7311-D1208-8LA, 2136-7311-D1208-8LB, 2136-7314-D1208-AVH, 2136-7311-D1208-DYD, 2136-7314-D1208-DYD, 2136-7613-D1208-0GP, 2149-7317-D2161-N97, and will be funded through the Local Transportation Fund and federal funds.

Summary

Staff is recommending the Board of Directors authorize the Chief Executive Officer to negotiate and execute Amendment No. 7 to Agreement No. C-0-2150 between the Orange County Transportation Authority and First Transit, Inc., in the amount of \$79,867,843, to exercise the first option term to provide paratransit and microtransit services through December 31, 2027, increasing the maximum obligation of the agreement to a total contract value of \$322,447,064.

Attachment

A. First Transit, Inc., Agreement No. C-0-2150 Fact Sheet

Prepared by:



Melissa Mungia
Section Manager,
Specialized Transit Services
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Pia Veerapen
Director, Contracts Administration and
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Approved by:



Damon Blythe
Director of Bus Operations,
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Johnny Dunning, Jr.
Chief Operating Officer,
Operations Division
(714) 560-5964

**First Transit, Inc.
Agreement No. C-0-2150 Fact Sheet**

1. September 13, 2021, Agreement No. C-0-2150, \$242,579,221, approved by the Board of Directors (Board).
 - Agreement to provide turnkey management and operation of the OC ACCESS paratransit and OC Flex microtransit service for a four-year initial term effective January 1, 2022 through December 31, 2025, with two, two-year option terms.
2. January 10, 2022, Amendment No. 1 to Agreement No. C-0-2150, \$0.00, approved by the Contracts Administration and Materials Management Department (CAMM).
 - To add Cabco Yellow, Inc. as a subcontractor.
3. February 3, 2022, Amendment No. 2 to Agreement No. C-0-2150, \$0.00, approved by CAMM.
 - To add two firms as subcontractors and replace key personnel.
4. July 18, 2022, Amendment No. 3 to Agreement No. C-0-2150, \$0.00, approved by CAMM.
 - To incorporate Federal Transit Administration requirements.
5. May 18, 2023, Amendment No. 4 to Agreement No. C-0-2150, \$0.00, approved by CAMM.
 - To revise the key personnel and scope of work related to security.
6. August 28, 2023, Amendment No. 5 to Agreement No. C-0-2150, \$0.00, approved by CAMM.
 - To revise the key personnel and scope of work, replace the Contractor's point of contact, and add a subcontractor.
7. September 23, 2024, Amendment No. 6 to Agreement No. C-0-2150, \$0.00, approved by the Board.
 - To revise contract terms to include reimbursement for no-show and cancel-at-the-door trips, as well as specific non-revenue support services.

ATTACHMENT A

8. March 24, 2025, Amendment No. 7 to Agreement No. C-0-2150, \$79,867,843, pending approval by the Board.
 - To exercise the first option term to continue providing paratransit and micro-transit services from January 1, 2026 through December 31, 2027.

Total committed to First Transit, Agreement No. C-0-2150: \$322,447,064.



March 13, 2025

To: Transit Committee
From: Darrell E. Johnson, Chief Executive Officer
Subject: May 2025 OC Bus Service Change

A handwritten signature in blue ink, appearing to read "Darrell E. Johnson", is written over the "From:" field of the header.

Overview

The proposed May 2025 OC Bus service change implements changes consistent with the Making Better Connections final service plan. These changes will provide new connections, reduce wait times, and improve overall service quality and reliability. Minor adjustments to bus schedules in response to customer comments and coach operator feedback are also included.

Recommendation

Receive and file as an information item.

Background

In October 2022, the Orange County Transportation Authority (OCTA) completed a comprehensive study of the bus transit system, known as the Making Better Connections (MBC) Study. The MBC Study assessed emerging travel trends and recommended optimizing the transit network to better serve Orange County residents, workers, and visitors. The Board of Directors approved the final service plan that emerged from the MBC Study on October 24, 2022. The MBC Study strives to improve bus service on high-ridership routes, reduce wait times, and simplify route structures. OCTA continues to implement these recommendations steadily through the service change process.

OCTA implements regular schedule and route revisions to selected OC Bus routes four times a year (February, May, August, and November). The proposed bus service changes discussed herein are scheduled for implementation on May 11, 2025.

Discussion

OCTA regularly monitors OC Bus performance and makes adjustments as needed to improve the service. These adjustments consider changes in traffic conditions, school schedules or land-use changes, customer comments, current ridership demand, and coach operator feedback. The changes are intended to improve the performance of individual bus routes and transit service overall.

The proposed changes for May 2025 will primarily focus on improvements to service quality and reliability. These changes focus on the following enhancements/modifications:

- Alignment change on OC Bus Rapid Route 553 which would extend the route from its current northern terminal at the Anaheim Regional Transportation Intermodal Center to the Disneyland Resort via Katella Avenue and Harbor Boulevard.
- Additional bus trips on Route 473 and OC Bus Rapid Route 553.
- Frequency improvement on Route 71 on Sunday.
- Schedule adjustments to improve on-time performance on routes 26, 30, 33, 38, 43, 54, 56, 57, 71, 72, 86, 143, 150-151, 178, 473, 480, 529, 543, and 553.
- Seasonal transition to summer schedules on routes 1, 29, 47, and 89 due to an increase in beach traffic.
- Minor schedule adjustments to address customer feedback on routes 35, 60, and 129.

The proposed May 2025 changes are detailed in Attachment A and represented in Attachment B and Attachment C.

The proposed changes would result in an increase in bus service levels of approximately 11,000 revenue vehicle hours annually. There will be a temporary increase of an additional 2,600 revenue vehicles hours on routes 1, 29, 47, and 89 during the summer period. System-wide service levels would increase to about 1.56 million annual revenue vehicle hours.

Summary

The proposed May 2025 OC Bus service change will result in several adjustments to OC Bus service. These adjustments include improvements to service quality and reliability, minor frequency changes, a route alignment change, and the transition to the seasonal summer schedules on select routes. Customers will be notified of the changes three weeks prior to implementation.

Attachments

- A. May 2025 OC Bus Service Change: Recommendations by Route
- B. May 2025 OC Bus Service Change: Bus Route Recommendations Map
- C. May 2025 OC Bus Service Change: OC Bus Rapid 553 Planned Extension Map

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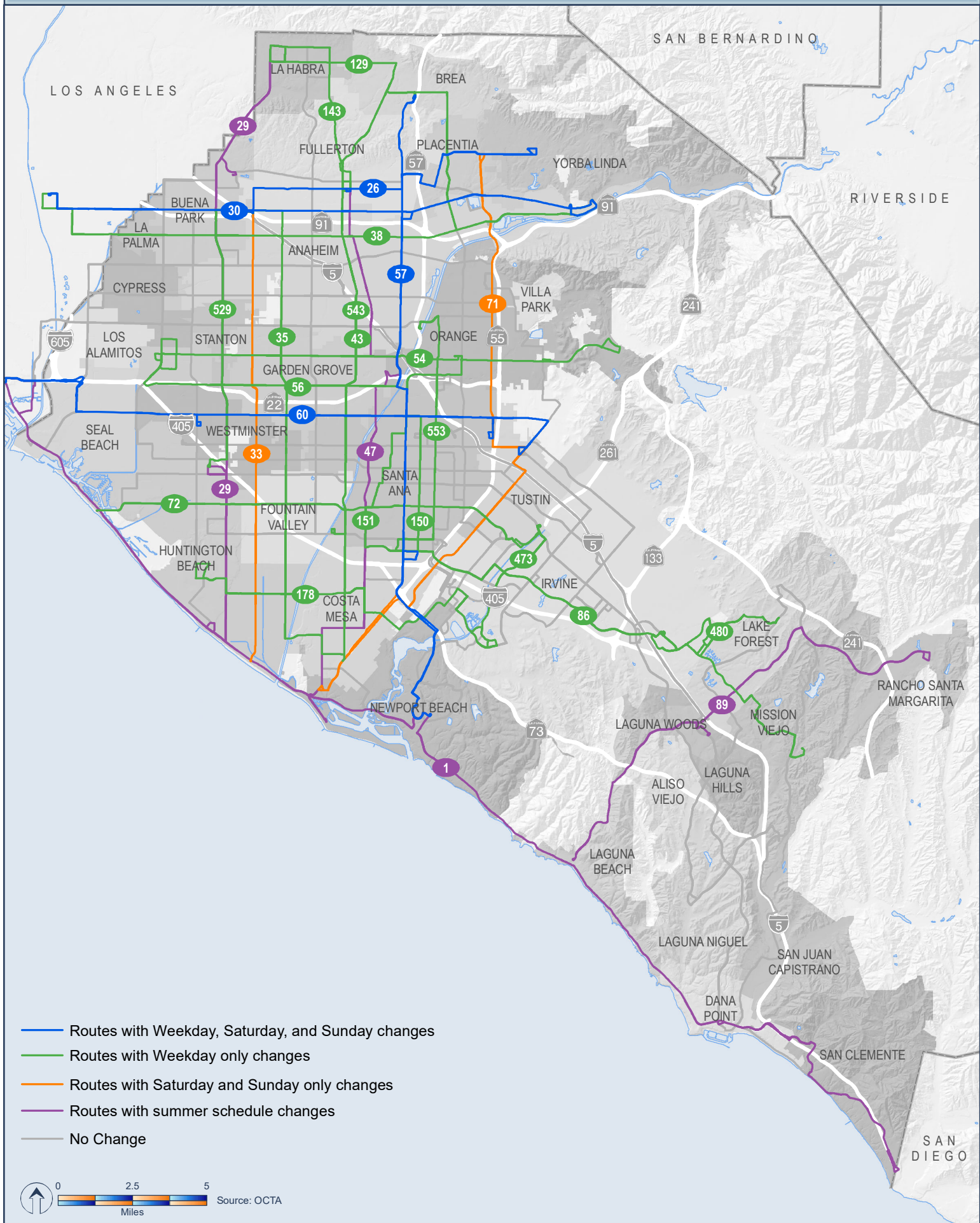
May 2025 OC Bus Service Change: Recommendations by Route

Route	Description	CHANGE IN SERVICE LEVELS				
		WKD RVH	SAT RVH	SUN RVH	Annual RVH	Peak Vehicles
26	Improve WKD/SAT/SUN OTP	0.1	0.3	0.3	51	-
30	Improve WKD/SAT/SUN OTP	1.1	(0.1)	(0.1)	286	-
33	Improve SAT/SUN OTP	-	0.1	0.1	15	-
35	Minor WKD schedule adjustment	(0.4)	-	-	(106)	-
38	Improve WKD OTP	2.3	-	-	578	(1)
43	Improve WKD OTP	10.7	(4.0)	(4.0)	2,290	-
54	Improve WKD OTP	1.7	-	-	446	-
56	Improve WKD OTP	-	-	-	-	-
57	Improve WKD/SAT/SUN OTP	2.6	(2.1)	(1.5)	459	-
60	Minor WKD/SAT/SUN schedule adjustment	0.3	0.1	0.1	83	-
71	SUN service operates every 45 minutes (same as SAT); Improve SAT/SUN OTP	-	6.1	21.5	1,562	
72	Improve WKD OTP	0.1	-	-	21	-
86	Improve WKD OTP	0.7	-	-	179	-
129	Minor WKD schedule adjustment	(0.1)	-	-	(30)	-
143	Improve WKD OTP	1.2	-	-	306	-
150-151	Improve WKD OTP	0.8	-	-	217	-
178	Improve WKD OTP	0.1	-	-	25	-
473	Add two NB evening WKD trips for additional connection between UCI and Tustin Station; Improve WKD OTP	1.4	-	-	366	-
480	Improve WKD OTP	0.0	-	-	8	-
529	Improve WKD OTP	0.0	-	-	4	-
543	Improve WKD OTP	(5.7)	-	-	(1,462)	-
553	Extend route from ARTIC to Disneyland; Add one SB evening trip; Improve WKD OTP	22.7	-	-	5,776	2
Total of proposed year-round changes		39.6	0.4	16.4	11,074	1.0
1	WKD/SAT/SUN summer schedules	9.2	7.7	7.7	792	1
29	WKD/SAT/SUN summer schedules	8.8	14.6	15.4	973	1.0
47	WKD/SAT/SUN summer schedules	5.2	8.5	8.5	565	1.0
89	WKD/SAT/SUN summer schedules	2.0	5.0	5.0	266	(1)
Total of proposed summer-only changes		25.1	35.8	36.5	2,596	2.0

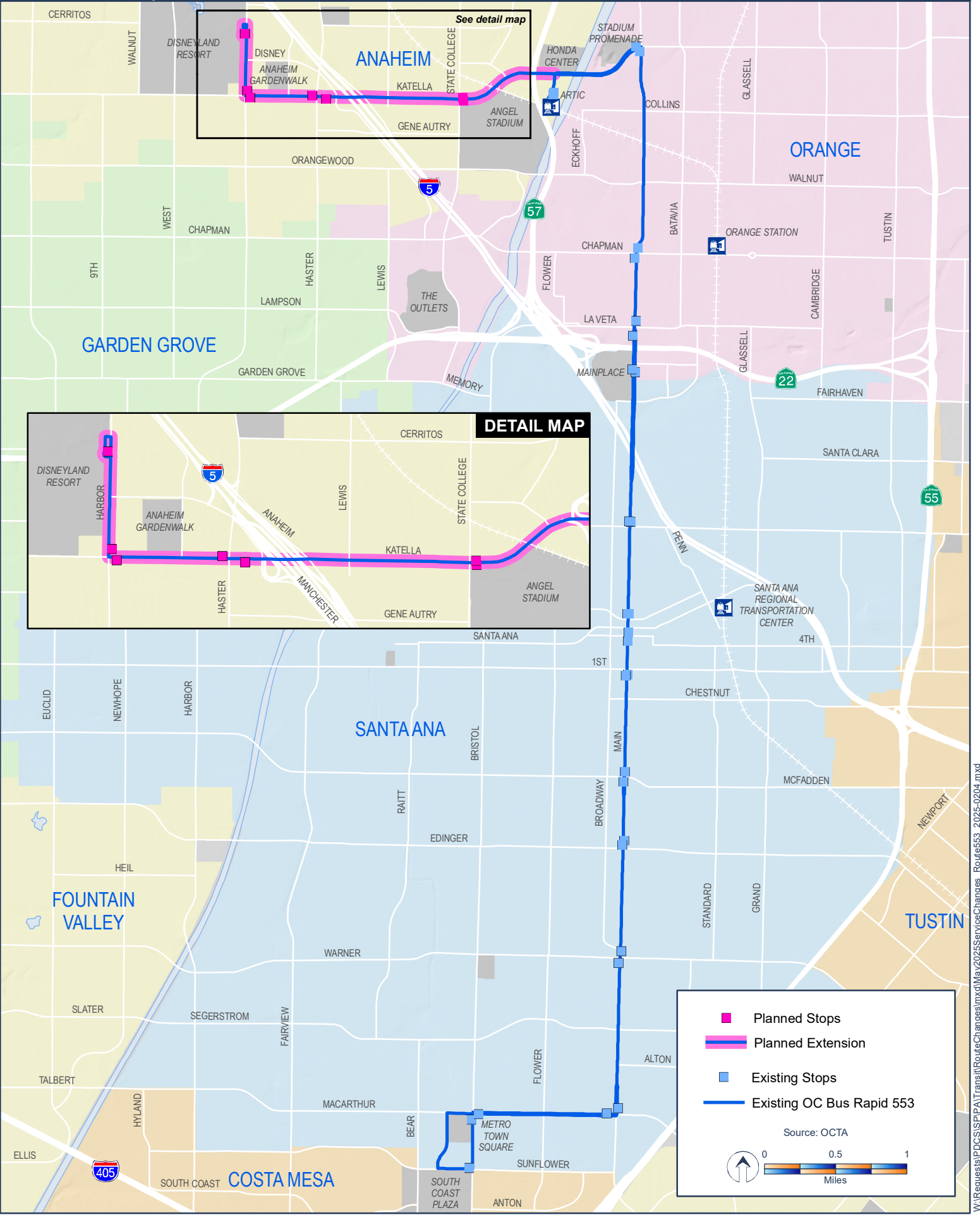
Acronyms

- ARTIC - Anaheim Regional Transportation Intermodal Center
- NB - northbound
- OTP - on-time performance
- RVH - revenue vehicle hour
- SAT- Saturday
- SUN - Sunday
- UCI - University of California, Irvine
- WKD - weekday

May 2025 OC Bus Service Change: Bus Route Recommendations



May 2025 OC Bus Service Change: OC Bus Rapid 553 Planned Extension



See detail map

This inset map provides a closer view of the Anaheim area, showing the planned extension (pink line) from Stadium Promenade westward through Katella, Gene Autry, and Haster to Harbor. Key landmarks like Disneyland Resort and Anaheim Gardenwalk are visible.

DETAIL MAP

This detailed inset map shows the Harbor area in Garden Grove. It highlights the planned extension (pink line) and planned stops (pink squares) at Harbor, Anaheim Gardenwalk, and Haster. Major roads like I-5 and SR-57 are also shown.

■ Planned Stops
— Planned Extension
■ Existing Stops
— Existing OC Bus Rapid 553

Source: OCTA

0 0.5 1
Miles



March 13, 2025

To: Transit Committee
From: Darrell E. Johnson, Chief Executive Officer
Subject: OC Flex Microtransit Pilot Program Update

A handwritten signature in blue ink, appearing to read "Darrell E. Johnson", is written over the "From:" line of the header.

Overview

In October 2018, the Orange County Transportation Authority initiated a microtransit pilot program, branded as OC Flex. The intent of the OC Flex service is to match resources with changing demand, increasing the efficiency and effectiveness of the Orange County transit system. This report provides a review of the OC Flex performance over the course of the pilot and outlines recommendations for its discontinuance effective July 1, 2025.

Recommendations

- A. Authorize staff to undertake efforts necessary to discontinue OC Flex service effective July 1, 2025.
- B. Authorize staff to notify riders and stakeholders, and coordinate with the service operator to ensure a seamless conclusion of service and communicate alternative mobility options to impacted riders to support their travel needs.

Background

In 2015, the Orange County Transportation Authority (OCTA) Board of Directors (Board) endorsed a comprehensive action plan known as OC Bus 360° to match resources with changing demand for public transportation. One of the strategies identified in this plan was the potential role that microtransit could play in Orange County. Microtransit is a service concept intended to complement existing fixed-route or regional rail service by providing first-mile and last-mile connections or serve areas with lower demand that may not support fixed-route service. Similar to the transportation network companies, like Uber or Lyft, microtransit is a flexible, on-demand transportation option that adjusts routes and schedules dynamically based on real-time passenger requests.

During service design, six microtransit service zones were considered for the pilot program. After conducting market research and developing information on trip propensity, two zones were selected for the pilot program. The Blue Zone, serving portions of the cities of Huntington Beach and Westminster, and the Orange Zone, serving portions of the cities of Aliso Viejo, Laguna Niguel, and Mission Viejo. These selected areas historically did not support productive fixed-route bus service but contained “hubs” or locations where passengers could transfer to other transit services, including the Goldenwest Transportation Center in the Blue Zone and the Laguna Niguel/Mission Viejo Metrolink Station in the Orange Zone.

On October 15, 2018, OCTA launched the pilot program to explore the merits of microtransit service. The Board approved five primary goals and five performance metrics to measure the success of the pilot program towards the goals.

The five goals included:

- Provide public transit mobility in lower-demand areas
- Reduce total operating and capital costs
- Reduce vehicle miles traveled
- Extend the reach of OC Bus and Metrolink services
- Meet customer needs

The five performance metrics included:

- Productivity – Aligning with how productivity is measured for bus and rail services; boardings per revenue vehicle hour (B/RVH) is used as a key metric for ridership. The target for the pilot is six B/RVH.
- Cost-Effectiveness – The key metric for cost-effectiveness is subsidy per boarding. This is measured using actual costs and revenues received. The target for the pilot is \$9.00 or less subsidy per boarding.
- Shared Rides – The key metric for vehicle occupancy is the percent of shared rides. Shared rides are the number of trip bookings that share a vehicle, including group trips. The target for the pilot is 25 percent shared rides.
- Connecting Transit Trips – The key metric for connecting transit trips is the percentage of trips to/from transit. The target for the pilot is more than 25 percent of trips connecting to/from transit.
- Customer satisfaction – The key metric for customer satisfaction is the percent of passengers satisfied with the service. The target for the pilot is more than 85 percent of passengers indicating that they are very or somewhat satisfied with the OC Flex service.

Through the first 12 months of operation, the OC Flex microtransit pilot program was well received, and customer satisfaction was high. Of the five Board-approved performance metrics, three were achieved with the remaining two trending in a positive direction. In January 2020, the Board approved an extension of the pilot through October 2020 to allow staff to implement strategies to improve performance.

In March 2020, due to poor ridership and resulting high cost-per-passenger subsidy, the Board approved the elimination of the Blue Zone and directed staff to reallocate the resources to the remaining Orange Zone. Shortly thereafter, OC Flex service demand was impacted by the coronavirus (COVID-19) pandemic. Service in the Orange Zone continued; however, this zone experienced a steep drop in ridership due to the decline in Metrolink ridership.

Recognizing the benefits of the service, in November 2020, the Board directed staff to extend the OC Flex microtransit pilot program to December 31, 2021, to allow the service time to recover following the impacts of the pandemic. During this time, the Board also approved including the management and operation of OC Flex service within the scope of the request for proposals (RFP) for the new OC ACCESS operation and maintenance agreement. This leveraged existing resources to provide cost savings from staffing efficiencies and provided an opportunity to allow continuity of the pilot program while staff evaluated the impact of the COVID-19 pandemic and the applicability of microtransit service in Orange County.

Discussion

This report provides an update on the performance of the OC Flex microtransit pilot program from October 15, 2018, through January 31, 2025. Below is a summary of each of the Board-approved performance metrics related to the project goals.

- **Productivity** – Through the review period, OC Flex ridership showed minimal growth since the impacts of the COVID-19 pandemic. As of January 2025, productivity was 2.3 B/RVH. This represents an eight percent decrease from the 2.5 B/RVH in February 2020, the month prior to the COVID-19 pandemic, and well below the target of six B/RVH.
- **Cost Effectiveness** – Cost effectiveness is measured by subsidy per boarding, the ratio of actual direct costs of the service less fare revenue and divided by total boardings. From August 2024 to October 2024, the subsidy per boarding was \$58.06. This level of subsidy represents a 111 percent increase from the \$27.55 observed from December 2019 to

February 2020, the three-month period prior to the COVID-19 pandemic, and far greater than the target of \$9 per boarding.

- **Shared Rides** – Shared rides are the number of trip bookings that share a vehicle, including group trips. The performance target is 25 percent. Through the review period, the percentage of shared rides was well above the performance goal. As of January 2025, 47 percent of trips shared a ride.
- **Connecting Transit Trips** – This measure is represented by the percentage of trips transferring to/from the OC Bus or Metrolink services. The performance target is 25 percent. Through the review period, the percentage of connecting trips was above the performance goal. As of January 2025, 38 percent of trips transferred to/from the OC Bus or Metrolink services.
- **Customer Satisfaction** – This key metric is tracked by measuring the percentage of passengers satisfied with the service. The performance target is 85 percent. Through the review period, the percent of passengers satisfied with the service was above the performance goal. As of January 2025, 98 percent (4.9 out of 5 stars) of the respondents had a satisfactory experience using OC Flex.

Other measures tracked include the average wait time and the average trip duration. To be comparable to other ride-hailing services, the targeted average wait time was 20 minutes. Through the review period, the average wait time met the performance goal, averaging 18.6 minutes. Though there is no target trip duration, the average was 14.4 minutes.

Since the COVID-19 pandemic, demand for OC Flex service has diminished despite various efforts to increase ridership and reduce subsidy costs. These efforts include multiple marketing campaigns that were initially successful but did not yield long-term ridership increases. The primary factor contributing to the lack of ridership growth is the slow recovery of Metrolink ridership, which was a key driver for ridership in the Orange Zone. Additionally, through this experience and insights gained from others in the transit industry operating microtransit services, OCTA learned that the service model and performance targets for the OC Flex microtransit pilot program could not be achieved. This has been especially apparent after the impacts from the COVID-19 pandemic.

In October 2024, Metrolink implemented a service change, increasing the number of trains serving the Laguna Niguel/Mission Viejo Metrolink Station to improve connectivity and attract more riders. This expansion was expected to drive higher Metrolink ridership, leading to increased demand for the OC Flex service. To assess the impact of this change, a three-month evaluation of the OC Flex service was conducted between October and December 2024. The results of the

evaluation revealed no change in ridership demand. Based on these results, it is recommended that the OC Flex microtransit pilot program be discontinued.

Upon Board approval, staff will initiate efforts to discontinue the OC Flex microtransit pilot program, effective July 1, 2025. Leading into the discontinuance date, staff will notify riders and stakeholders of the discontinuance and alternative mobility options will be communicated to impacted riders to support their travel needs. These options include OC Bus service and community rider programs as offered through 211OC. Staff will also coordinate service discontinuance with the contractor consistent with the terms of the contract.

Summary

The OC Flex microtransit pilot program provided OCTA an opportunity to evaluate a technology-driven mobility option. While the OC Flex microtransit pilot program achieved three of the five Board-approved performance metrics, other factors limited the ability of the service to meet the intended goals for service effectiveness and cost efficiency. These factors include the severe drop in regional rail ridership and the changes in travel patterns caused by the pandemic. Metrolink ridership was a key factor in the pre-pandemic success of the Orange Zone and the slow recovery directly contributes to the diminished performance. Based on these findings, staff recommends discontinuing the OC Flex microtransit pilot program, effective July 1, 2025.

Attachment

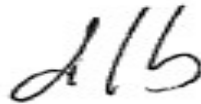
None.

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MICROTRANSIT PILOT PROGRAM UPDATE





PROJECT BACKGROUND



- OC Bus 360° initiative approved by the Board of Directors in 2015 and initiated in 2016 was an effort improve bus service and increase the efficiency of bus travel in response to shifting travel patterns and declining ridership.
- OC Flex microtransit service began in 2018 as a pilot program intended to evaluate the effectiveness of an on-demand solution.



PROJECT GOALS



- Provide public transit mobility in lower-demand areas
- Reduce total operating and capital costs
- Reduce vehicle miles traveled
- Extend the reach of the OC Bus and Metrolink services
- Meet customer needs



KEY PERFORMANCE METRICS



- Productivity
- Cost Effectiveness
- Shared Rides
- Connecting Transit Trips
- Customer Satisfaction



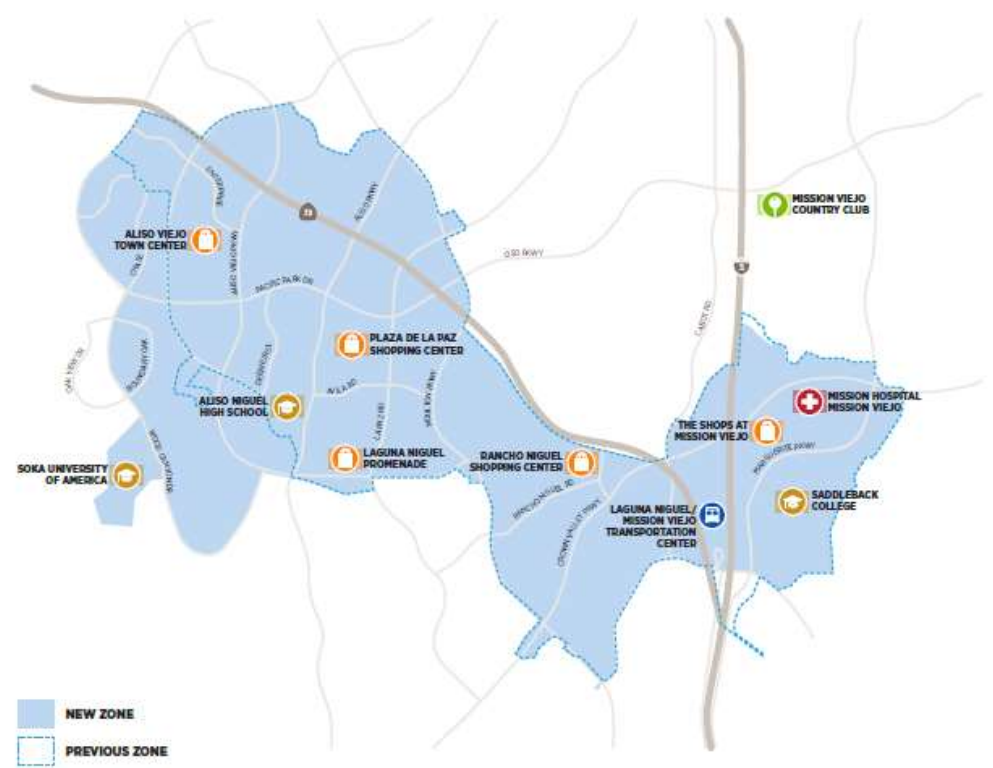
PILOT ZONES



BLUE ZONE



ORANGE ZONE

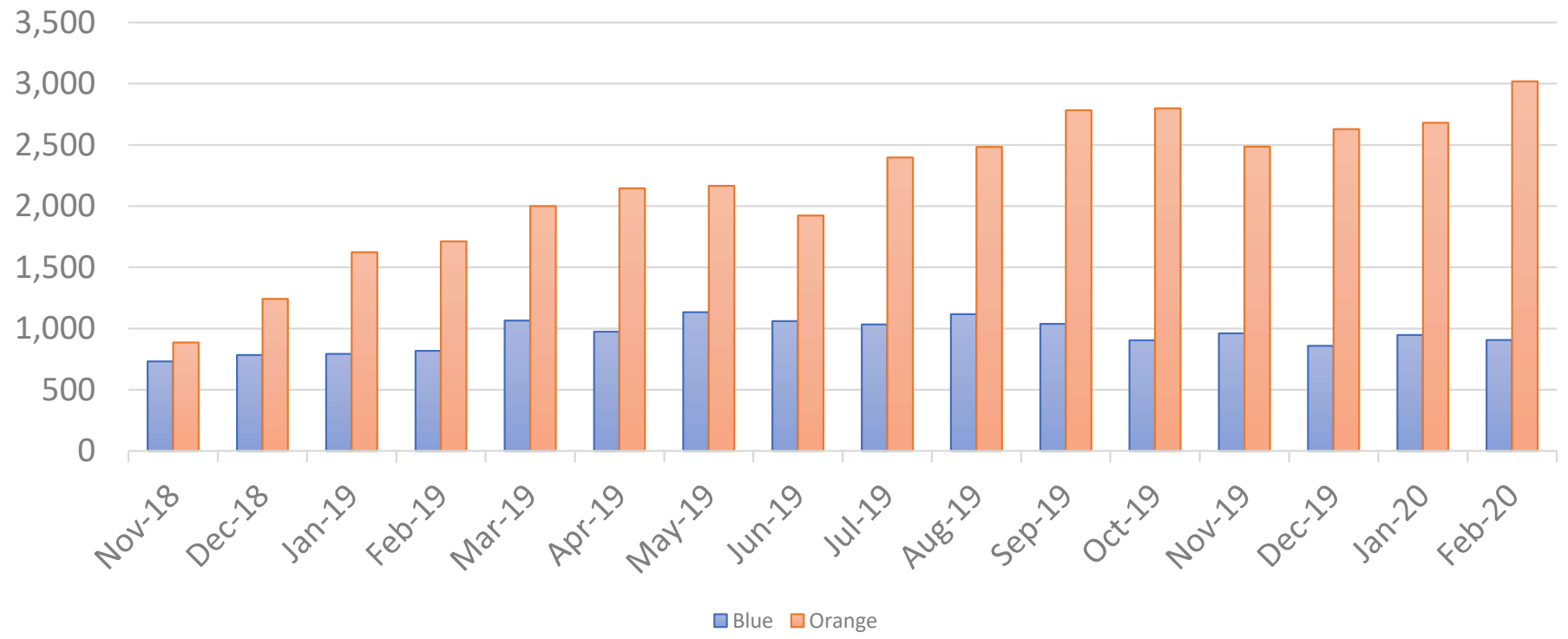




PRE-COVID-19 RIDERSHIP TREND



Monthly FLEX Ridership by Zone





FLEX PERFORMANCE PRE-COVID-19 (FEB 2020)



Board Adopted Goals	Target	Orange Zone	Blue Zone	Combined
Productivity (Boardings per revenue vehicle hour)	6	2.9	1.7	2.5
Cost Effectiveness (Subsidy per boarding)	\$9.00	\$27.55	\$43.88	\$31.56
Shared Rides (Percent of bookings sharing a vehicle)	25%	49%	24%	43%
Connecting Transit Trips (Percent of transfer trips)	25%	31%	18%	29%
Customer Satisfaction (By survey)	85%	-	-	91%

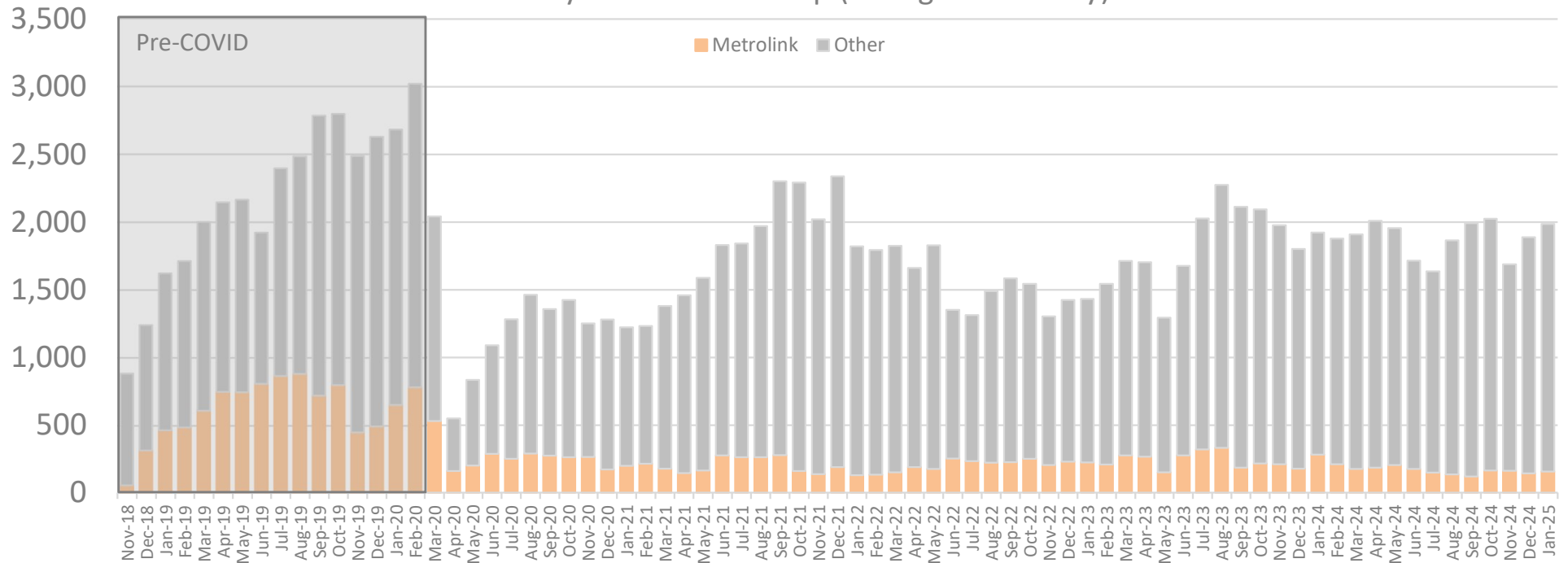
Note: Subsidy per Boarding is a three-month average: Dec 2019 – Feb 2020



ORANGE ZONE RIDERSHIP TREND



Monthly OC Flex Ridership (Orange Zone Only)





ORANGE ZONE PERFORMANCE



Board-Adopted Goals	Target	February 2020	January 2025
Productivity (Boardings per revenue vehicle hour)	6	2.9	2.3
Cost Effectiveness (Subsidy per boarding)	\$9.00	\$27.55	\$58.06
Shared Rides (Percent of bookings sharing a vehicle)	25%	49%	47%
Connecting Transit Trips (Percent of transfer trips)	25%	31%	38%
Customer Satisfaction (By survey/customer rating)	85%	91%	98%

Note: Subsidy per boarding is a three-month average: Dec 2019 – Feb 2020, and Aug 2024 – Oct 2024



COST EFFECTIVENESS - ALL SERVICES



Cost Effectiveness by Service Type (Subsidy per Boarding)	Dec 2019 – Feb 2020	Aug 2024 – Oct 2024
OC Bus	\$5.47	\$6.52
Same-Day Taxi	\$14.11	\$20.30
OC Flex (Orange Zone Only)	\$27.55	\$58.06
OC ACCESS	\$40.57	\$54.48



STAFF RECOMMENDATIONS



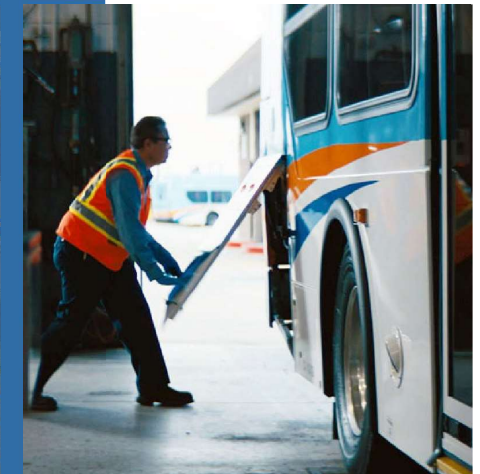
- Initiate efforts to discontinue the OC Flex microtransit pilot program.





Bimonthly Transit Performance Report

March 2025



What do we measure?



Service Demand

Measures boarding activity on OC Bus, OC Access, and OC Flex.



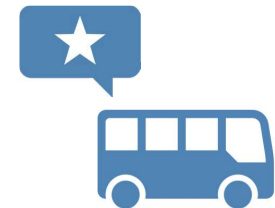
Reliability

Measures the reliability of the service in terms of schedule adherence, on-time performance (OTP), and miles between road calls (MBRC).



Safety

Measures the safety of the service in terms of preventable collisions normalized by miles traveled.



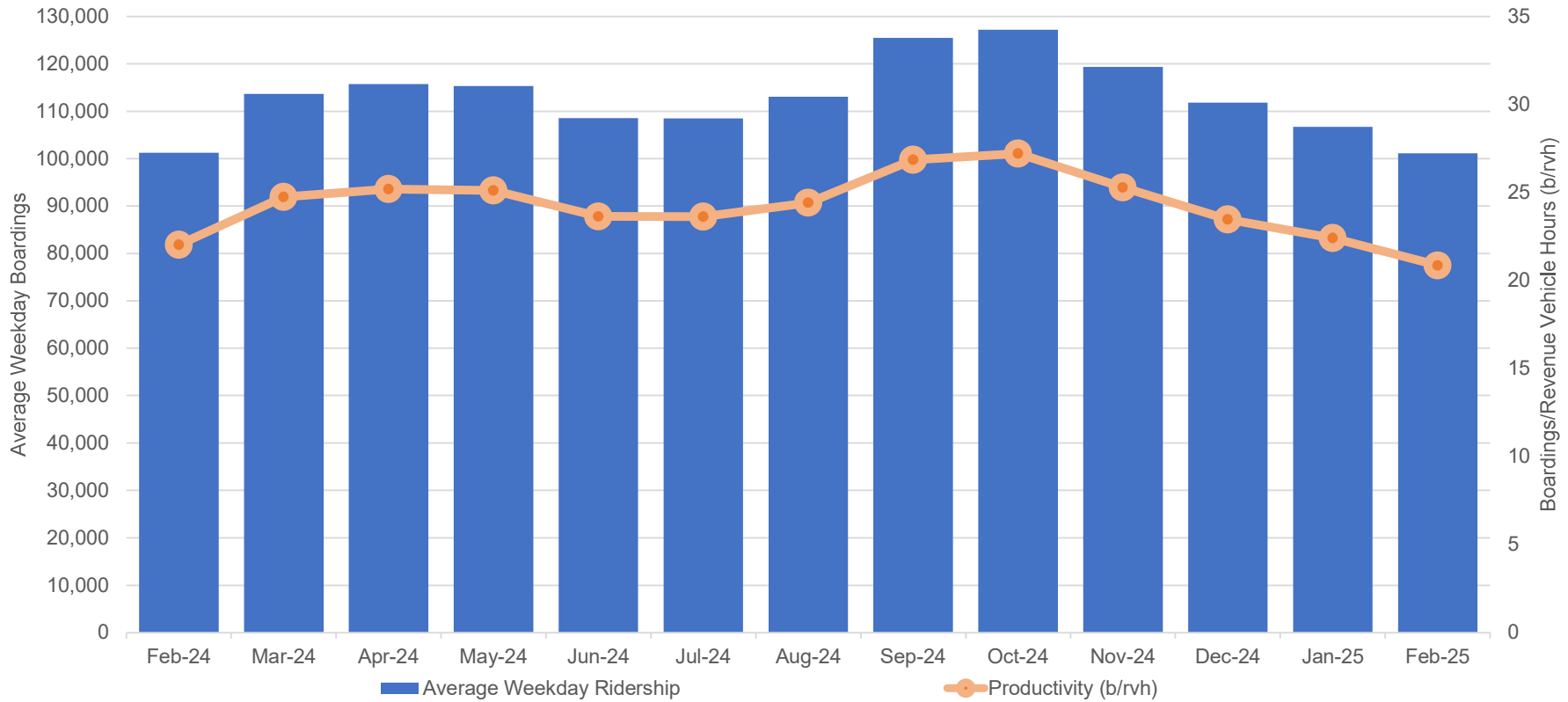
Courtesy

Measures customer feedback and is typically normalized by boardings.

OC Bus



Service Demand - Ridership Snapshot

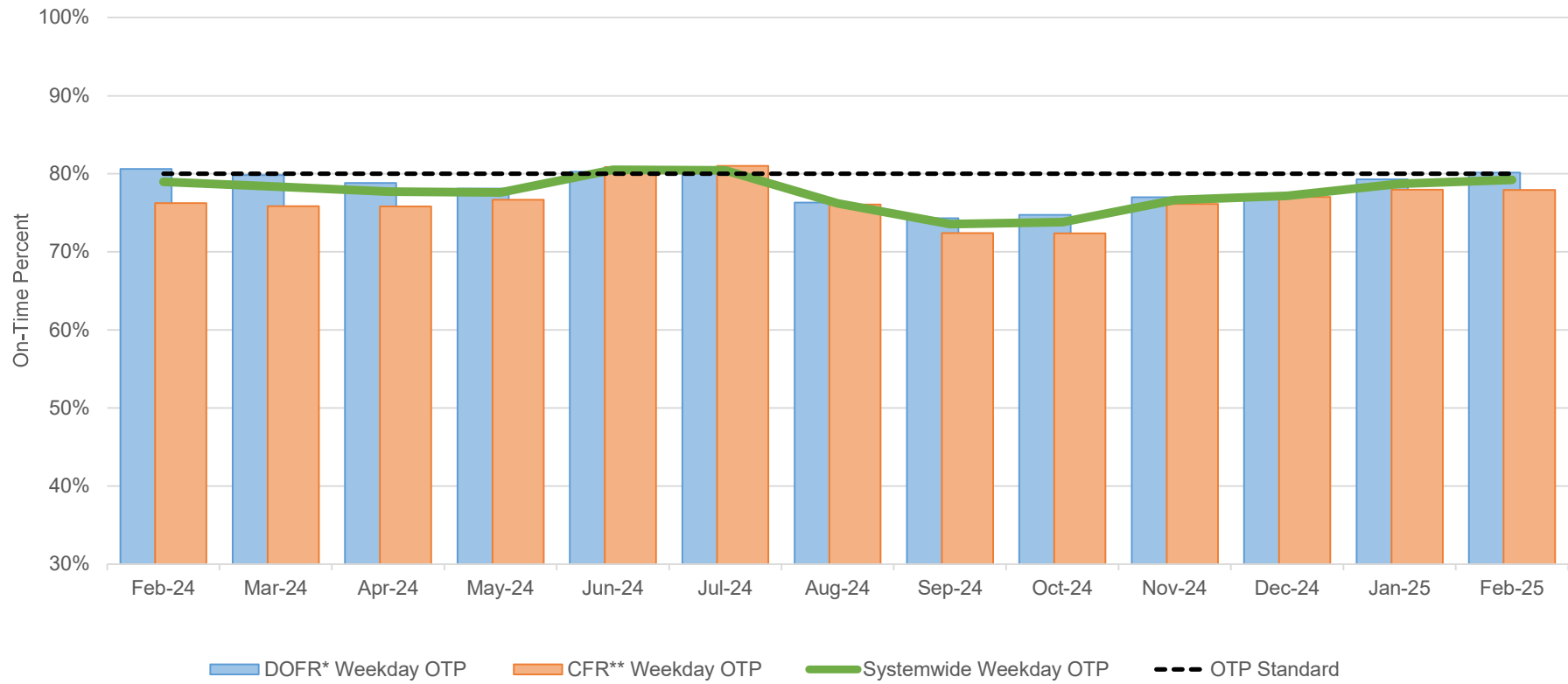


Service Demand: Ridership (or boardings) is the number of rides passengers take using public transit. The average weekday boarding activity is used to measure OC Bus service demand. Productivity is an industry measure that counts the average number of boardings for each revenue vehicle hour (RVH) that is operated.

OC Bus Performance



Service Reliability – On-Time Performance

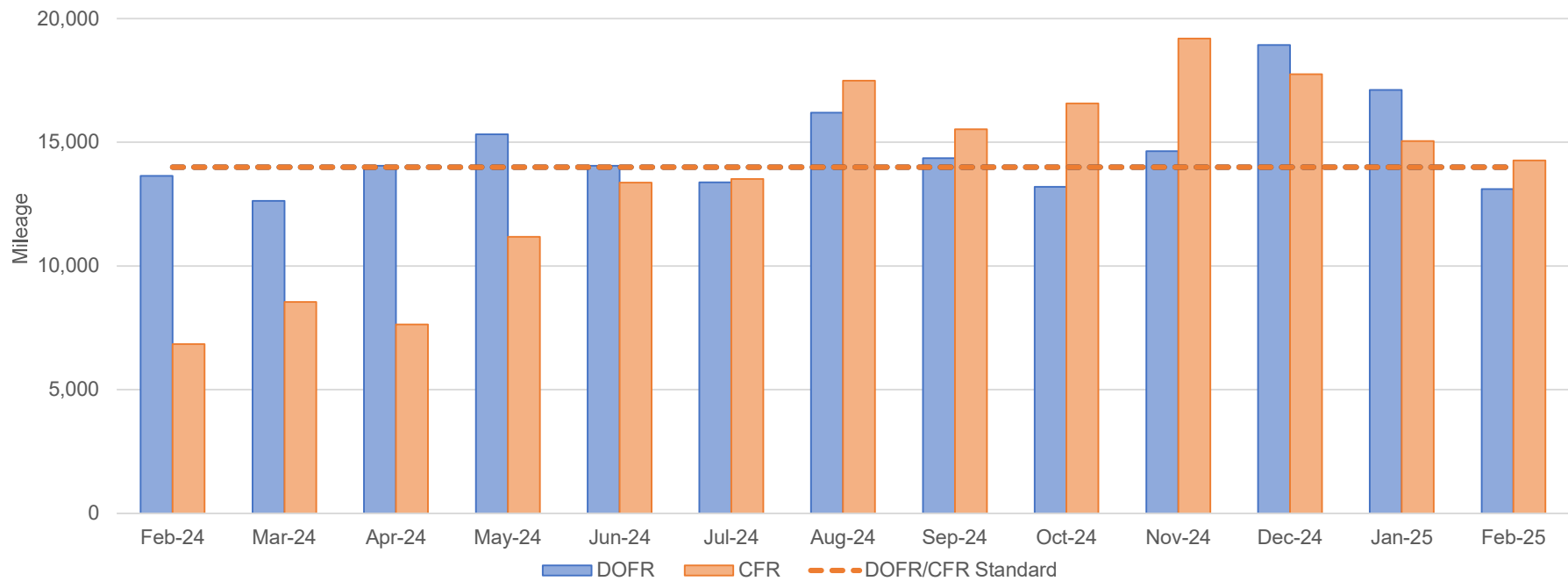


On-time Performance : Measures how well OCTA vehicles adhere to the schedule, and it is calculated by dividing the count of vehicle timepoint departures that are on time (within five minutes late or zero minutes early of the scheduled arrival time) by the number of total departures, reported system-wide. The systemwide OTP standard is 80%.

OC Bus



Service Reliability – Vehicle Performance

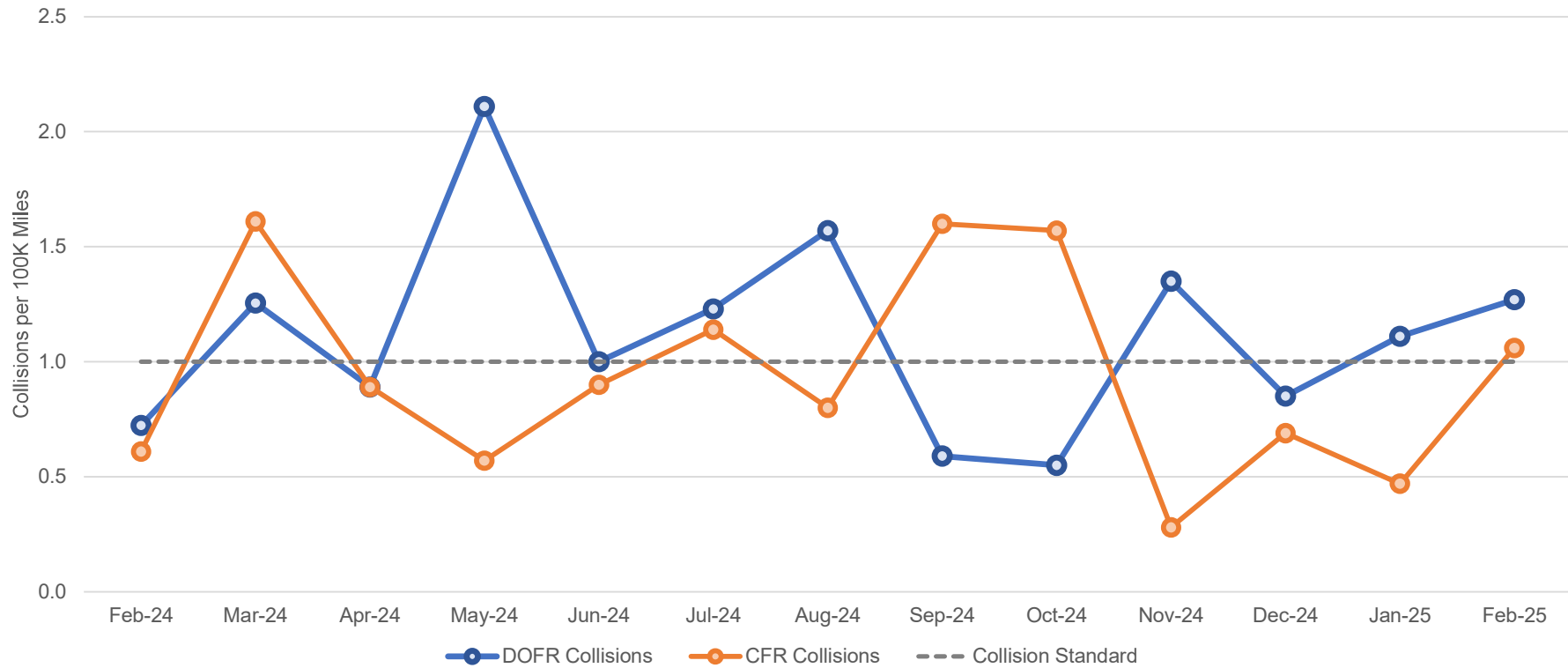


Miles Between Road Calls: MBRC is determined by the total vehicle mileage divided by the total road calls or disruptions due to mechanical failures in revenue service. The MBRC standard for DOFR and CFR is 14,000 miles.

OC Bus



Safety – Preventable Collisions

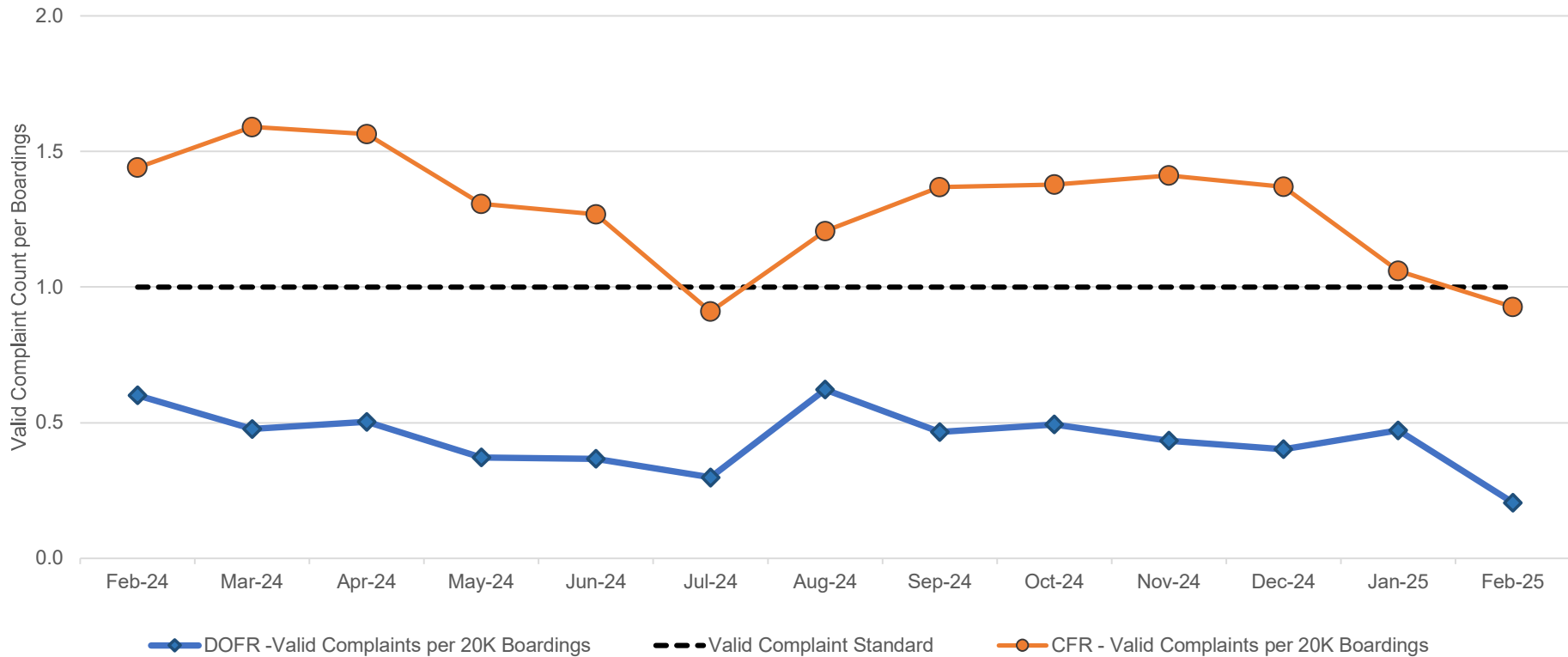


Preventable Collisions: Preventable vehicle accidents are defined as incidents when physical contact occurs between vehicles used for public transit and other vehicles, objects, or pedestrians and where a coach operator failed reasonably to prevent the accident. The performance standard is no more than one vehicle accident per 100,000 miles.

OC Bus



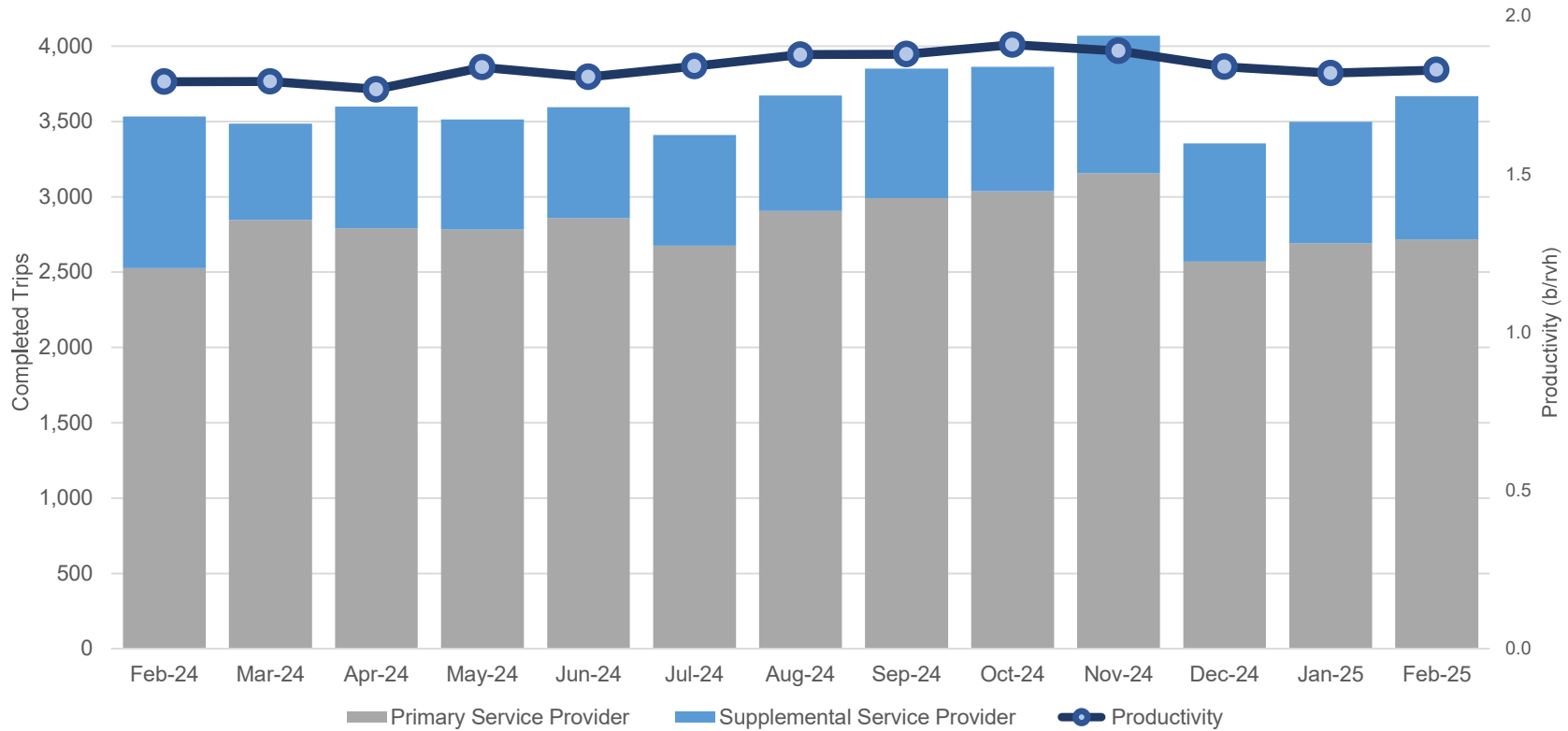
Service Quality – Customer Complaints



Customer Satisfaction: The performance standard for customer satisfaction is courtesy, measured by the number of valid complaints received. Customer complaints are the count of incidents when a rider reports dissatisfaction with service. The standard adopted by OCTA for OC Bus is no more than one valid customer complaint per 20,000 boardings.

OC ACCESS

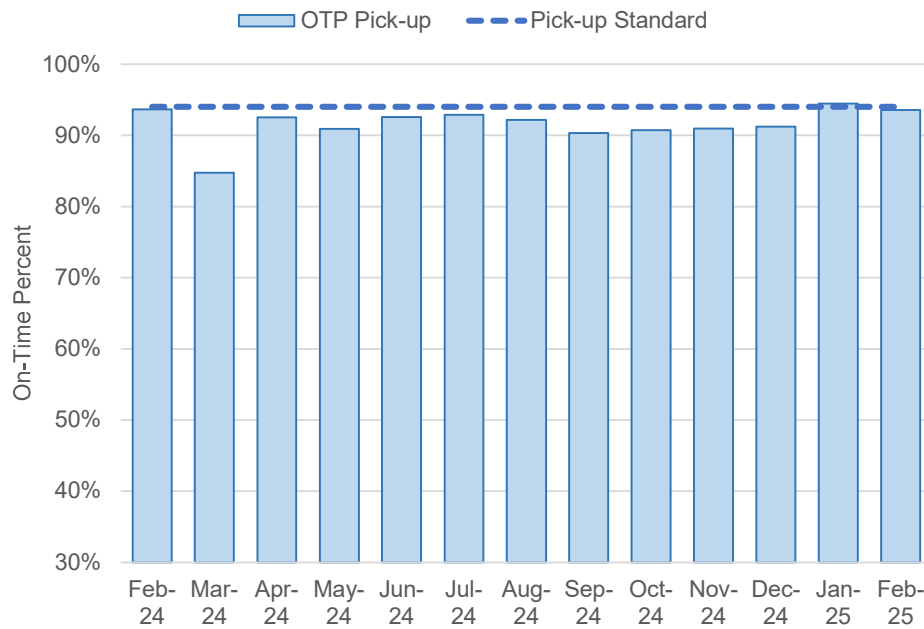
Service Demand – Ridership Snapshot



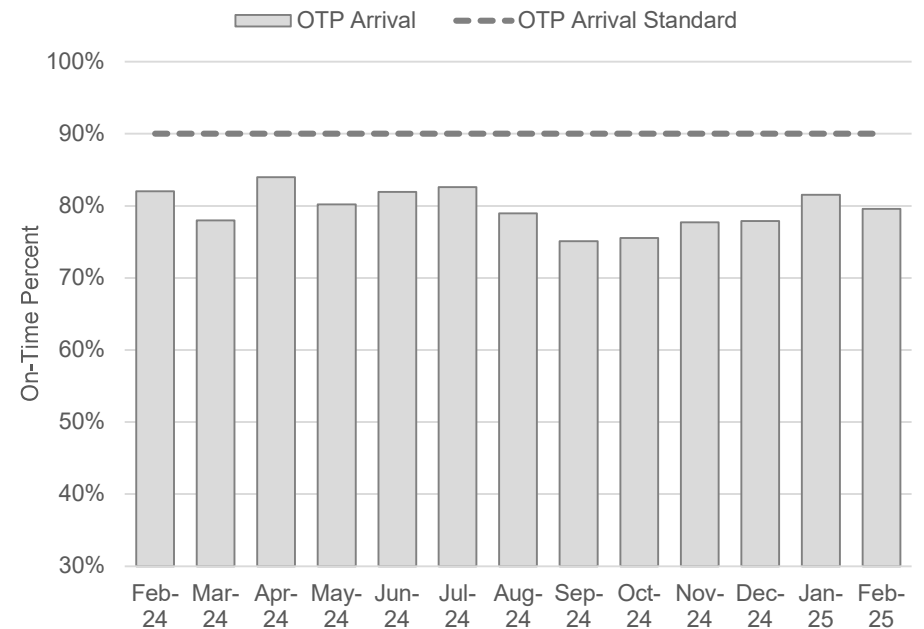
Service Provider Demand: OCTA has a primary service provider, First Transit, Inc., and supplemental providers which are contracted to meet demand on the network.

OC ACCESS

Service Reliability – On-Time Performance



Pick-up OTP: The percentage of trips when the driver arrives within the 30-minute on-time window for scheduled pick-up trips.

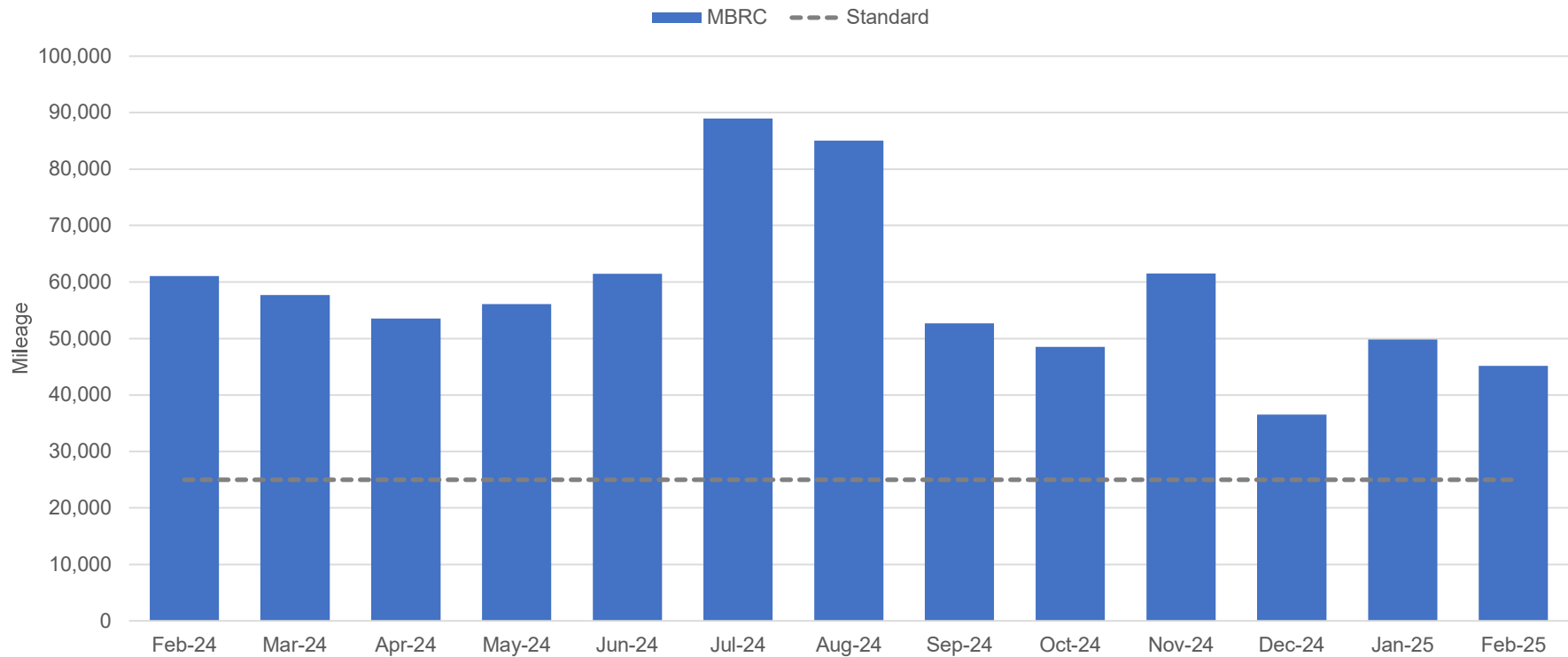


Arrival OTP: The percentage of trips when the passenger arrived at their destination by or before the scheduled arrival time.

OC ACCESS



Service Reliability – Miles Between Road Calls

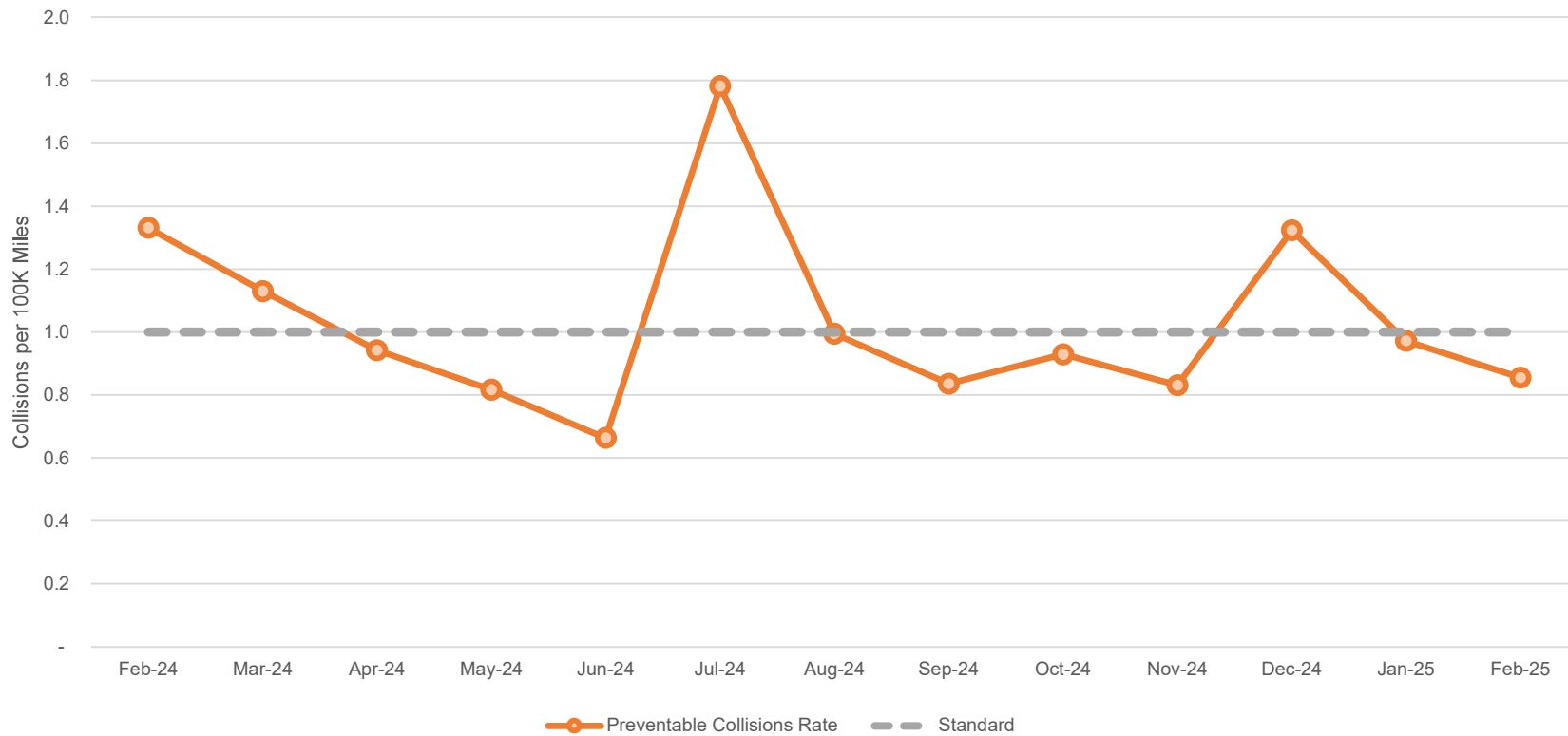


MBRC: MBRC is calculated by dividing the total miles traveled by all OC Access vehicles over the calendar month by the total number of road calls or disruptions due to mechanical failures in revenue service during the same period. The MBRC standard for OC ACCESS is 25,000 miles.

OC ACCESS



Safety – Preventable Collisions

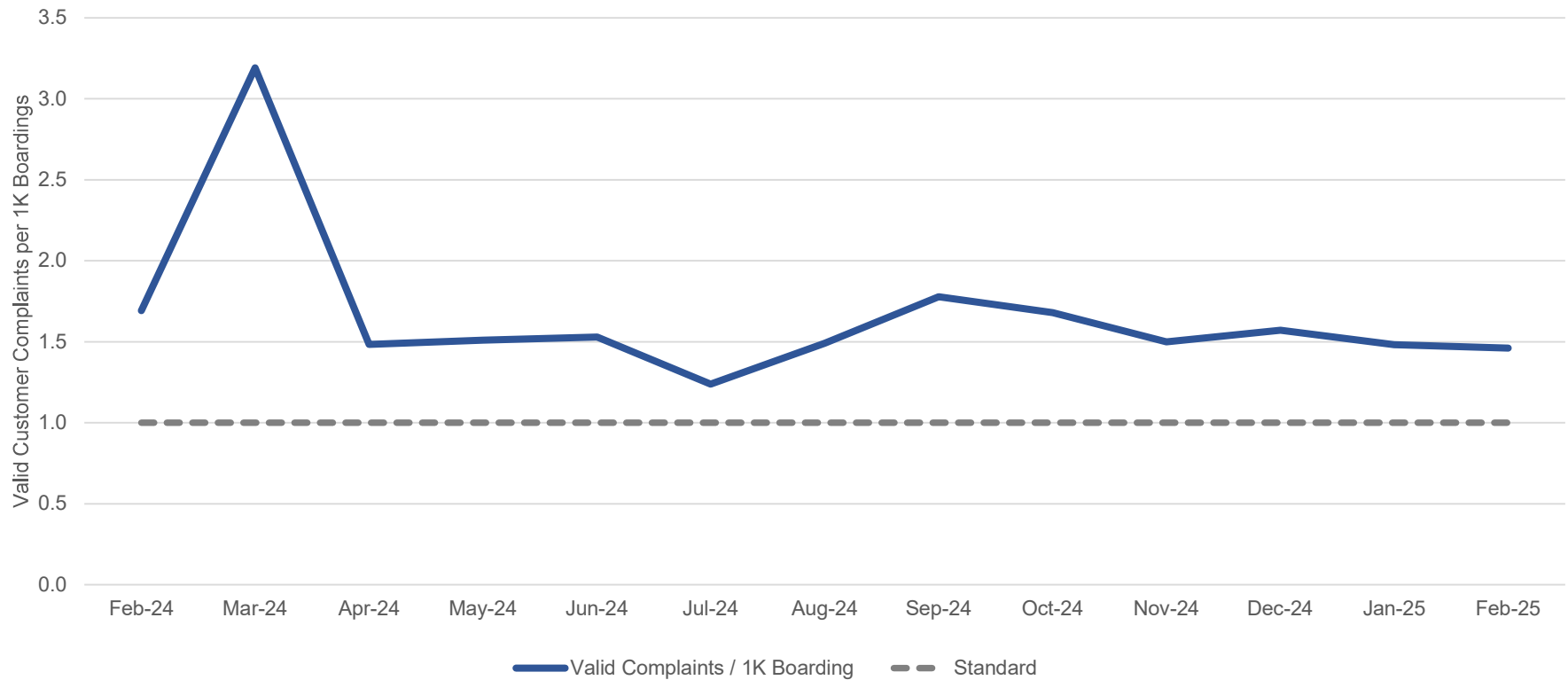


Preventable Collisions: A preventable collision is defined as an event where a driver providing revenue service could have been reasonably avoided by the driver. The performance standard is no more than one vehicle accident per 100,000 miles.

OC ACCESS



Service Quality – Customer Complaints

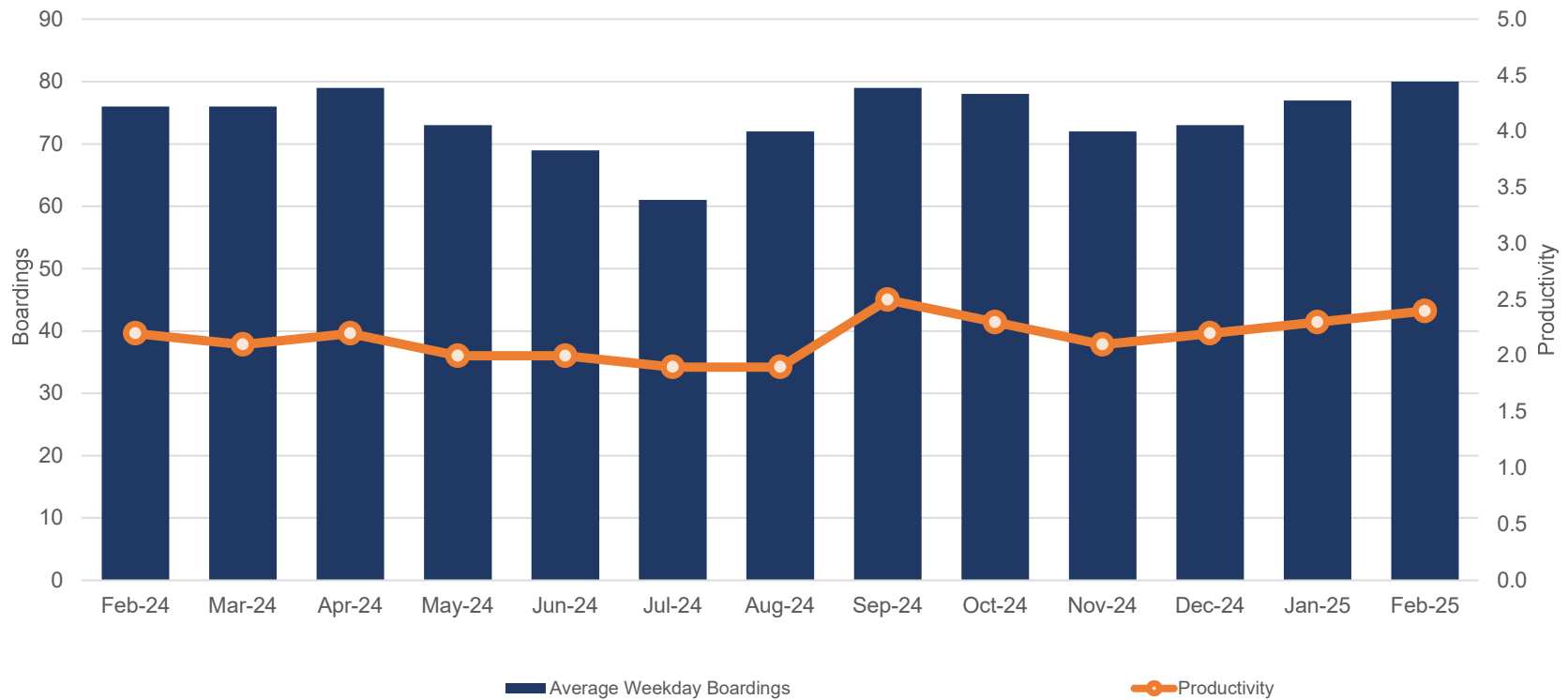


Customer Satisfaction: The performance standard for customer satisfaction is courtesy, measured by the number of valid complaints received. The contractual standard for OC ACCESS is no more than one valid complaint per 1,000 boardings.

OC Flex



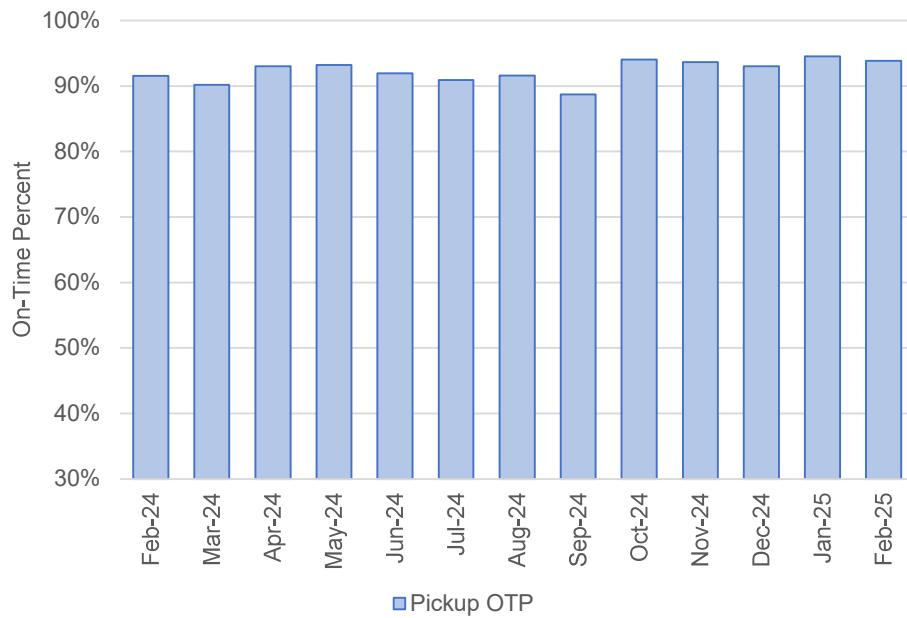
Service Demand – Ridership Snapshot



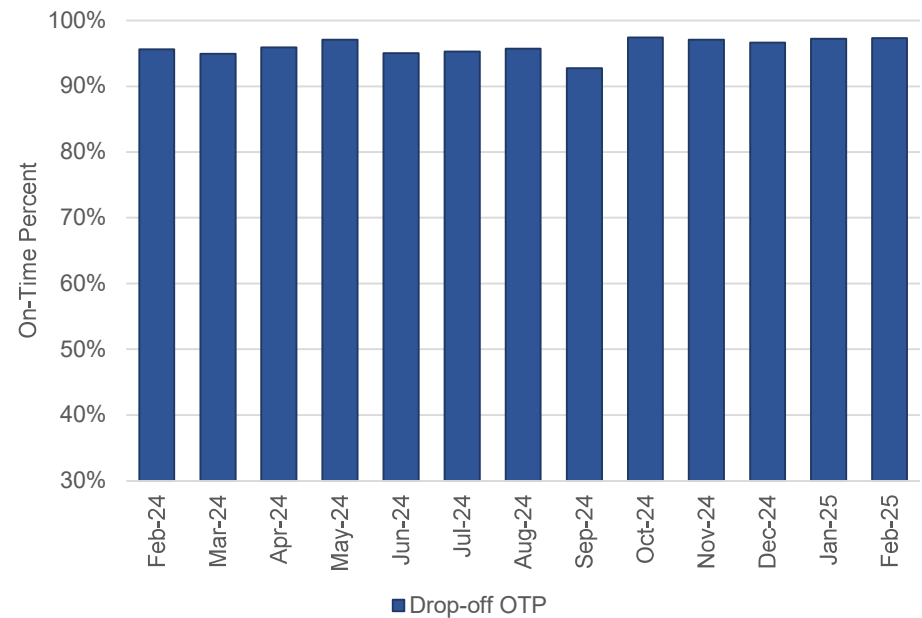
Service Demand: The sum of completed passenger boardings on average per weekday within the existing service area.

OC Flex

Service Reliability – On-Time Performance



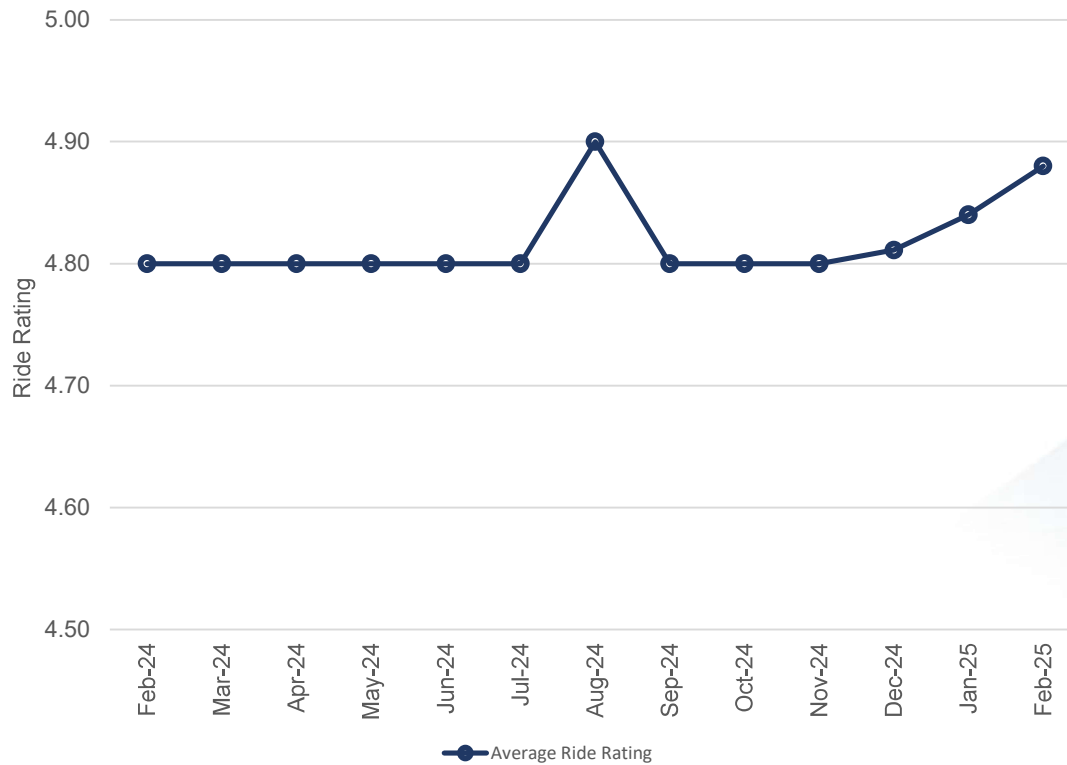
Pick-up OTP: The percentage of completed rides in which the rider was picked up within the ten-minute pick-up window that was provided at booking.



Drop-off OTP: The percentage of completed rides in which the rider was dropped off within the ten-minute drop-off window that was provided at booking.

OC Flex

Service Quality – Average Ride Rating



Average Ride Rating: Passengers can rate their overall experience after each ride. The average ride rating is measured in terms of stars; one star indicates a low-quality ride, while five is a high-quality ride.

Upcoming Activities



Service Change

- OC Bus Service Change Implementation – May 11, 2025

Future Board Items

- Bimonthly Performance Report – May 8, 2025



Proposed New Fare Media Preliminary Public Outreach Results



New Fare Media: Background

Board Actions

- **October 2024:** Board-Approved Rider Validation System (RVS) – A modernized fare collection system
- **November 2024:** Board-Approved Fare Policy Updates – Includes fare capping and free two-hour transfers
- **January 2025:** Public Involvement Plan Approved – Staff to return to the Board on March 24, 2025, to present preliminary public outreach findings and hold a public hearing.

Board – Board of Directors
RVS – Rider Validation System

New Fare Media

- Contactless smart cards, upgraded mobile app & account-based system
- Smart cards are reloadable, durable, and secure
- Virtual cards available via smartphone (no physical card required)
- Supports cash, debit, and credit reloads at over 400 retail locations
- Fare capping ensures riders always pay the lowest possible fare

Phased Approach: Timeline for Outreach and Rider Engagement

	Title VI Public Involvement Plan (PIP)	Comprehensive Awareness & Education	Launch Campaign & Promotion
Purpose	<ul style="list-style-type: none"> • Ensure compliance with Title VI • Engage underserved populations • Gather public feedback 	<ul style="list-style-type: none"> • Prepare riders with clear information about system changes to ensure a smooth transition • Build excitement 	<ul style="list-style-type: none"> • Drive adoption through incentives and promotional efforts to establish the system • Customer support
Focus Excludes	<ul style="list-style-type: none"> • Marketing or system promotion 	<ul style="list-style-type: none"> • Advocacy or promotional efforts 	
JANUARY 13 - MARCH 24		APRIL - LATE SUMMER	LATE SUMMER

Print and Traditional Media

Goodbye, Paper Passes. Get Ready for Wave Card!

Adiós a los pases de papel. ¡Prepárate para la tarjeta Wave!

PARTICIPATE FOR A CHANCE TO WIN \$100

PARTICIPE PARA TENER LA POSIBILIDAD DE GANAR \$100

Give us your feedback for a chance to win a \$100 VISA gift card

Ayúdanos a mejorar el OC Bus para la oportunidad de ganar una tarjeta VISA de \$100

Goodbye, Paper Passes. Get Ready for Wave Card!

OC Bus is proposing a smarter, easier way to pay, and it's designed to help you save money! We'd value your feedback!

- PARTICIPATE IN A COMMUNITY MEETING OR PUBLIC HEARING**
- FILL OUT ONLINE SURVEY**
- PROVIDE COMMENTS VIA PHONE (714) 636-RIDE**
- MAIL IN SURVEY (AVAILABLE ON EVERY BUS)**

PARTICIPATE FOR A CHANCE TO WIN \$100

OCbus.com/Wave

- 50K print brochures and surveys
- Bus advertisements fleetwide
- Print ads in 6 newspapers and publications

Tạm Biệt Thẻ Giấy. Sẵn Sàng Đón Thẻ Wave!

OC Bus đang đề nghị một cách thức thanh toán thông minh và dễ dàng hơn, giúp bạn tiết kiệm chi phí. Chúng tôi rất trân trọng ý kiến đóng góp của bạn!

CƠ HỘI TRÚNG \$100*

- THAM GIA BUỔI HỢP CỘNG ĐỒNG HOẶC PHIÊN ĐIỀU TRẦN CÔNG CỘNG**
- ĐIỀN KHẢO SÁT TRỰC TUYẾN**
- GỬI Ý KIẾN QUA ĐIỆN THOẠI (714) 636-RIDE**
- GỬI KHẢO SÁT QUA BƯU ĐIỆN (CÓ SẴN TRÊN MỖI CHUYẾN XE BUÝT)**

OCbus.com/Wave

Adiós, pases de papel. ¡Prepárese para la tarjeta Wave!

OC Bus está proponiendo una forma de pago más inteligente y fácil, diseñada para ayudarte a ahorrar dinero. Agradeceríamos su opinión.

CÓMO PARTICIPAR:

- PARTICIPE EN UNA REUNIÓN COMUNITARIA O UN FORO PÚBLICO**
- COMPLETE LA ENCUESTA EN LÍNEA**
- ENVÍE SUS COMENTARIOS POR TELÉFONO (714) 636-RIDE**
- ENVÍE LA ENCUESTA POR CORREO (DISPONIBLE EN CADA AUTOBUS)**

PARTICIPE PARA TENER LA POSIBILIDAD DE GANAR \$100*

OCbus.com/Wave

Tạm Biệt Thẻ Giấy. Sẵn Sàng Đón Thẻ Wave!

OC Bus đang đề nghị một cách thức thanh toán thông minh và dễ dàng hơn, giúp bạn tiết kiệm chi phí. Chúng tôi rất trân trọng ý kiến đóng góp của bạn!

CƠ HỘI TRÚNG \$100*

- THAM GIA BUỔI HỢP CỘNG ĐỒNG HOẶC PHIÊN ĐIỀU TRẦN CÔNG CỘNG**
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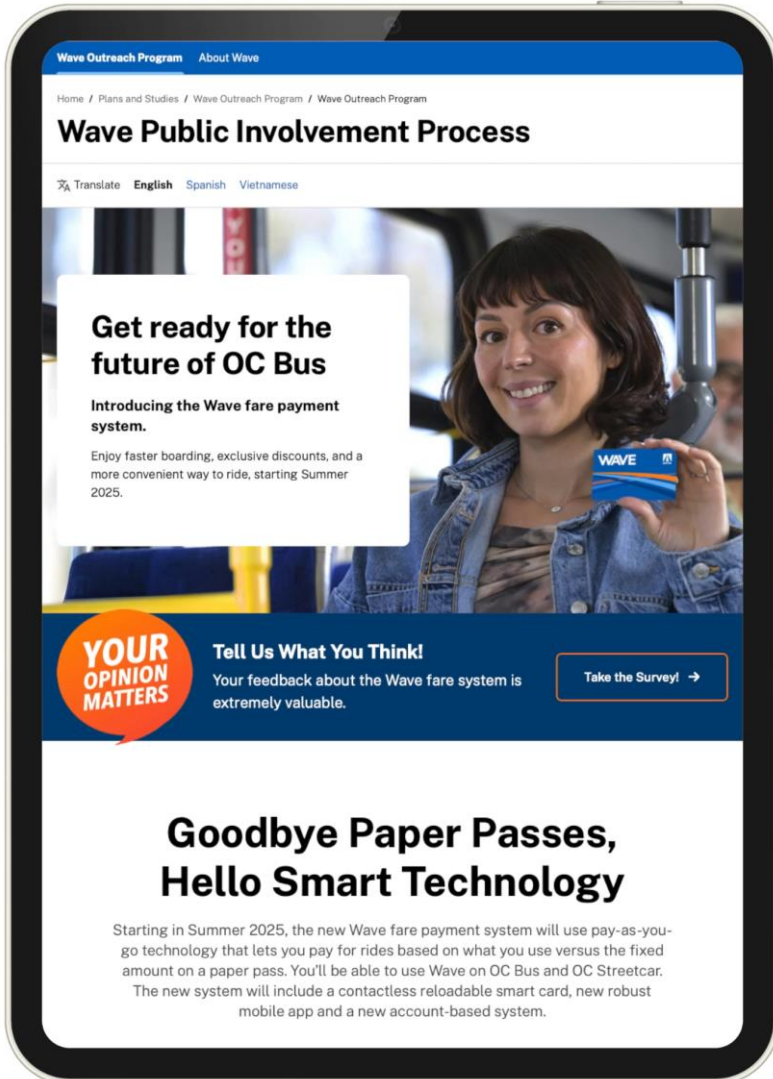
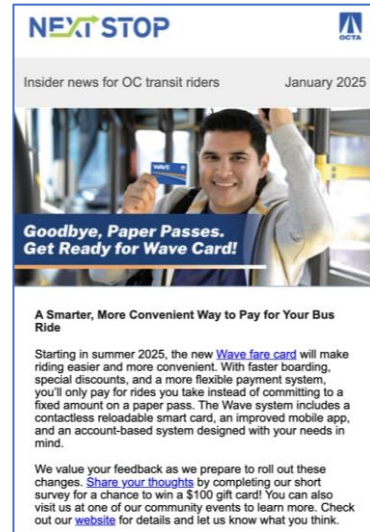
CÓMO PARTICIPAR:

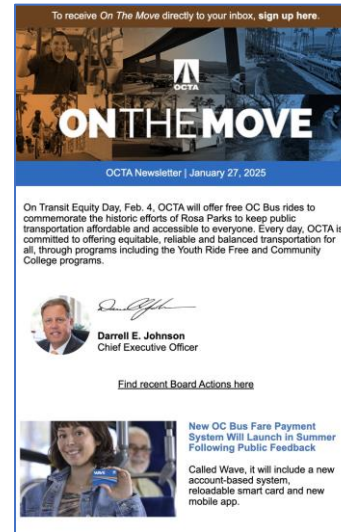
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- ENVÍE LA ENCUESTA POR CORREO (DISPONIBLE EN CADA AUTOBUS)**

PARTICIPE PARA TENER LA POSIBILIDAD DE GANAR \$100*

OCbus.com/Wave

Digital Communications







- 46,456 webpage views
- 12 email blasts sent to 85,336 people
- Social media posts reached 11,218
- Digital ads reached 1,087,912
- In-app notifications
- Digital messaging at 23 stops

* Metrics as of 2/24/25

Digital Toolkit and Press Release

Garden Grove City Hall • January 27 at 4:30PM

The OCTA wants YOUR feedback, #GardenGrove!

Starting in Summer 2025, OC Bus is introducing a smarter, easier way to pay that can help you save money. Take a brief online survey at ocbus.com/Wave by Monday, March 24, 2025, for a chance to win a \$100 Visa gift card! The survey is available in English, Spanish, and Vietnamese.

#GG1956 #OCTA #publictransportation

\$100 VISA GIFT CARD
Give us feedback for your chance to win!

OCTA OC BUS

supervisorchaffee • Follow

supervisorchaffee Starting in Summer 2025, OC Bus is introducing a smarter, easier way to pay that can help you save money!

Join OCTA for their upcoming community feedback meeting to discuss their proposed fare payment system.

Date: Thursday, February 13, 2025
Time: 6:00 PM Location: Fullerton Community Center 340 W Commonwealth Ave., Fullerton, CA 92832
RSVP here: <https://ocba.net/programs-projects/programs/plans-and-studies/wave-outreach-program/rsvp-february-13/>

2 likes
3 days ago

Local Eye • OCTA to launch WAVE, a smart fare-capping system for riders

Daniel Diaz | Updated on Jan 29, 2025 | 2 min read

OCTA to launch WAVE, a smart fare-capping system for riders

Goodbye paper, hello plastic.

(LEFT TO RIGHT) OCTA's paper 30-day bus pass and new WAVE card coming summer 2025. Credit: OCTA; Graphic by Daniel Diaz/The Santanero.

City of Santa Ana

Presidents Day holiday on February 17: City Hall closed, no street sweeping. [Learn more here.](#)

COSAS: City Manager's newsletter for February 13, 2025

Posted on February 13, 2025

Recent news

- [COSAS: City Manager's newsletter for February 13, 2025](#)
Posted on February 13, 2025
- [Street closures and permitted events for February 13-19](#)
Posted on February 13, 2025
- [Santa Ana selected as only California city to receive Mural Mosaic installation](#)
Posted on February 13, 2025
- [Get free business assistance at](#)

OC Bus fare payment system community meeting - February 20

Get ready for the future of OC Bus

gardengrovecityhall •

\$100 VISA GIFT CARD
Give us feedback for your chance to win!

gardenrovecityhall The @goccta wants YOUR feedback, #GardenGrove!

Starting in Summer 2025, OC Bus is introducing a smarter, easier way to pay that can help you save money. Take a brief online survey at ocbus.com/Wave by Monday, March 24, 2025, for a chance to win a \$100 Visa gift card! The survey is available in English, Spanish, and Vietnamese.

@rideocbus
#GG1956 #OCTA #publictransportation

cityoflagunahills

Goodbye, Paper Passes. Get Ready for Wave Card!
Give us feedback for a chance to win \$100!

cityoflagunahills Get ready for the future of OC Bus! Starting in Summer 2025, the new Wave fare payment system will use pay-as-you-go technology that lets you pay for rides... more

February 6

TAMERICA

OCTA seeks input on new OC Bus Fare Payment System, to launch Wave smart card

The Orange County Transportation Authority (OCTA) is preparing to launch a new and modernized fare payment system to enhance accessibility and improve the rider experience for all bus passengers. As part of this effort, OCTA has scheduled a series of public meetings to get input on the new system to make sure the technology best meets the needs of passengers.

Key to the new system is the introduction of a smart card fare media, known as a Wave card, which will replace traditional paper passes with a more durable, flexible, and user-friendly payment option.

The Wave card would also be used on OCTA's OC Streetcar when it debuts next year in Santa Ana and Garden Grove.

City of Laguna Hills

Get ready for the future of OC Bus! Starting in Summer 2025, the new Wave fare payment system will use pay-as-you-go technology that lets you pay for rides on OCTA transit based on what you use versus the fixed amount on a paper pass. The new system will include a contactless reloadable smart card, new robust mobile app and a new account-based system.

OCTA wants to hear from you! As part of this effort, OCTA has scheduled a series of public meetings to get input on the new system to make sure the technology best meets the needs of passengers. Check out the list of in-person and virtual meetings online. Also make sure to take their online survey at ocbus.com/Wave! The survey is open until March 24, 2025. As a thank you for your feedback, OCTA will enter your name for a chance to win one of five \$100 Visa gift cards!

Goodbye, Paper Passes. Get Ready for Wave Card!
Give us feedback for a chance to win \$100!

City Manager Weekly Update

January 16, 2025

City Hall is Moving!

City Hall will close at 4:30 pm on Thursday, January 16, and all-day Friday, January 17, to facilitate the move into the new City Hall facility at 32400 Paseo Adelanto. Public safety and emergency services will be unaffected by the closure. Additionally, certain inquiries and designated City services remain available by calling (949) 493-1171. The new City Hall facility will open for regular business hours on Tuesday, January 21. A ribbon cutting ceremony will be held in spring, once the adjacent supportive housing development is complete.

OCTA Wants Your Input

Help the Orange County Transportation Authority (OCTA) for a chance to win \$100! Starting in Summer 2025, OC Bus is introducing a smarter, easier way to pay that can help save riders money. The new Wave fare payment system will use pay-as-you-go technology that lets you pay for rides on OCTA transit based on what you use versus the fixed amount on a paper pass. The new system will include a contactless reloadable smart card, new robust mobile app and a new account-based system. Take OCTA's survey to provide feedback and a chance to win a \$100 Visa gift card! For additional information, please visit the [OCTA website](https://ocbus.com/Wave).

Laguna Niguel

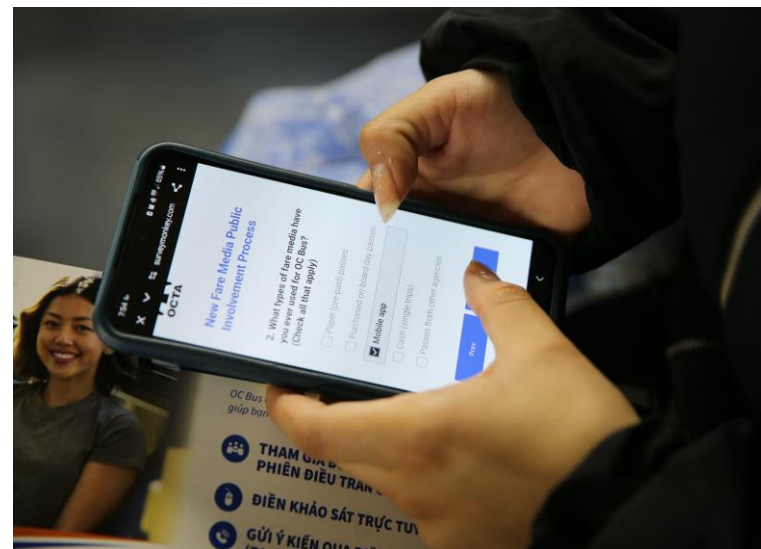
Starting in Summer 2025, OC Bus is introducing a smarter, easier way to pay that can help you save money!

Help shape the future of this new system by sharing your thoughts with OCTA. By completing their survey, you'll be entered for a chance to win a \$100 Visa gift card!

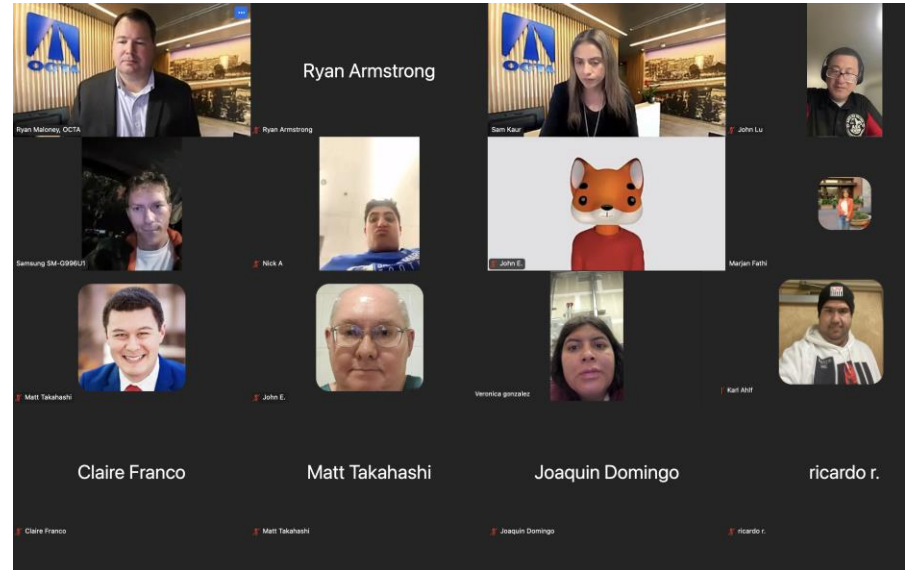
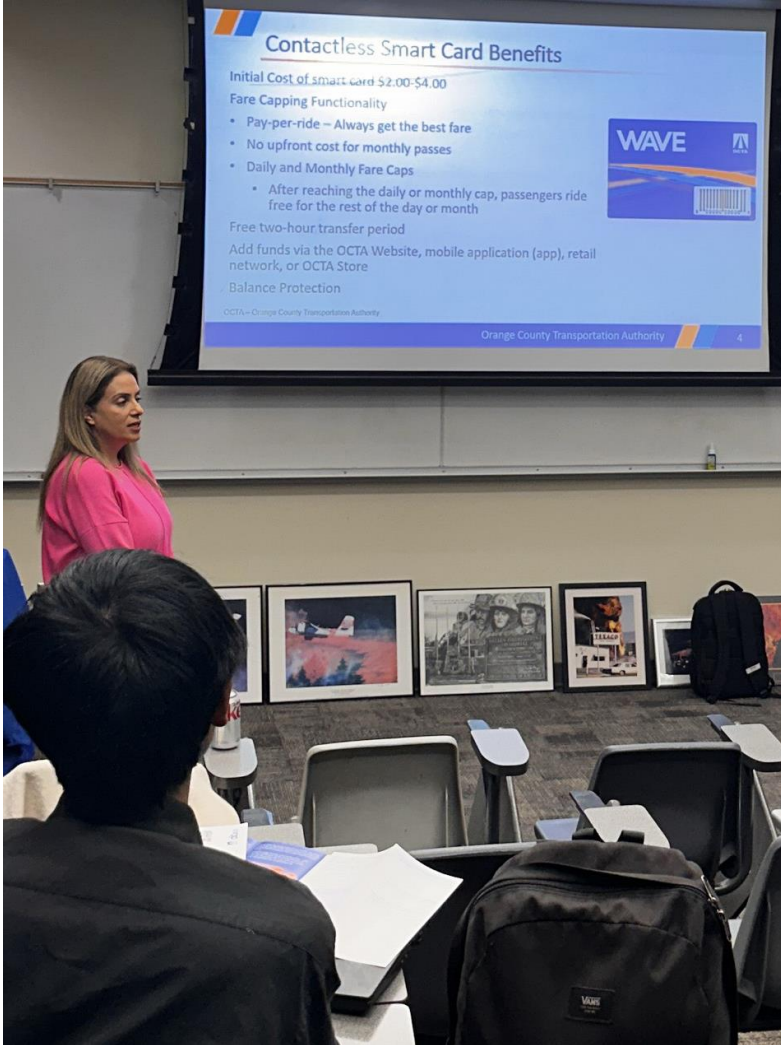
You can complete the survey at [OCbus.com/Wave](https://ocbus.com/Wave).

\$100 VISA GIFT CARD
Give us feedback for your chance to win!

OC Bus Ride-Alongs



In-Person and Virtual Community Meetings



Community Outreach and Public Committees



13,768 people engaged at community events and public committees



Outreach Engagement Summary to Date

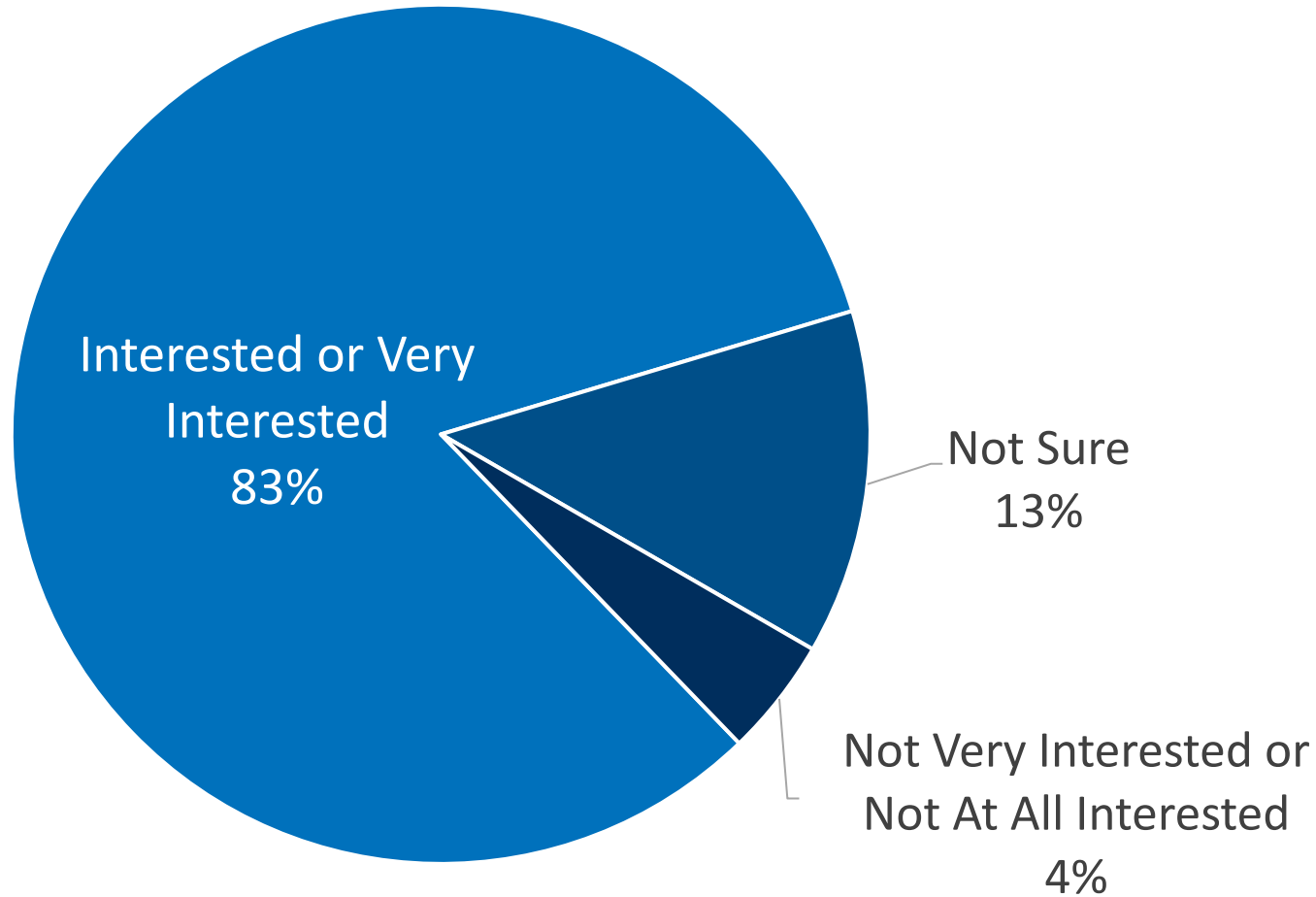
Channel	Count
Webpage Unique Visitors	27,797
Community Event Engagements	13,768
People Reached with Organic Social Media Messages	11,218
Online and Print Surveys	6,125
Onboard Ride-Along and Transit Center Engagements	596
Customer Relations Calls, Emails, and Social Media	162
In-person and Virtual Community Meeting Attendees	92
OCTA Public & Advisory Committees Attendees	70



Reported as of 2/21/2025

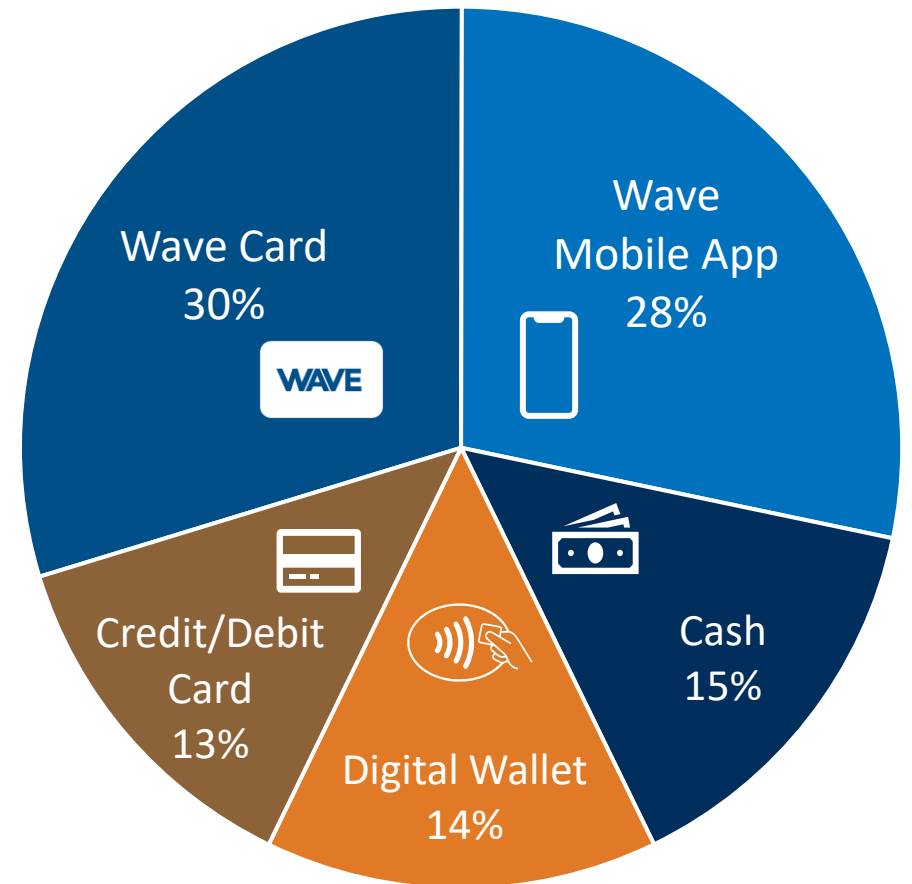
What We're Hearing So Far

High Interest in New Fare Options



Data as of 2/21/2025. n=4,778 respondents

Riders Plan to Use New Options



Data as of 2/21/2025. n = 9,977 responses from 4,589 unique respondents (respondents can make multiple selections)

Key Themes from Written Comments

- General supportive comments (20%)
- Positive experiences with similar systems at other agencies (5%)
- Excitement for Wave Card as cash/mobile app alternative (4%)
- Environmental benefit, reducing paper waste (2%)

SUPPORT

- General negative remarks (2%)
- Requests to keep discounted fares for seniors/disabled (3%), college/youth (2%) and cash payments (3%)
- Requests to keep day passes sold onboard (2%)
- Concerns about smart cards/system being confusing for some riders (2%)

CONCERNS

Common questions included:

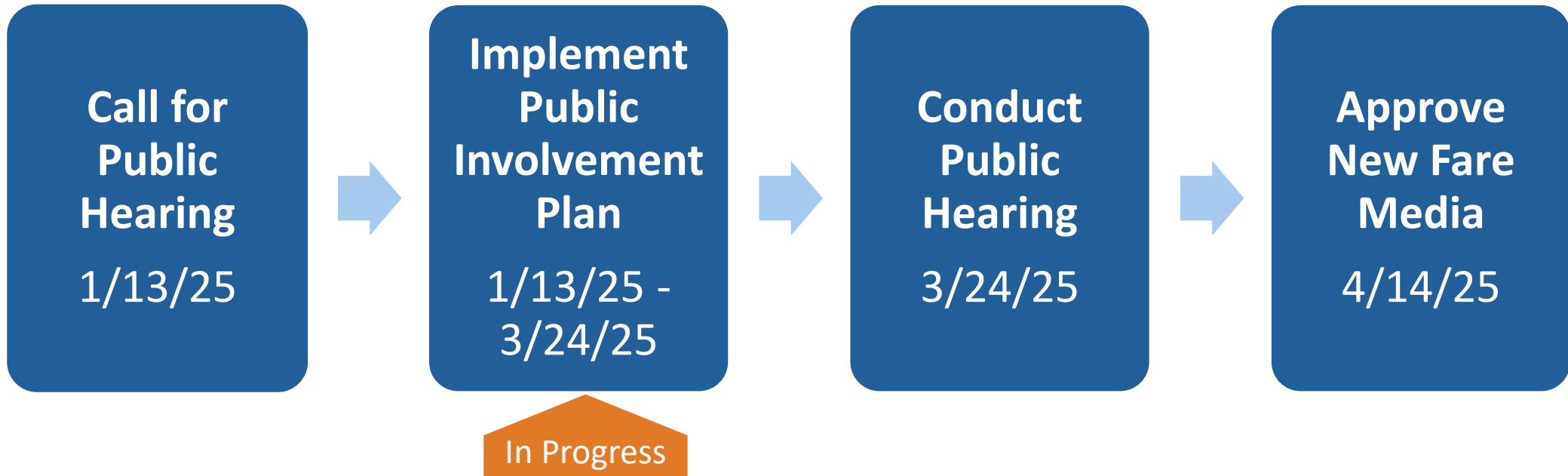
- Will new Wave Card work with other local transit agencies (3%)?
- What happens to existing fare media or mobile app (1%)?
- Requests for more info (3%), including fare capping (1%) and two-hour transfers (0.3%)

QUESTIONS

n = 1,374 categorized open-ended comments received as of 2/14/25 from surveys and social media; a comment can appear in multiple categories.

Next Steps

Phase 1:



Phase 2: Comprehensive Awareness & Education - April to Late Summer 2025

Phase 3: Launch Campaign & Promotion - Starting in Late Summer 2025



Thank You