



**Revised**

**AGENDA**  
*Transit Committee Meeting*

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**Committee Members**

Andrew Do, Chairman  
Gregory T. Winterbottom, Vice Chairman  
Laurie Davies  
Steve Jones  
Jose F. Moreno  
Miguel Pulido  
Tim Shaw

Orange County Transportation Authority  
Headquarters  
550 South Main Street  
Board Room – Conf. Room 07  
Orange, California  
**Thursday, May 9, 2019 at 9:00 a.m.**

Any person with a disability who requires a modification or accommodation in order to participate in this meeting should contact the OCTA Clerk of the Board, telephone (714) 560-5676, no less than two (2) business days prior to this meeting to enable OCTA to make reasonable arrangements to assure accessibility to this meeting.

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.

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

**Call to Order**

**Pledge of Allegiance**

Director Pulido

**1. Public Comments**

**Special Calendar**

There are no Special Calendar matters.



## **Consent Calendar (Items 2 through 12)**

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.

### **2. Approval of Minutes**

Approval of the minutes of the Transit Committee meeting of April 11, 2019.

### **3. Agreement for Heating and Ventilation Unit Replacement at the Anaheim Bus Base Maintenance Building**

George Olivo/James G. Beil

#### **Overview**

As part of the Orange County Transportation Authority's Fiscal Year 2018-19 Budget, the Board of Directors approved heating and ventilation unit replacement at the Anaheim Bus Base maintenance building. Bids were received in accordance with the Orange County Transportation Authority's public works procurement procedures. Board of Directors' approval is requested to execute the agreement.

#### **Recommendation**

Authorize the Chief Executive Officer to negotiate and execute Agreement No. C-9-1038 between the Orange County Transportation Authority and Golden Gate Steel, Inc., dba Golden Gate Construction, the lowest responsive, responsible bidder, in the amount of \$394,031, for heating and ventilation unit replacement at the Anaheim Bus Base maintenance building.

### **4. Agreement for the Fullerton Transportation Center Revitalization**

George Olivo/James G. Beil

#### **Overview**

As part of the Orange County Transportation Authority's Fiscal Year 2018-19 Budget, the Board of Directors approved the Fullerton Transportation Center revitalization. Bids were received in accordance with the Orange County Transportation Authority's public works procurement procedures. Board of Directors' approval is requested to execute the agreement.



**4. (Continued)**

**Recommendation**

Authorize the Chief Executive Officer to negotiate and execute Agreement No. C-9-0961 between the Orange County Transportation Authority and Thomco Construction, Inc., the lowest responsive, responsible bidder, in the amount of \$759,245, for the Fullerton Transportation Center revitalization.

**5. Agreement for Restroom Repair at the Irvine Construction Circle Bus Base**

George Olivo/James G. Beil

**Overview**

As part of the Orange County Transportation Authority's Fiscal Year 2018-19 Budget, the Board of Directors approved restroom repairs at the Irvine Construction Circle Bus Base. Bids were received in accordance with the Orange County Transportation Authority's public works procurement procedures. Board of Directors' approval is requested to execute the agreement.

**Recommendations**

- A. Find Westside Builders Corporation, the apparent low bidder, as non-responsive for failure to meet the federal requirement for Disadvantaged Business Enterprise participation.
- B. Authorize the Chief Executive Officer to negotiate and execute Agreement No. C-8-2066 between the Orange County Transportation Authority and Reed Family Enterprises, Inc., the lowest responsive, responsible bidder, in the amount of \$210,000, for restroom repairs at the Irvine Construction Circle Bus Base.

**6. Agreement for Lower Roof Replacement at the Garden Grove Annex Building**

George Olivo/James G. Beil

**Overview**

As part of the Orange County Transportation Authority's Fiscal Year 2018-19 Budget, the Board of Directors approved lower roof replacement at the Garden Grove annex building. Bids were received in accordance with the Orange County Transportation Authority's public works procurement procedures. Board of Directors' approval is requested to execute the agreement.



**6. (Continued)**

**Recommendation**

Authorize the Chief Executive Officer to negotiate and execute Agreement No. C-9-0971 between the Orange County Transportation Authority and Commercial Roofing Systems, Inc., the lowest responsive, responsible bidder, in the amount of \$67,340, for lower roof replacement at the Garden Grove annex building.

**7. Agreement for On-Board Vehicle Video Surveillance Fleet Retrofit**  
Michael Beerer/Andrew Oftelie

**Overview**

Each of Orange County Transportation Authority's 770 buses in the active fixed-route and paratransit fleet is outfitted with on-board video surveillance equipment. This equipment is obsolete on 295 fixed-route buses. A sole source agreement is requested to replace the obsolete equipment.

**Recommendation**

Authorize the Chief Executive Officer to negotiate and execute sole source Agreement No. C-9-1140 between the Orange County Transportation Authority and March Networks Corporation, in the amount of \$1,739,921, for the retrofit of on-board video surveillance system for 295 fixed-route buses.

**8. Amendment to Cooperative Agreements with Non-Profit Agencies to Provide Senior Mobility Program Services**  
Joanne Jacobsen/Jennifer L. Bergener

**Overview**

The Senior Mobility Program is designed to offer transportation alternatives to seniors in addition to local fixed-route and paratransit (such as the OC ACCESS service). Three non-profit agencies participate in the Senior Mobility Program and receive funding from local sources other than Measure M2. The current funding agreements with these three agencies require amendments to include fiscal year 2019-20 funding in order to continue the service.



**8. (Continued)**

**Recommendations**

- A. Authorize the Chief Executive Officer to negotiate and execute Amendment No. 6 to Cooperative Agreement No. C-1-2490 between the Orange County Transportation Authority and Abrazar, Inc., in the amount of \$89,745, to provide funding through June 30, 2020.
- B. Authorize the Chief Executive Officer to negotiate and execute Amendment No. 7 to Cooperative Agreement No. C-1-2491 between the Orange County Transportation Authority and Korean American Senior Association, in the amount of \$110,334, to provide funding through June 30, 2020.
- C. Authorize the Chief Executive Officer to negotiate and execute Amendment No. 5 to Cooperative Agreement No. C-1-2492 between the Orange County Transportation Authority and Southland Integrated Services, Inc., formerly doing business as Vietnamese Community of Orange County, in the amount of \$97,015, to provide funding through June 30, 2020.

**9. June 2019 Bus Service Change**

Gary Hewitt/Kia Mortazavi

**Overview**

The June 2019 Bus Service Change consists primarily of minor schedule changes to bus routes which address summer demand, road construction, coach operator input, and customer requests for improved connections. These changes are considered minor and do not require a public hearing.

**Recommendation**

Receive and file as an information item.

**10. Master Agreement for Transit and Intercity Rail Capital Program**

Louis Zhao/Kia Mortazavi

**Overview**

In order to access Transit and Intercity Rail Capital Program funding for transportation projects, the Orange County Transportation Authority must execute a master agreement with the California Department of Transportation.



**10. (Continued)**

**Recommendations**

- A. Authorize the Chief Executive Officer to execute Master Agreement No. 64OCTA2015MA for the Transit and Intercity Rail Capital Program and all necessary program supplement agreements with the California Department of Transportation for the reimbursement of Transit and Intercity Rail Capital Program-funded projects.
- B. Approve Orange County Transportation Authority Resolution No. 2019-029, as required by the California Department of Transportation, to execute the above agreement and authorize the Chief Executive Officer, or his designee, to sign future program supplements.

**11. Sole Source Agreement for Motorola 800 Megahertz Non-Encrypted Handheld Radio Equipment**

Timothy W. Beseau/Jennifer L. Bergener

**Overview**

The Orange County Transportation Authority participates in the Countywide Coordinated Communications System. Participation in this system requires Orange County Transportation Authority to maintain compatible portable radios and base stations. Radios are used by Operations, Maintenance, Administrative, and Transit Police Services Administrative personnel. Authorization is requested to award a sole source purchase order for 27 portable handheld radios to replace aged, and soon to be obsolete, units.

**Recommendation**

Authorize the Chief Executive Officer to negotiate and execute sole source Purchase Order No. C-9-1300 between the Orange County Transportation Authority and Motorola Solutions, Inc., in the amount of \$115,439, to purchase 27 APX 6000 700/800 Model III non-encrypted handheld radios and necessary accessories.



## **Regular Calendar**

- 12. Adopt the Mitigated Negative Declaration and Approve the Preliminary Engineering for the Transit Security and Operations Center**  
George Olivo/James G. Beil

### **Overview**

On June 13, 2017, the Orange County Transportation Authority issued an agreement for preliminary engineering and environmental studies for the proposed Transit Security and Operations Center at the preferred site in the City of Anaheim. Board of Directors' adoption of the Mitigated Negative Declaration and approve the preliminary engineering for the Transit Security and Operations Center is required.

### **Recommendations**

- A. Adopt Resolution No. 2019-035 to adopt the Mitigated Negative Declaration and Mitigation Monitoring Reporting Program, pursuant to the California Environmental Quality Act, for the Transit Security and Operations Center.
  - B. Approve the Transit Security and Operations Center.
- 13. OC Flex Microtransit Pilot Project: Six-Month Project Update**  
Johnny Dunning, Jr./Jennifer L. Bergener

### **Overview**

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

### **Recommendation**

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



**14. Innovation Update**  
Kurt Brotcke/Kia Mortazavi

**Overview**

The Orange County Transportation Authority continues to explore innovative transportation services and projects for Orange County residents, workers, and visitors. Given past successes, staff is exploring avenues to foster innovation opportunities through team efforts. A status report is provided for review.

**Recommendation**

Receive and file as an information item.

**15. Project V - Mission Viejo Route 182 Update**  
Joseph Alcock/Kia Mortazavi

**Overview**

A Project V ridership update was provided to the Transit Committee on February 14, 2019. The report included information that the City of Mission Viejo's Route 182 service had failed to achieve its minimum performance standard and that cancellation processes had been initiated. The Transit Committee directed staff to follow up with the City of Mission Viejo related to route performance, options, and next steps. Recommendations are provided for review and action.

**Recommendations**

- A. Authorize an extension of Project V funding for the City of Mission Viejo's Route 182 service subject to meeting the required minimum service standard of ten boardings per revenue vehicle hour by June 30, 2020, and the City of Mission Viejo agreeing to take on operations and administration of the service starting by October 2019.
- B. Authorize the Chief Executive Officer to negotiate and execute a new cooperative agreement with the City of Mission of Viejo to implement these changes.
- C. Direct staff to continue reporting on the City of Mission Viejo's Route 182 performance as part of regularly scheduled Project V ridership updates.





**15. (Continued)**

- D. Cancel the funding extension, effective no later than August 15, 2020, if the City of Mission Viejo-led revised service fails to achieve the required minimum service standard by June 30, 2020.

**Discussion Items**

**16. Chief Executive Officer's Report**

**17. Committee Members' Reports**

**18. Closed Session**

There are no Closed Session items scheduled.

**19. Adjournment**

The next regularly scheduled meeting of this Committee will be held at **9:00 a.m. on Thursday, June 13, 2019**, at the Orange County Transportation Authority Headquarters, 550 South Main Street, Board Room - Conference Room 07, Orange, California.



**Committee Members Present**

Andrew Do, Chairman  
Gregory T. Winterbottom, Vice Chairman  
Steve Jones  
Miguel Pulido  
Tim Shaw

**Staff Present**

Darrell E. Johnson, Chief Executive Officer  
Ken Phipps, Deputy Chief Executive Officer  
Laurena Weinert, Clerk of the Board  
Sara Meisenheimer, Deputy Clerk of the Board  
James Donich, General Counsel  
OCTA Staff and members of the General Public

**Committee Members Absent**

Laurie Davies  
Jose F. Moreno

**Call to Order**

The April 11, 2019 regular meeting of the Transit Committee was called to order by Committee Chairman Do at 9:07 a.m.

**Pledge of Allegiance**

Director Shaw led in the Pledge of Allegiance.

**1. Public Comments**

No public comments were received.

**Special Calendar**

There were no Special Calendar matters.

**Consent Calendar (Items 2 through 5)**

**2. Approval of Minutes**

A motion was made by Committee Vice Chairman Winterbottom, seconded by Director Shaw, and declared passed by those present, to approve the minutes of the Transit Committee meeting of March 14, 2019.

Director Pulido was not present to vote on this item.



**3. Consultant Selection for Video Surveillance System Installation at the Anaheim, Irvine Construction Circle, and Irvine Sand Canyon Bus Bases, and the Orange Administration Building**

A motion was made by Committee Vice Chairman Winterbottom, seconded by Director Shaw, and declared passed by those present, to:

- A. Approve the selection of Schneider Electric Buildings Division as the firm to perform video surveillance system installation at the Anaheim, Irvine Construction Circle, and Irvine Sand Canyon bus bases, and the Orange Administration building.
- B. Authorize the Chief Executive Officer to negotiate and execute Agreement No. C-8-1874 between the Orange County Transportation Authority and Schneider Electric Buildings Division, in the amount of \$701,705, for video surveillance system installation at the Anaheim, Irvine Construction Circle, and Irvine Sand Canyon bus bases, and the Orange Administration building.
- C. Amend the Orange County Transportation Authority's Fiscal Year 2018-19 Budget, in the amount of \$451,705, to accommodate Agreement No. C-8-1874 for video surveillance system installation at the Anaheim, Irvine Construction Circle, and Irvine Sand Canyon bus bases, and the Orange Administration building.

Director Pulido was not present to vote on this item.

**4. Contract Change Order for Demolition, Removal, and Disposal at the Maintenance and Storage Facility Property for the OC Streetcar Project**

A motion was made by Committee Vice Chairman Winterbottom, seconded by Director Shaw, and declared passed by those present, to authorize the Chief Executive Officer to negotiate and execute Contract Change Order No. 1.1 to Agreement No. C-7-1904 with Walsh Construction Company II, LLC, in the amount of \$113,884, for the demolition and removal of materials at the maintenance and storage facility property for the OC Streetcar project.

Director Pulido was not present to vote on this item.

**5. OC Bus 360° Update**

Director Shaw pulled this item and referenced the College Pass Program in Attachment A of the Staff Report. Director Shaw commented on the successes and Darrell E. Johnson, Chief Executive Officer (CEO), echoed his remarks and added that the Orange County Transportation Authority (OCTA) hopes to recreate the College Pass Program with other colleges.



**5. (Continued)**

Following the discussion, no action was taken on this receive and file information item.

**Regular Calendar**

**6. Cooperative Agreement with the Southern California Regional Rail Authority for the Orange County Maintenance Facility Project**

James G. Beil, Executive Director of Capital Programs, reported on the following:

- Background on OCTA purchasing 21.3 acres from the City of Irvine to establish a Metrolink rail maintenance facility in Orange County.
- The property location as shown in Attachment A of the Staff Report.
- Explanation of what the Orange County Maintenance Facility (OCMF) will be used for and what the existing Metrolink maintenance facilities are used for.
- Explanation of phases I and II for the OCMF to be completed by 2028.
- Metrolink will provide the funding at an estimated \$4.1 million dollars with the Transit and Intercity Rail Capital Program grant funds.
- A separate item will be taken to the Board of Directors requesting the release of request for proposals to procure a consultant to perform the engineering and environmental work.

A discussion ensued regarding:

- The portion of land between Marine Way and the OCMF, as well as, what OCTA owns is a part of the County of Orange hundred acres and currently, there are condominiums in those areas.
- Ongoing discussions between the County of Orange and the City of Irvine.
- OCTA will review and include the appropriate mitigations during the environmental work.
- The traffic generation in that area is very low, and the staffing size is about 75 to 80 people during different times of the day.
- Committee Vice Chairman Winterbottom expressed his concerns regarding the noise and smell in that area and wants to ensure people who move to that area are aware.



**6. (Continued)**

A motion was made by Director Shaw, seconded by Committee Vice Chairman Winterbottom, and declared passed by those present, to authorize the Chief Executive Officer to negotiate and execute Cooperative Agreement No. C-9-1127 between the Orange County Transportation Authority and Southern California Regional Rail Authority for the preliminary engineering and environmental stage of the Orange County Maintenance Facility.

Director Pulido was not present to vote on this item.

**7. Bristol Street Transit Corridor Study - Purpose and Need Update**

Darrell E. Johnson, CEO, provided opening comments and introduced Eric Carlson, Senior Transportation Analyst, Strategic Planning, who provided a PowerPoint presentation as follows:

- Study Overview;
- Study Scope;
- Process and Schedule;
- Bristol Corridor Context;
- Existing Transit Service;
- Existing Population and Employment;
- Transit Performance;
- Mobility Needs;
- Stakeholder and Public Participation; and
- Next Steps.

A discussion ensued regarding:

- Committee Chairman Do referenced Slide 7 of the PowerPoint and how it serves multiple populations in Orange County. Committee Chairman Do also questioned how to increase ridership by connecting the first and last mile and to reach out to local community leaders in ethnic organizations.
- Initial outreach will be conducted through social media and meetings.
- Alice Rogan, Director of External Affairs, stated that staff will reach out to people outside of the study area and on the main bus lines with iPads to help people fill out the surveys.
- The City of Anaheim (Anaheim) is developing with a lot of housing units and it is important to go beyond the study area.
- The Harbor corridor study was conducted, and Anaheim objected anything beyond traditional bus service.
- In the late summer of 2019, six conceptual transit alternatives will be brought to the Transit Committee and in the winter of 2020, the Transit Committee will be asked to evaluate the alternatives.



**7. (Continued)**

- Explanation of the corridor on Slide 3 of the PowerPoint and expanding south to the University of Irvine (UCI).
- On a macro scale, it makes more sense for OCTA to study and manage segments one piece at a time while focusing on trip generation, current ridership profile, stakeholder engagement, and the Transit Master Plan.
- Director Pulido stated the studies need to be handled in increments and suggested the importance in people taking transit to the airport due to the heavy traffic and parking.
- Committee Chairman Do suggested connecting the east bluff area with UCI.
- Options to expand the corridor can be reviewed and OCTA wants to focus on accomplishing high density transit and housing and employment.

Following the discussion, no action was taken on this receive and file information item.

**8. Draft Fiscal Year 2019-20 Bus Service Plan**

Gary Hewitt, Section Manager of Transit Planning, provided a PowerPoint presentation as follows:

- Overview;
- OC Bus 360°;
- Service Design Framework;
- Improvements;
- Mixed Changes;
- Reductions;
- OC Streetcar Route Changes; and
- Next Steps.

A discussion ensued regarding Route 560 and continuing to the end at the California State University, Long Beach and the Veterans Health Administration.

A motion was made by Director Shaw, seconded by Committee Chairman Do, and declared passed by those present, to:

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



**8. (Continued)**

Director Pulido was not present to vote on this item.

**Discussion Items**

**9. Chief Executive Officer's Report**

Darrell E. Johnson, CEO, reported on the following:

- OCTA is moving forward with the Interstate 5 (I-5) Central County Improvements Project. On late Tuesday evening, the Main Street carpool on-and-off ramps were permanently closed in order to make room for the additional carpool lanes on the I-5. Construction work will also require intermittent lane closures on Main Street, and OCTA will continue to communicate the construction activities in the usual methods.
- OCTA has been invited by Congressman Rouda to an Infrastructure Roundtable on Wednesday, April 24<sup>th</sup> at 9:00 a.m. in Fountain Valley. Topics will be related to infrastructure, transportation, and water.

**10. Committee Members' Reports**

There were no Committee Members' Reports.

**11. Closed Session**

There were no Closed Session items scheduled.

**12. Adjournment**

The meeting adjourned at 9:55 a.m.

The next regularly scheduled meeting of this Committee will be held at **9:00 a.m. on Thursday, May 9, 2019**, at the Orange County Transportation Authority Headquarters, 550 South Main Street, Board Room - Conference Room 07, Orange, California.

ATTEST

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Andrew Do  
Committee Chairman

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Sahara Meisenheimer  
Deputy Clerk of the Board



**May 9, 2019**

**To:** Transit Committee

**From:** Darrell E. Johnson, Chief Executive Officer

**Subject:** Agreement for Heating and Ventilation Unit Replacement at the Anaheim Bus Base Maintenance Building

### **Overview**

As part of the Orange County Transportation Authority's Fiscal Year 2018-19 Budget, the Board of Directors approved heating and ventilation unit replacement at the Anaheim Bus Base maintenance building. Bids were received in accordance with the Orange County Transportation Authority's public works procurement procedures. Board of Directors' approval is requested to execute the agreement.

### **Recommendation**

Authorize the Chief Executive Officer to negotiate and execute Agreement No. C-9-1038 between the Orange County Transportation Authority and Golden Gate Steel, Inc., dba Golden Gate Construction, the lowest responsive, responsible bidder, in the amount of \$394,031, for heating and ventilation unit replacement at the Anaheim Bus Base maintenance building.

### **Discussion**

The Orange County Transportation Authority (OCTA) completed construction of the Anaheim Bus Base in 1976. In 2000, OCTA incorporated liquefied natural gas buses into its operating fleet at the Anaheim Bus Base. Facility modifications were performed in 2000 for compatibility with the use of natural gas-powered buses, including installation of rooftop heating and ventilation (HV) units at the Anaheim Bus Base maintenance building shop. The existing HV units serving the maintenance shop have exceeded their useful life and require replacement. The project scope includes replacement of the six HV units, installation of new seismic equipment curbs and related modification of structural supports, electrical disconnect switches, natural gas valves and piping at each unit, roof repair, and all related work. The HV unit replacement is needed to



achieve a state of good repair, maintain code compliance, increase energy efficiency, and provide an improved work environment for bus maintenance staff.

***Procurement Approach***

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

Invitation for Bids (IFB) 9-1038 was released on February 28, 2019, through OCTA's CAMM NET system. The project was advertised on February 28, 2019 and March 7, 2019, in a newspaper of general circulation. A pre-bid conference and job walk were held on March 12, 2019, and were attended by eight firms. Three addenda were issued to provide the pre-bid conference registration sheets and handle administrative issues related to the IFB. On April 3, 2019, seven bids were received and publicly opened.

All bids were reviewed by staff from OCTA's Contracts Administration and Materials Management and Facilities Engineering departments to ensure compliance with the contract terms and conditions, and technical specifications. The list of bidders and bid amounts is presented below:

<u>Firm and Location</u>	<u>Bid Amount</u>
Golden Gate Steel, Inc., dba Golden Gate Construction Norwalk, California	\$394,031
RICCO Refrigeration & Air Co. Oceanside, California	\$450,000
Reagent World, Inc. Ontario, California	\$479,250
Prime ENC, Inc. Cypress, California	\$527,000
R T Contractor Corp Garden Grove, California	\$589,000
NKS Mechanical Contracting, Inc. Anaheim, California	\$647,000
Los Angeles Air Conditioning, Inc. La Verne, California	\$788,121

The engineer's estimate for this project was \$600,000. The recommended firm's bid is 34.33 percent below the engineer's estimate and is considered by staff to be fair and reasonable.

State law requires award to the lowest responsive, responsible bidder. As such, staff recommends award to Golden Gate Steel, Inc., dba Golden Gate Construction, the lowest responsive, responsible bidder, in the amount of \$394,031, for replacement of HV units at the Anaheim Bus Base maintenance building.

**Fiscal Impact**

The project was approved in OCTA's Fiscal Year 2018-19 Budget, Capital Programs Division, Account 1722-9022-D3103-0AL, and is funded through Federal Transit Administration 5307 Preventative Maintenance Grant Funds, Revenue account code 0030-6049-D3103-MIK.

**Summary**

Based on the information provided, staff recommends the Board of Directors authorize the Chief Executive Officer to negotiate and execute Agreement No. C-9-1038 between the Orange County Transportation Authority and Golden Gate Steel Inc., dba Golden Gate Construction, the lowest responsive, responsible bidder, in the amount of \$394,031, for heating and ventilation unit replacement at the Anaheim Bus Base maintenance building.

**Attachment**

None

**Prepared by:**



George Olivo, P.E.  
Program Manager  
(714) 560-5872

**Approved by:**



James G. Beil, P.E.  
Executive Director, Capital Programs  
(714) 560-5646



Virginia Abadessa  
Director, Contracts Administration and  
Materials Management  
(714) 560-5623



**May 9, 2019**

**To:** Transit Committee

**From:** Darrell E. Johnson, Chief Executive Officer

**Subject:** Agreement for the Fullerton Transportation Center Revitalization

**Overview**

As part of the Orange County Transportation Authority's Fiscal Year 2018-19 Budget, the Board of Directors approved the Fullerton Transportation Center revitalization. Bids were received in accordance with the Orange County Transportation Authority's public works procurement procedures. Board of Directors' approval is requested to execute the agreement.

**Recommendation**

Authorize the Chief Executive Officer to negotiate and execute Agreement No. C-9-0961 between the Orange County Transportation Authority and Thomco Construction, Inc., the lowest responsive, responsible bidder, in the amount of \$759,245, for the Fullerton Transportation Center revitalization.

**Discussion**

The Orange County Transportation Authority (OCTA) completed construction of the Fullerton Transportation Center (FTC) facility in 1983. The condition of the FTC is deteriorated and requires revitalization to bring the facility into a state of good repair. The project scope includes restoration of the two large bus dock platform canopies, replacement of bus dock platform concrete flat work, Americans with Disabilities Act compliance measures, including reconstructing crosswalks, platform access ramps, and installation of tactile warning tile, new light-emitting diode canopy and site lighting, new seating benches, and all related work to improve bus transit user experience at the FTC facility. The project includes coordination with OCTA bus operations, marketing, facilities maintenance, and the City of Fullerton to complete the revitalization work effort.

***Procurement Approach***

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

Invitation for Bids (IFB) 9-0961 was released on January 23, 2019, through OCTA’s CAMM NET system. The project was advertised on January 23 and January 29, 2019, in a newspaper of general circulation. A pre-bid conference and job walk were held on January 29, 2019, and were attended by ten firms. Two addenda were issued to provide the pre-bid conference registration sheets and handle administrative issues related to the IFB. On February 19, 2019, three bids were received and publicly opened.

All bids were reviewed by staff from OCTA’s Contracts Administration and Materials Management and Facilities Engineering departments to ensure compliance with the contract terms and conditions, and technical specifications. The list of bidders and bid amounts is presented below:

<u>Firm and Location</u>	<u>Bid Amount</u>
Thomco Construction, Inc. Anaheim, California 92801	\$759,245
Jazzar Construction Group Irvine, California 92618	\$775,000
New Dynasty Construction Tustin, California 92780	\$884,201

The engineer’s estimate for this project was \$700,000. The recommended firm’s bid is 8.4 percent above the engineer’s estimate. Staff conducted a cost analysis of the bid components with design consultant, Stantec Architecture, Inc.. This analysis revealed that the total bid amount is competitive after consideration of overall market conditions, subcontractor availability, and labor costs. The price analysis further showed that costs for the electrical, earthwork, and paving components were also underestimated for the job.

Thomco Construction, Inc., met the requirements of the IFB, as well as all federal and state requirements. After completing a cost analysis of the bid components, staff considers the bid to be competitive. State law requires award to the lowest responsive, responsible bidder. As such, staff recommends award to

Thomco Construction, Inc., the lowest, responsive, responsible bidder, in the amount of \$759,245, for the Fullerton Transportation Center revitalization.

**Fiscal Impact**

The project was approved in OCTA's Fiscal Year 2018-19 Budget, Capital Programs Division, Account 1722-9022-D3120-0M1, and is funded through Federal Transit Administration 5337 State of Good Repair Grant Funds, Revenue Account 0030-6049-D3120-MKK.

**Summary**

Based on the information provided, staff recommends the Board of Directors authorize the Chief Executive Officer to negotiate and execute Agreement No. C-9-0961 between the Orange County Transportation Authority and Thomco Construction, Inc., the lowest responsive, responsible bidder, in the amount of \$759,245, for the Fullerton Transportation Center revitalization.

**Attachment**

None.

**Prepared by:**



George Olivo, P.E.  
Program Manager  
(714) 560-5872

**Approved by:**



James G. Beil, P.E.  
Executive Director, Capital Programs  
(714) 560-5646



Virginia Abadessa  
Director, Contracts Administration and  
Materials Management  
(714) 560-5623



**May 9, 2019**

**To:** Transit Committee

**From:** Darrell E. Johnson, Chief Executive Officer

**Subject:** Agreement for Restroom Repair at the Irvine Construction Circle Bus Base

**Overview**

As part of the Orange County Transportation Authority's Fiscal Year 2018-19 Budget, the Board of Directors approved restroom repairs at the Irvine Construction Circle Bus Base. Bids were received in accordance with the Orange County Transportation Authority's public works procurement procedures. Board of Directors' approval is requested to execute the agreement.

**Recommendations**

- A. Find Westside Builders Corporation, the apparent low bidder, as non-responsive for failure to meet the federal requirement for Disadvantaged Business Enterprise participation.
- B. Authorize the Chief Executive Officer to negotiate and execute Agreement No. C-8-2066 between the Orange County Transportation Authority and Reed Family Enterprises, Inc., the lowest responsive, responsible bidder, in the amount of \$210,000, for restroom repairs at the Irvine Construction Circle Bus Base.

**Discussion**

The Orange County Transportation Authority (OCTA) purchased the Irvine Construction Circle Bus Base from Laidlaw Transportation in 2006. The building facilities were originally constructed for Laidlaw Transportation in 2000, and elements of the plumbing wall installed during the original construction, which separates the women's and men's restrooms, are deteriorated and require replacement. The project includes replacement of the plumbing wall, leaking pipes, toilets, and all related work necessary to bring the restrooms into a state of good repair. The repairs will provide the operations building full functionality for the ACCESS bus fleet staff. While these restrooms are temporarily closed during

construction, Americans with Disabilities Act-compliant portable restrooms will be furnished for staff use.

***Procurement Approach***

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

Invitation for Bids (IFB) 8-2066 was released on February 4, 2019, through OCTA’s CAMM NET system. The project was advertised on February 4 and February 11, 2019, in a newspaper of general circulation. A pre-bid conference and job walk were held on February 12, 2019, and were attended by eight firms. Four addenda were issued to provide the pre-bid conference registration sheets and handle administrative issues related to the IFB. On March 14, 2019, six bids were received and publicly opened.

All bids were reviewed by staff from OCTA’s Contracts Administration and Materials Management and Facilities Engineering departments to ensure compliance with the contract terms and conditions, and technical specifications. The list of bidders and bid amounts is presented below:

<u>Firm and Location</u>	<u>Bid Amount</u>
Westside Builders Corporation Porter Ranch, California 91326	\$178,500
Reed Family Enterprises, Inc. Irvine, California 92618	\$210,000
Encore Development Company Carson, California 90266	\$229,565
C-I Construction Corporation Los Angeles, California 90004	\$242,000
Optima RPM, Inc. Irvine, California 92614	\$269,000
Fast-Track Construction Corporation Culver City, California 90230	\$413,000

The engineer’s estimate for the project was \$240,000. The recommended firm’s bid is 14 percent below the engineer’s estimate and is considered by staff to be fair and reasonable. The apparent low bidder was deemed non-responsive for

failure to meet the federal requirement for Disadvantaged Business Enterprise participation.

State law requires award to the lowest responsive, responsible bidder. As such, staff recommends award to Reed Family Enterprises, Inc., the lowest, responsive, responsible bidder, in the amount of \$210,000, for restroom repairs at the Irvine Construction Circle Bus Base.

**Fiscal Impact**

The project was approved in OCTA's Fiscal Year 2018-19 Budget, Capital Programs Division, Account 1722-9022-D1401-0ME, and is funded by Federal Transit Administration Section 5307 Preventative Maintenance Grant Funds, Revenue account code 0030-6049-D1401-LJK.

**Summary**

Based on the information provided, staff recommends the Board of Directors authorize the Chief Executive Officer to negotiate and execute Agreement No. C-8-2066 between the Orange County Transportation Authority and Reed Family Enterprises, Inc., the lowest responsive, responsible bidder, in the amount of \$210,000, for restroom repairs at the Irvine Construction Circle Bus Base.

**Attachment**

None.

**Prepared by:**



George Olivo, P.E.  
Program Manager  
(714) 560-5872

**Approved by:**



James G. Beil, P.E.  
Executive Director, Capital Programs  
(714) 560-5646



Virginia Abadessa  
Director, Contracts Administration and  
Materials Management  
(714) 560-5623





**May 9, 2019**

**To:** Transit Committee

**From:** Darrell E. Johnson, Chief Executive Officer

**Subject:** Agreement for Lower Roof Replacement at the Garden Grove Annex Building

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

**Overview**

As part of the Orange County Transportation Authority's Fiscal Year 2018-19 Budget, the Board of Directors approved lower roof replacement at the Garden Grove annex building. Bids were received in accordance with the Orange County Transportation Authority's public works procurement procedures. Board of Directors' approval is requested to execute the agreement.

**Recommendation**

Authorize the Chief Executive Officer to negotiate and execute Agreement No. C-9-0971 between the Orange County Transportation Authority and Commercial Roofing Systems, Inc., the lowest responsive, responsible bidder, in the amount of \$67,340, for lower roof replacement at the Garden Grove annex building.

**Discussion**

The Orange County Transportation Authority (OCTA) completed construction of the Garden Grove annex building in 1987. The lower roof area of the annex building is deteriorated and in need of replacement. The project consists of a roof overlay and all related work to bring the Garden Grove annex building lower roof into a state of good repair.

**Procurement Approach**

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

On February 28, 2019, the Board authorized the release of Invitation for Bids (IFB) 9-0971, which was issued electronically on CAMM NET. The project was advertised on February 28, 2019 and March 7, 2019, in a newspaper of general circulation. A pre-bid conference and job walk were held on March 11, 2019, and were attended by nine firms. Two addenda were issued to provide the pre-bid conference registration sheets, provide responses to questions, and handle administrative issues related to the IFB. On March 28, 2019, five bids were received and publicly opened.

All bids were reviewed by staff from OCTA's Contracts Administration and Materials Management and Facilities Engineering departments to ensure compliance with the contract terms and conditions, and technical specifications. The list of bidders and bid amounts is presented below:

<u>Firm and Location</u>	<u>Bid Amount</u>
Commercial Roofing Systems, Inc. Arcadia, California	\$67,340
Golden State Roofing Carson, California	\$72,000
Best Contracting Services Gardena, California	\$89,220
WSP Roofing Roseville, California	\$120,000
Fisher Contractor, Inc. La Habra, California	\$124,067

The engineer's estimate for this project was \$150,000. The recommended firm's bid is 55.1 percent below the engineer's estimate and is considered by staff to be fair and reasonable.

State law requires award to the lowest responsive, responsible bidder. As such, staff recommends award to Commercial Roofing Systems, Inc., as the lowest responsive, responsible bidder, in the amount of \$67,340, for lower roof replacement at the Garden Grove annex building.

Fiscal Impact

The project was approved in OCTA's Fiscal Year 2018-19 Budget, Capital Programs Division, Account 1722-9022-D3122-OMF-1FP, and is funded through Federal Transit Administration 5337 State of Good Repair Grant Funds, Revenue account code 0030-6049-D3122-MKK.

**Summary**

Based on the information provided, staff recommends the Board of Directors authorize the Chief Executive Officer to negotiate and execute Agreement No. C-9-0971 between the Orange County Transportation Authority and Commercial Roofing Systems, Inc., the lowest responsive, responsible bidder, in the amount of \$67,340, for lower roof replacement at the Garden Grove annex building.

**Attachment**

None.

**Prepared by:**



George Olivo, P.E.  
Program Manager  
(714) 560-5872

**Approved by:**



James G. Beil, P.E.  
Executive Director, Capital Programs  
(714) 560-5646



Virginia Abadessa  
Director, Contracts Administration and  
Materials Management  
(714) 560-5623



**May 9, 2019**

**To:** Transit Committee

**From:** Darrell E. Johnson, Chief Executive Officer

**Subject:** Agreement for On-Board Vehicle Video Surveillance Fleet Retrofit

### **Overview**

Each of Orange County Transportation Authority's 770 buses in the active fixed-route and paratransit fleet is outfitted with on-board video surveillance equipment. This equipment is obsolete on 295 fixed-route buses. A sole source agreement is requested to replace the obsolete equipment.

### **Recommendation**

Authorize the Chief Executive Officer to negotiate and execute sole source Agreement No. C-9-1140 between the Orange County Transportation Authority and March Networks Corporation, in the amount of \$1,739,921, for the retrofit of on-board video surveillance system for 295 fixed-route buses.

### **Discussion**

The Orange County Transportation Authority's (OCTA) on-board video surveillance system (OBVSS) provides video, audio, and location coordinates on equipped buses. The system utilizes five to 13 analog and internet protocol cameras, and records video in digital format to a digital video recorder on each bus. Video can be initiated by the coach operator or flagged when a sensor on the bus is triggered, such as a hard brake or impact, and it is automatically downloaded via a wireless system when the bus is at an OCTA base. Additionally, video can be live-streamed to dispatch when needed to observe real time situations. Storage servers and viewing stations are located at various OCTA facilities to provide viewing, administration, and maintenance of the system.

Since inception of the OBVSS system approximately 12 years ago, March Networks Corporation (March Networks) has provided turn-key services for the entire system. These services have included purchase and installation of all on-board equipment and the supporting wireless infrastructure,

administration of video requests, automated collection and storage of videos, as well as maintenance of the infrastructure and all on-board equipment.

Currently OCTA has 770 fixed-route and ACCESS buses equipped with OBVSS in active service, some of which have reached their end of life. Staff is seeking to upgrade the obsolete OBVSS equipment on the active fleet by retrofitting 288 New Flyer 40-foot buses and seven New Flyer 60-foot articulated buses, for a total of 295 fixed-route buses to bring the entire fleet up to current standards.

The retrofitted equipment on-board the vehicles will improve the safety of the drivers and occupants by providing improved video coverage and resolution of video taken. The retrofitted equipment will also reduce maintenance service costs incurred by the existing equipment and improve the ability to live-stream data, when needed. Additionally, as these vehicles are replaced, the retrofitted equipment will be transferred to the replacement vehicles to fully utilize the useful life of the OBVSS equipment.

### **Procurement Approach**

This procurement was handled in accordance with OCTA Board of Directors (Board)-approved policies and procedures for a sole source procurement.

March Networks is the exclusive owner of all proprietary rights to its technology and the sole entity able to market and sell its proprietary technology. Furthermore, utilizing a different contractor selected through an open procurement would result in a system consisting of two separate manufacturers' equipment working on two separate infrastructures. Due to each system causing radio frequency interference with the other, neither system would be able to perform as designed. Therefore, March Networks meets OCTA's criteria for a sole source procurement, and based on their technical ability and financial status, March Networks is deemed responsible.

In accordance with OCTA's sole source procurement procedures, a sole source over \$50,000 requires OCTA's Internal Audit Department (Internal Audit) to conduct a price review of March Networks' proposed pricing. The Contracts Administration and Materials Management Department used the price review findings related to installation costs as the basis of negotiations with March Networks. In addition, Internal Audit concluded that March Networks' quoted equipment pricing is lower than its company standard price list. Furthermore, the OCTA project manager's cost estimate is approximately five percent higher than March Networks' quoted pricing. Therefore, the quoted price is deemed fair and reasonable.

Based on the above, it is recommended that the contract is awarded to March Networks.

**Fiscal Impact**

The project can be accommodated in the OCTA's Fiscal Year 2018-19 Budget. The project will be funded using local funders under account string 1288-9028-D1111-3TQ.

**Summary**

Staff recommends the Board authorize the Chief Executive Officer to negotiate and execute sole source Agreement No. C-9-1140 between the OCTA and March Networks, in the amount of \$1,739,921, for the retrofit of on-board video surveillance system for 295 fixed-route buses.

**Attachment**

None.

**Prepared by:**



Michael Beerer  
Section Manager  
Information Systems  
(714) 560-5352

**Approved by:**



Andrew Oftelie  
Chief Financial Officer  
Finance and Administration  
(714) 560-5649



Virginia Abadessa  
Director, Contracts Administration and  
Materials Management  
(714) 560-5623



**May 9, 2019**

**To:** Transit Committee

**From:** Darrell E. Johnson, Chief Executive Officer

**Subject:** Amendment to Cooperative Agreements with Non-Profit Agencies to Provide Senior Mobility Program Services

**Overview**

The Senior Mobility Program is designed to offer transportation alternatives to seniors in addition to local fixed-route and paratransit (such as the OC ACCESS service). Three non-profit agencies participate in the Senior Mobility Program and receive funding from local sources other than Measure M2. The current funding agreements with these three agencies require amendments to include fiscal year 2019-20 funding in order to continue the service.

**Recommendations**

- A. Authorize the Chief Executive Officer to negotiate and execute Amendment No. 6 to Cooperative Agreement No. C-1-2490 between the Orange County Transportation Authority and Abrazar, Inc., in the amount of \$89,745, to provide funding through June 30, 2020.
- B. Authorize the Chief Executive Officer to negotiate and execute Amendment No. 7 to Cooperative Agreement No. C-1-2491 between the Orange County Transportation Authority and Korean American Senior Association, in the amount of \$110,334, to provide funding through June 30, 2020.
- C. Authorize the Chief Executive Officer to negotiate and execute Amendment No. 5 to Cooperative Agreement No. C-1-2492 between the Orange County Transportation Authority and Southland Integrated Services, Inc., formerly doing business as Vietnamese Community of Orange County, in the amount of \$97,015, to provide funding through June 30, 2020.

***Discussion***

The Orange County Transportation Authority (OCTA) established the Senior Mobility Program (SMP) in 2001 to help expand transportation services for seniors. The SMP was funded with Transportation Development Act funds from 2001 through 2011. On November 7, 2006, Orange County voters approved the renewal of Measure M (M2), the one-half cent sales tax for transportation improvements. M2 Project U apportions funding to support specialized transportation programs for seniors and persons with disabilities, including the SMP. One percent of net M2 revenues is allocated to the SMP and distributed via formula to participating Orange County cities. The formula is based upon each city's population of residents age 60 and older.

To date, 31 cities have implemented SMP services. In addition to the city-initiated programs, four local non-profit agencies also operated SMP services before M2 became the primary funding source for SMP and have been grandfathered into the program. These agencies provide services to seniors for trips that cross city boundaries, but do not qualify for M2 funding because the programs are run by local non-profit agencies, not local jurisdictions. OCTA has continued to support these four SMP programs using other local transit funding because of the significant transportation benefit provided to the community. As of December 31, 2018, the Jewish Federation and Family Services, one of the four non-profit agencies, discontinued its SMP.

The three non-profit agencies that remain in the SMP are Abrazar, Inc., Korean American Senior Association, and Southland Integrated Services, Inc., formerly doing business as the Vietnamese Community of Orange County. These three non-profit agencies provided 19,782 trips in fiscal year (FY) 2017-18 and received \$287,246 in funding. Although they are not eligible to receive M2 funding, they comply with all SMP guidelines and continue to receive funding from OCTA to provide a key link in the transportation network.

The funding provided for these programs is based on the anticipated number of trips for each FY. Consistent with funding provided to participating cities for SMP, OCTA funds 80 percent of the trip cost and the organization must provide at least a 20 percent match. The current funding agreements with these three non-profit agencies require amendments each year to provide funding for the subsequent FY.

In order to preserve these services and support OCTA's goal under M2 Project U to expand mobility choices for seniors and persons with disabilities, Board of Directors (Board) approval is necessary to execute amendments to provide the funds for these services through June 30, 2020. The total local funding



allocation necessary for these services is \$297,094 per year and has been included in OCTA's proposed FY 2019-20 Budget.

**Fiscal Impact**

These services are included in OCTA's proposed FY 2019-20 Budget, Operations Division, accounts 0030-7831-D1502-PDK, 0030-7831-D1502-PDW, and 0030-7831-D1502-PEE using local transportation funds.

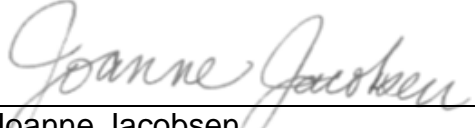
***Summary***

Based on the information provided, staff recommends the Board authorize the Chief Executive Officer to negotiate and execute amendments in the total amount of \$297,094, between OCTA and three SMP non-profit agencies, to provide trips to local seniors in Orange County through June 30, 2020.

**Attachments**

- A. Non-Profit Agency Funding Projections, Fiscal Years 2019-20 to 2020-21
- B. Abrazar, Inc., Cooperative Agreement No. C-1-2490 Fact Sheet
- C. Korean American Senior Association, Cooperative Agreement No. C-1-2491 Fact Sheet
- D. Southland Integrated Services, Inc., formerly doing business as Vietnamese Community of Orange County, Cooperative Agreement No. C-1-2492 Fact Sheet

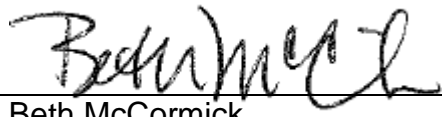
**Prepared by:**



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Joanne Jacobsen  
Senior Community Transportation  
Coordinator  
(714) 560-5660

**Approved by:**



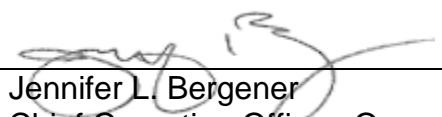
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Beth McCormick  
General Manager, Operations  
(714) 560-5964



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Virginia Abadessa  
Director, Contracts Administration and  
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Jennifer L. Bergener  
Chief Operating Officer, Operations  
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**Non-Profit Agency Funding Projections**  
*Fiscal Years 2019-20 to 2020-21*

<b>Community Center</b>	<b>2020 Disbursement</b>	<b>2021 Projection*</b>	<b>2020-2021 Total Projection*</b>
Abrazar, Inc.	\$ 89,745	\$ 91,989	\$ 181,733
Korean American Senior Association	110,334	113,092	223,427
Southland Integrated Services, Inc.	97,015	99,441	196,456
<b>Total</b>	<b>\$ 297,094</b>	<b>\$ 304,522</b>	<b>\$ 601,616</b>

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\*Based on current sales tax growth trends. Funding will be determined by actual sales tax receipts.

## **ATTACHMENT B**

### Abrazar, Inc. Cooperative Agreement No. C-1-2490 Fact Sheet

1. February 14, 2011, Cooperative Agreement No. C-1-2490, \$364,722, approved by the Board of Directors (Board).
  - Agreement to provide Transportation Development Act Article 4.5 funding for the provision of Senior Mobility Program (SMP) services.
  - Initial term effective July 1, 2011 through June 30, 2016.
  - City of Westminster is named a party to the agreement to receive funds from the Orange County Transportation Authority on behalf of Abrazar, Inc. (Agency) and transfers the funds to Agency for the provision of SMP services.
  
2. April 11, 2016, Amendment No. 1 to Cooperative Agreement No. C-1-2490, \$0, approved by the Contracts Administration and Materials Management Department (CAMM).
  - Administrative amendment to allow local funds to be used to support the program to be determined annually.
  
3. June 13, 2016, Amendment No. 2 to Cooperative Agreement No. C-1-2490, \$0, approved by the Board.
  - Amendment to revise responsibilities of both parties and extend the agreement through June 30, 2021.
  
4. March 7, 2018, Amendment No. 3 to Cooperative Agreement No. C-1-2490, \$0, approved by CAMM.
  - Administrative amendment to remove the City of Westminster as a named party to the agreement with funds paid directly to Agency.
  
5. March 7, 2018, Amendment No. 4 to Cooperative Agreement No. C-1-2490, \$35,168, approved by CAMM.
  - Administrative amendment to allocate funding level for fiscal year 2017-18.

6. November 12, 2018, Amendment No. 5 to Cooperative Agreement No C-1-2490, \$87,556, approved by the Board.
  - Amendment to increase funding to support trips provided through June 30, 2019.
7. May 13, 2019, Amendment No. 6 to Cooperative Agreement No. C-1-2490, \$89,745, pending approval by the Board.
  - Amendment to increase funding to support trips provided through June 30, 2020.

Total committed to Abrazar, Inc., Cooperative Agreement No. C-1-2490: \$577,191.

Korean American Senior Association  
Cooperative Agreement No. C-1-2491 Fact Sheet

1. February 14, 2011, Cooperative Agreement No. C-1-2491, \$456,623, approved by the Board of Directors (Board).
  - Agreement to provide Transportation Development Act Article 4.5 funding for the provision of Senior Mobility Program (SMP) services.
  - Initial term effective July 1, 2011 through June 30, 2016.
  - City of Garden Grove is named a party to the agreement to receive funds from the Orange County Transportation Authority on behalf of the Korean American Senior Association (Agency) and transfers the funds to Agency for the provision of SMP services.
  
2. March 7, 2016, Amendment No. 1 to Cooperative Agreement No. C-1-2491, \$0, approved by the Contracts Administration and Materials Management Department (CAMM).
  - Administrative amendment to allow local funds to be used to support the program to be determined annually.
  
3. June 13, 2016, Amendment No. 2 to Cooperative Agreement No. C-1-2491, \$0, approved by the Board.
  - Amendment to revise responsibilities of both parties and extend the agreement through June 30, 2021.
  
4. February 21, 2018, Amendment No. 3 to Cooperative Agreement No. C-1-2491, \$0, approved by CAMM.
  - Administrative amendment to revise Exhibit A, SMP Agency Service Plan to include trips to religious institutions and restaurants.
  
5. March 21, 2018, Amendment No. 4 to Cooperative Agreement No. C-1-2491, \$0, approved by CAMM.
  - Administrative amendment to remove the City of Garden Grove as a named party to the agreement with funds paid directly to Agency.
  
6. February 27, 2018, Amendment No. 5 to Cooperative Agreement No C-1-2491, \$38,769, approved by CAMM.
  - Administrative amendment to allocate funding level for fiscal year 2017-18.

7. November 12, 2018, Amendment No. 6 to Cooperative Agreement No C-1-2491, \$107,643, approved by the Board.
  - Amendment to increase funding to support trips provided through June 30, 2019.
8. May 13, 2019, Amendment No. 7 to Cooperative Agreement No. C-1-2491, \$110,334, pending approval by the Board.
  - Amendment to increase funding to support trips provided through June 30, 2020.

Total committed to the Korean American Senior Association, Cooperative Agreement No. C-1-2491: \$713,369.

## ATTACHMENT D

Southland Integrated Services, Inc.  
formerly doing business as Vietnamese Community of Orange County  
Cooperative Agreement No. C-1-2492 Fact Sheet

1. February 14, 2011, Cooperative Agreement No. C-1-2492, \$400,338, approved by the Board of Directors (Board).
  - Agreement to provide Transportation Development Act Article 4.5 funding for the provision of Senior Mobility Program (SMP) services.
  - Initial term effective July 1, 2011 through June 30, 2016.
  - City of Santa Ana is named a party to the agreement to receive funds from the Orange County Transportation Authority on behalf of Southland Integrated Services, Inc. (Agency) and transfers the funds to Agency for the provision of SMP services.
2. June 13, 2016, Amendment No. 1 to Cooperative Agreement No. C-1-2492, \$0, approved by the Board.
  - Amendment to revise responsibilities of both parties and extend the agreement through June 30, 2021.
3. April 17, 2018, Amendment No. 2 to Cooperative Agreement No. C-1-2492, \$0, approved by Contracts Administration and Materials Management Department (CAMM).
  - Administrative amendment to remove the City of Santa Ana as a named party to the agreement with funds paid directly to Agency.
4. April 17, 2018, Amendment No. 3 to Cooperative Agreement No C-1-2492, \$35,450, approved by CAMM.
  - Administrative amendment to allocate funding level for fiscal year 2017-18.
5. November 12, 2018, Amendment No. 4 to Cooperative Agreement No C-1-2492, \$94,649, approved by the Board.
  - Amendment to increase funding to support trips provided through June 30, 2019.



6. May 13, 2019, Amendment No. 5 to Cooperative Agreement No C-1-2492, \$97,015, pending approval by the Board.
  - Amendment to increase funding to support trips provided through June 30, 2020.

Total committed to Southland Integrated Services, Inc., Cooperative Agreement No. C-1-2492: \$627,452.



**May 9, 2019**

**To:** Transit Committee  
**From:** Darrell E. Johnson, Chief Executive Officer  
**Subject:** June 2019 Bus Service Change

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

**Overview**

The June 2019 Bus Service Change consists primarily of minor schedule changes to bus routes which address summer demand, road construction, coach operator input, and customer requests for improved connections. These changes are considered minor and do not require a public hearing.

**Recommendation**

Receive and file as an information item.

**Background**

The Orange County Transportation Authority (OCTA) implements schedule and route revisions to selected bus routes three times a year, in February, June, and October. The next bus service change is scheduled for implementation on June 9, 2019. Major changes to bus service may be implemented in fiscal year 2019-20 with the October 2019 and February 2020 service changes as part of the comprehensive OC Bus 360° Program.

**Discussion**

The June 2019 bus service change includes adjustments to 20 OCTA bus routes designed to address seasonal demand, as well as improve connections and on-time performance. A summary of the changes planned for the routes included in the June 2019 bus service change is provided in Attachment A, and a map of impacted routes is shown in Attachment B.

### 2019 Orange County Fair Express Service

Included in the June 2019 Bus Service Change is the special event service supporting the 2019 Orange County Fair (OC Fair). The OC Fair Express service consists of nine shuttle routes operating from various areas throughout Orange County. This very popular service has been operating for several years and is planned to be partially funded with a grant from the Mobile Source Air Pollution Reductions Review Committee.

Because of vehicle and manpower availability, the service will operate on weekends only for the duration of the OC Fair, similar to last year. Attendance is the highest on weekends, and this service reduces traffic congestion at the fairgrounds. This service carried nearly 80,000 passengers in 2018. The routes will operate with a frequency of between 15 minutes - 40 minutes, depending on the route. A map of the OC Fair Express network for the 2019 OC Fair season is provided in Attachment C.

### Service Change Highlights

- Implement schedule adjustments on ten routes to improve on-time performance and improve connections between routes,
- Continue detours on three routes due to Interstate 405 construction,
- Implement detours on three routes during construction at the Fullerton Transportation Center, and
- Implement summer schedule on three routes due to heavier traffic on coastal routes.

The proposed service changes are projected to reduce service by 582.1 annual revenue hours, which may be used during future service changes to improve service levels or on-time performance.

### Title VI and Environmental Justice Analyses

Title VI and environmental justice analyses are not required for the June 2019 bus service change because the changes are considered minor per OCTA policy.

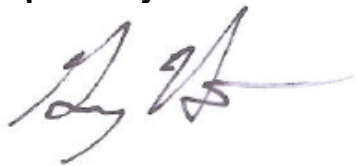
**Summary**

The June 2019 bus service change consists of minor changes and adjustments to bus schedules, which address summer demand, road construction, coach operator input, and customer requests for improved connections. Notification of the changes to customers is expected three weeks prior to implementation of the service change.

**Attachments**


- A. June 2019 Bus Service Change Summary
- B. June 2019 Bus Service Change System Map, Schedule and Route Adjustments
- C. 2019 OC Fair Express System Map

**Prepared by:**



Gary Hewitt  
Section Manager, Transit Planning  
(714) 560-5715

**Approved by:**



Kia Mortazavi  
Executive Director, Planning  
(714) 560-5741

## June 2019 Bus Service Change Summary

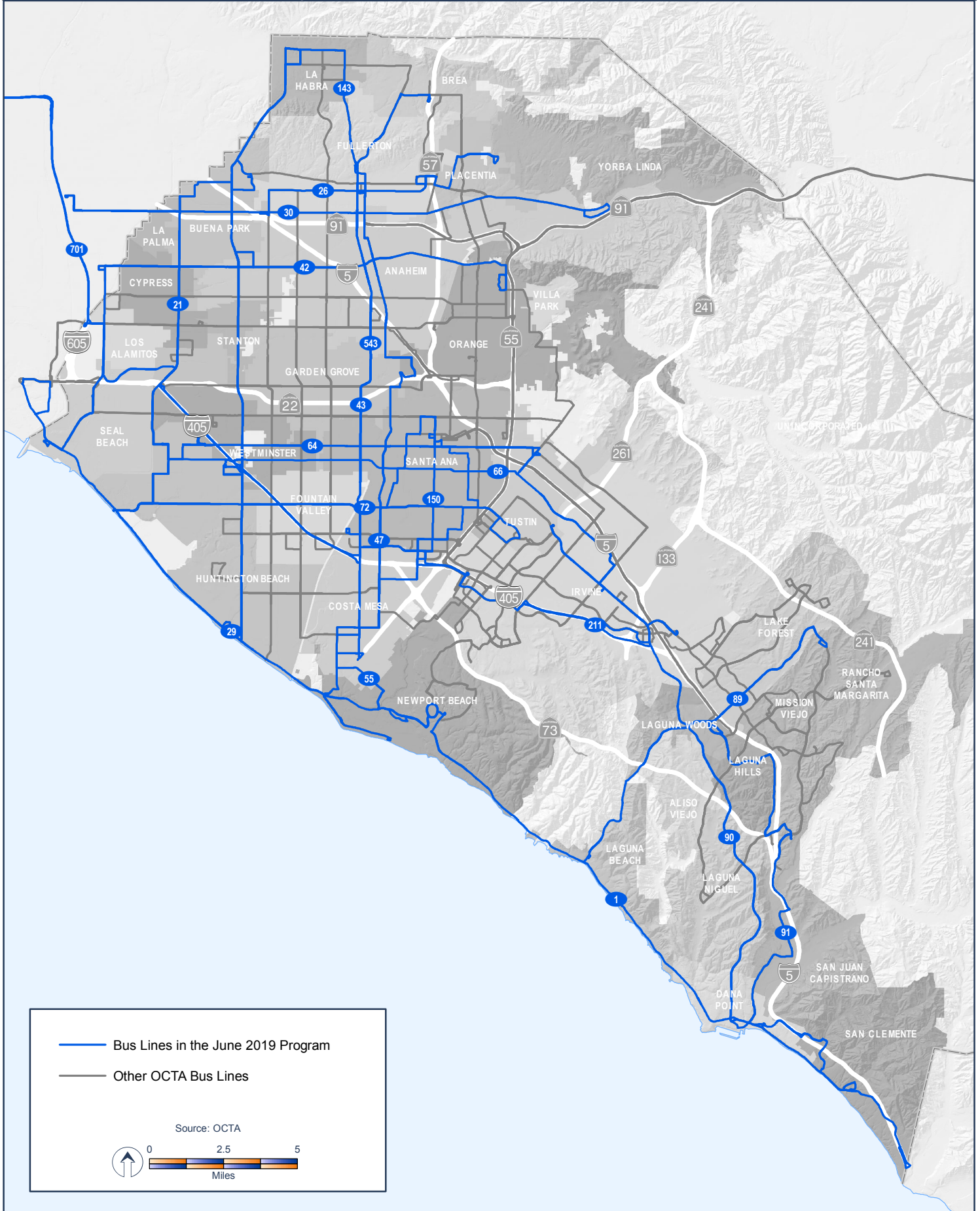
Route	Changes	Change in Annual RVH			Total	Peak Buses
		WKD	SAT	SUN		
1	Implement a summer schedule	419.5	119.4	132.7	671.6	+1
21	Adjust trips to connect with Metrolink	(21.3)	-	-	(21.3)	
26	Implement detour during construction at Fullerton Transportation Center	-	-	-	-	
29	Schedule adjustment on weekdays	(8.5)	-	-	(8.5)	
30	Schedule adjustment on weekdays	42.5	-	-	42.5	
42	Schedule adjustment on weekdays	(361.3)	-	-	(361.3)	
43	Schedule adjustment on weekdays; implement detour during construction at Fullerton Transportation Center	(1,028.5)	-	-	(1,028.5)	
47	Implement a summer schedule	-	59.8	49.3	109.1	
55	Schedule adjustment on weekdays	21.3	-	-	21.3	
64	Schedule adjustment on weekdays	-	-	-	-	
66	Continue detour during construction of the I-405	-	-	-	-	
72	Schedule adjustment on weekdays	(38.3)	-	-	(38.3)	
89	Schedule adjustment on weekdays; implement summer schedule	-	39.0	43.3	82.3	
90	Schedule adjustment on weekdays	-	-	-	-	
91	Schedule adjustment on weekdays	-	-	-	-	
143	Implement detour during construction at the Fullerton Transportation Center	-	-	-	-	
150	Relocate layover zone	102.0	-	-	102.0	
211	Continue detour during construction of the I-405	-	-	-	-	
543	Schedule adjustment on weekdays; implement detour during construction at Fullerton Transportation Center	(153.0)	-	-	(153.0)	
701	Continue detour during construction of the I-405	-	-	-	-	
<b>Total</b>		<b>(1,025.6)</b>	<b>218.2</b>	<b>225.3</b>	<b>(582.1)</b>	<b>+1</b>

Routes 1 and 89: annual RVH is from 06/09/2018 to 10/12/2018

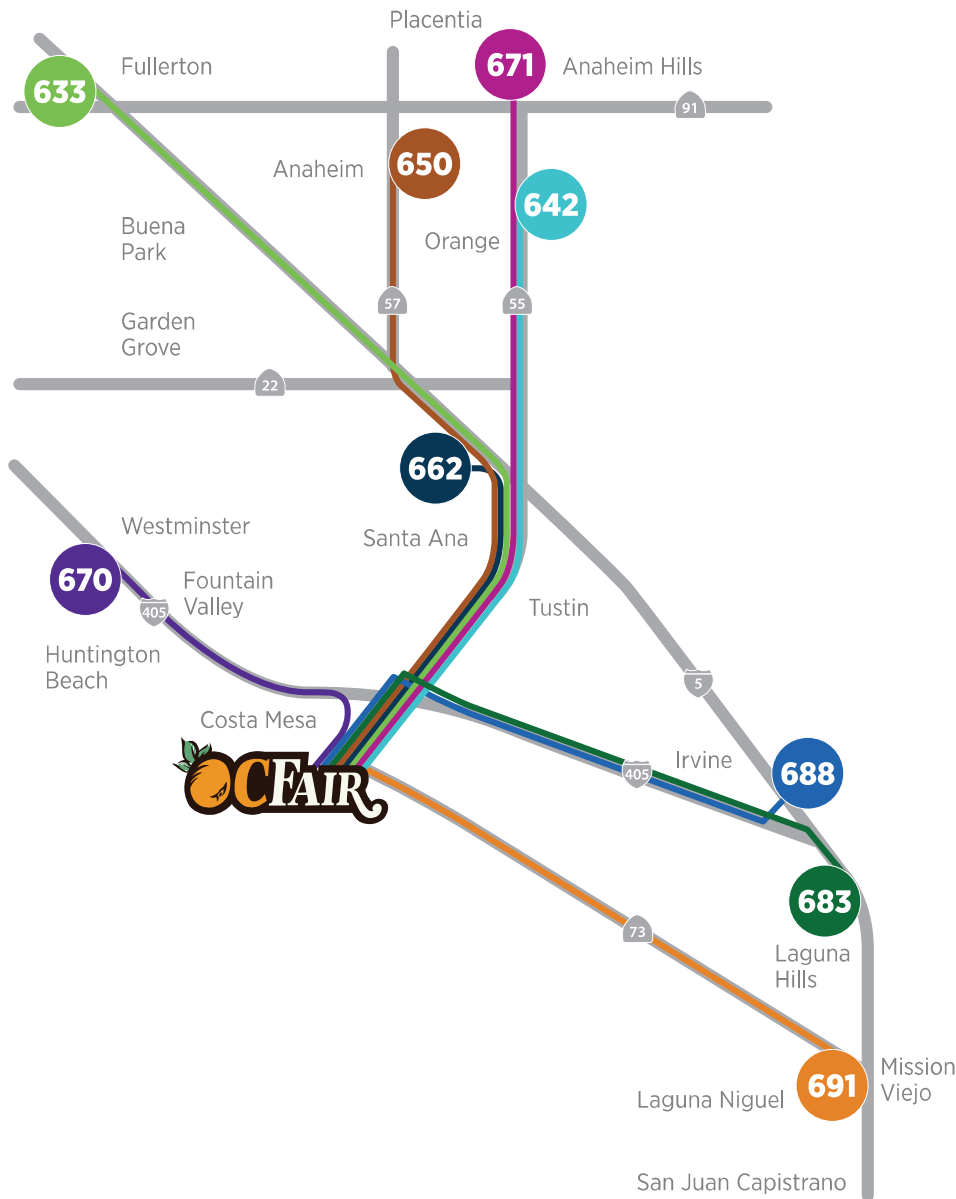
I-405 - Interstate 405  
RVH - Revenue vehicle hours  
WKD - Weekend  
SAT - Saturday  
SUN - Sunday

# June 2019 Bus Service Change System Map Schedule and Route Adjustments

ATTACHMENT B



# 2019 OC Fair Express System Map



**Route 633**  
**Fullerton Park-and-Ride**  
 3000 W. Orangethorpe Ave.  
 Fullerton, CA 92833

**Route 642**  
**The Village At Orange**  
 1500 E. Village Way  
 Orange, CA 92865

**Route 650**  
**Anaheim Regional Transportation Intermodal Center (ARTIC)**  
 2626 East Katella Avenue  
 Anaheim, CA 92806

**Route 662**  
**Santa Ana Regional Transportation Center (SARTC)**  
 1000 E. Santa Ana Blvd.  
 Santa Ana, CA 92701

**Route 670**  
**Goldenwest Transportation Center**  
 7301 Center Ave.  
 Huntington Beach, CA 92803

**Route 671**  
**Anaheim Canyon Metrolink Station**  
 1039 N. Pacificcenter Dr.  
 Anaheim, CA 92806

**Route 683**  
**Laguna Hills Transportation Center**  
 24282 Calle de los Caballeros  
 Laguna Hills, CA 92653

**Route 688**  
**Irvine Metrolink Station**  
 15215 Barranca Parkway  
 Irvine, CA 92618

**Route 691**  
**Laguna Niguel/Mission Viejo Metrolink Station**  
 28200 Forbes Rd.  
 Laguna Niguel, CA 92677



**May 9, 2019**

**To:** Transit Committee

**From:** Darrell E. Johnson, Chief Executive Officer

A handwritten signature in blue ink, appearing to read "Darrell Johnson", is positioned to the right of the "From:" line.

**Subject:** Master Agreement for Transit and Intercity Rail Capital Program

**Overview**

In order to access Transit and Intercity Rail Capital Program funding for transportation projects, the Orange County Transportation Authority must execute a master agreement with the California Department of Transportation.

**Recommendations**

- A. Authorize the Chief Executive Officer to execute Master Agreement No. 64OCTA2015MA for the Transit and Intercity Rail Capital Program and all necessary program supplement agreements with the California Department of Transportation for the reimbursement of Transit and Intercity Rail Capital Program-funded projects.
  
- B. Approve Orange County Transportation Authority Resolution No. 2019-029, as required by the California Department of Transportation, to execute the above agreement and authorize the Chief Executive Officer, or his designee, to sign future program supplements.

**Background**

On September 10, 2015, the Board of Directors (Board) approved Master Agreement No. 64OCTA2015MA for the 2015 Transit and Intercity Rail Capital Program (TIRCP). The master agreement governs the general use of TIRCP funding. The current master agreement with the California Department of Transportation (Caltrans) expired on April 19, 2019, for new grants and allocations. Ongoing projects covered by program supplements to the current master agreement will not be affected by this expiration. The California State Transportation Agency is expected to release a new TIRCP call for projects in fall of 2019, with awards expected early next year, and a revised master agreement will allow the Orange County Transportation Authority (OCTA) to take advantage of potential new funding.



***Discussion***

The execution of the revised Master Agreement No. 64OCTA2015MA is required by Caltrans in order to access TIRCP funds for use on capital projects. A term sheet to show the changes from the original agreement is included in Attachment A. This agreement must be accompanied by a certifying resolution, shown in Attachment B, which authorizes the Chief Executive Officer to sign and execute the master agreement, as well as the necessary program supplement agreements.

The provisions in the agreement include additional language regarding the inclusion of SB 1 (Chapter 5, Statutes of 2017) as a funding source of the program, a new section on cost savings, changes in reporting so that reporting is due quarterly instead of semi-annually, and additional information is required, including metrics and benefits achieved for disadvantaged communities, low income communities, and/or low income households. Staff from OCTA's Finance and Administration, Internal Audit, and Strategic Planning divisions, as well as OCTA's legal counsel, have reviewed the agreement and are confident that OCTA can meet the requirements.

The master agreement extends the term of the original agreement by five years through April 19, 2024.

***Summary***

On September 10, 2015, the Board approved the current master agreement, which expired on April 19, 2019. Staff is requesting that the Board approve Master Agreement No. 64OCTA2015MA and accompanying resolution in order to access new TIRCP funding.

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***Attachments***

- A. Term Sheet, Master Agreement, Transit and Intercity Rail Capital Program Projects
- B. Resolution No. 2019-029, Orange County Transportation Authority, Authorization for the Execution of a Master Agreement and Program Supplements for the Transit and Intercity Rail Capital Program

**Prepared by:**



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**Approved by:**



Kia Mortazavi  
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**Term Sheet  
Master Agreement  
Transit and Intercity Rail Capital Program Projects**

The revised Master Agreement No. 64OCTA2015MA (Agreement) replaces the existing Master Agreement No. 64OCTA2015MA between the Orange County Transportation Authority (OCTA) and the California Department of Transportation (Caltrans) executed for Transit and Intercity Rail Capital Program (TIRCP)-funded projects.

The agreement is amended as follows:

1. To extend the termination date of the agreement five years to April 19, 2024.
2. To add language related to SB 1 (Chapter 5, Statutes 2007), which directed additional funding to the TIRCP.
3. OCTA is encouraged to evaluate design and construction alternatives that would mitigate the costs of delivering the commitments for the project and any cost savings will be reduced proportionally.
4. OCTA acknowledges and agrees that OCTA is responsible for complying with all reporting requirements established by the TIRCP Guidelines and California Air Resource Board Funding Guidelines.
5. OCTA agrees to provide, on a quarterly basis, project progress reports that include the following information:
  - a. Activities and progress made towards implementation of the project;
  - b. Identification of whether the project is proceeding on schedule and within budget;
  - c. Identification of changes to the project funding plan;
  - d. Any actual or anticipated problems which could lead to delays in schedule, increased costs, or other difficulties for either the project or other state-funded projects impacted by the projects scope of work;
  - e. Identification of metrics and benefits achieved for disadvantaged communities, low income communities, and/or low-income households;
  - f. Reporting requirements per California Air Resource Board Cap and Trade Auction Proceeds Funding Guidelines for agencies that administer California Climate Investments, which may include continued reporting following project implementation to identify benefits achieved.

**Term Sheet**  
**Master Agreement**  
**Transit and Intercity Rail Capital Program Projects**

7. Within one year of the project or reportable project components becoming operable, the implementing agency must provide a final delivery report including at a minimum:
  - a. Scope of completed project as compared to programmed project;
  - b. Performance outcomes derived from the project as compared to outcomes described in the project application and shall include but not be limited to before and after measurements and estimates for ridership, service levels, greenhouse gas (GHG) reductions, updated estimated GHG reductions over the life of the project, benefits to disadvantaged communities, low income communities, and/or low income households, and project co-benefits, as well as an explanation of the methodology used to quantify the benefits.

**RESOLUTION NO. 2019-029**

**ORANGE COUNTY TRANSPORTATION AUTHORITY**

**AUTHORIZATION FOR THE EXECUTION OF A MASTER AGREEMENT AND  
PROGRAM SUPPLEMENTS FOR THE  
TRANSIT AND INTERCITY RAIL CAPITAL PROGRAM**

**WHEREAS**, the Orange County Transportation Authority (OCTA) is eligible to receive Transit and Intercity Rail Capital Program (TIRCP) funding for certain transportation projects through the California Department of Transportation (Caltrans), and

**WHEREAS**, master agreements and/or program supplemental agreements need to be executed with Caltrans before such funds could be claimed, and

**NOW THEREFORE, BE IT FURTHER RESOLVED** by the Board of Directors of OCTA that the fund recipient agrees to comply with all conditions and requirements set forth in this master agreement, and the applicable statutes, regulations, and guidelines for all TIRCP-funded projects.

**NOW THEREFORE, BE IT FURTHER RESOLVED** that the Chief Executive Officer or his delegate be authorized to execute the master agreement and all program supplements for TIRCP-funded projects and any amendments thereto with Caltrans.

ADOPTED, SIGNED, AND APPROVED THIS 13TH DAY OF MAY 2019

AYES:

NOES:

ABSENT:

ATTEST:

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Laurena Weinert  
Clerk of the Board

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Tim Shaw, Chairman  
Orange County Transportation Authority



**May 9, 2019**

**To:** Transit Committee

**From:** Darrell E. Johnson, Chief Executive Officer

**Subject:** Sole Source Agreement for Motorola 800 Megahertz  
Non-Encrypted Handheld Radio Equipment

**Overview**

The Orange County Transportation Authority participates in the Countywide Coordinated Communications System. Participation in this system requires Orange County Transportation Authority to maintain compatible portable radios and base stations. Radios are used by Operations, Maintenance, Administrative, and Transit Police Services Administrative personnel. Authorization is requested to award a sole source purchase order for 27 portable handheld radios to replace aged, and soon to be obsolete, units.

**Recommendation**

Authorize the Chief Executive Officer to negotiate and execute sole source Purchase Order No. C-9-1300 between the Orange County Transportation Authority and Motorola Solutions, Inc., in the amount of \$115,439, to purchase 27 APX 6000 700/800 Model III non-encrypted handheld radios and necessary accessories.

**Discussion**

The Orange County Transportation Authority (OCTA) maintains an active emergency coordination program. One important component of this program is the OCTA Central Communications unit and its associated radio systems and equipment. Transit Police Services, OCTA field personnel, Maintenance, Operations, and Administrative personnel utilize portable handheld radios to communicate important information and coordinate response to incidents on a daily basis.

As with many public agencies in Orange County, OCTA participates in the 800 megahertz Countywide Coordinated Communications System and is a contract participant in an agreement between the County of Orange and Motorola Solutions, Inc. (Motorola). OCTA currently utilizes 146 radios, 27 of which are approaching end of useful life and are in need of replacement.

***Procurement Approach***

This procurement was handled in accordance with OCTA Board of Directors'-approved policies and procedures for a sole source procurement.

Motorola is the only authorized vendor to sell the required handheld radio equipment out of the 2015 Orange County Equipment Price Book. Therefore, it meets the sole source procurement guidelines, as the product is available from only one source. Based on the firm's technical ability and financial status, Motorola is deemed responsible.

The pricing provided to OCTA was quoted from the County of Orange Agreement #MA-060-1501-1560 (2015 Orange County Equipment Price Book), which was negotiated directly between Motorola and the County of Orange on behalf of all the participating agencies on the radio system. Sole source purchases of similar handheld radios were made in 2012, 2014, 2015, and 2018.

Motorola's proposal was reviewed by staff from the Contracts Administration and Materials Management and Bus Operations departments to ensure compliance with the contract terms and conditions, as well as the technical requirements.

In accordance with the OCTA sole source procurement procedures, a sole source agreement over \$50,000 requires OCTA Internal Audit Department (Internal Audit) to conduct an independent pre-award agreed-upon procedures review of Motorola's proposed pricing. The results from Internal Audit indicate that the rates in Motorola's proposal are consistent with the rates in the 2015 Orange County Equipment Price Book.

**Fiscal Impact**

This project was included in the approved OCTA Fiscal Year 2018-19 Budget, Operations Division, Account 2107-D1111-0FZ-7612, and is funded through the Transportation Fund.

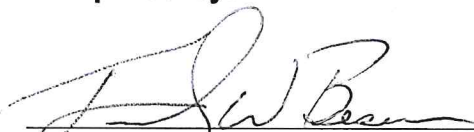
**Summary**

OCTA utilizes handheld radios for daily communications and incident response. Currently, 27 of the of the 146 handheld radios are near end of life. Staff recommends the Board of Directors authorize the Chief Executive Officer to negotiate and execute sole source Purchase Order No. C-9-1300 with Motorola Solutions Inc., in the amount of \$115,439, to purchase 27 APX 6000 700/800 Model III non-encrypted handheld radios with accessories included.

**Attachment**

None.

**Prepared by:**

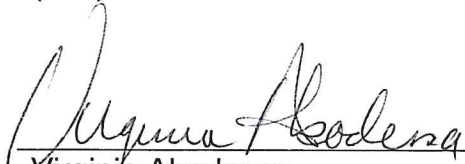


Timothy W. Beseau  
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**Approved by:**



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General Manager, Operations  
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Virginia Abadessa  
Director, Contracts Administration and  
Materials Management  
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Jennifer L. Bergener  
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**May 9, 2019**

**To:** Transit Committee

**From:** Darrell E. Johnson, Chief Executive Officer

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

**Subject:** Adopt the Mitigated Negative Declaration and Approve the Preliminary Engineering for the Transit Security and Operations Center

### **Overview**

On June 13, 2017, the Orange County Transportation Authority issued an agreement for preliminary engineering and environmental studies for the proposed Transit Security and Operations Center at the preferred site in the City of Anaheim. Board of Directors' adoption of the Mitigated Negative Declaration and approval of the preliminary engineering for the Transit Security and Operations Center is required.

### **Recommendations**

- A. Adopt Resolution No. 2019-035 to adopt the Mitigated Negative Declaration and Mitigation Monitoring Reporting Program, pursuant to the California Environmental Quality Act, for the Transit Security and Operations Center.
- B. Approve the Transit Security and Operations Center.

### **Discussion**

The proposed Transit Security and Operations Center (TSOC) will be a new operations facility designed to California essential services building standards for current and future operational needs and requirements of the Orange County Transportation Authority (OCTA). Planned uses for the TSOC include OCTA emergency operations center, central communications (dispatch), field operations, information systems (data center), security and emergency preparedness, transit police, including technical infrastructure and personnel to support OCTA operations.

The OCTA Planning Department completed the master planning and site selection for the TSOC in 2015. A site in the City of Anaheim (City), located at 1512-20 West Lincoln Avenue and owned by OCTA, was the preferred site recommended for the TSOC. On October 12, 2015, the Board of Director's (Board) authorized staff to begin design and environmental studies for the proposed TSOC at the site. On June 13, 2017, OCTA approved an agreement for preparation of preliminary engineering and environmental studies for the proposed TSOC. Preliminary engineering and environmental work are concluding, and the next phase of the TSOC is to complete the final design. The estimated timeline to complete final design is 12 months after the design consultant agreement is executed.

During preliminary engineering in 2018, the TSOC went through a formal conceptual development review as required by the City to determine consistency with the City's zoning and general plan regulations. The City's response was received on May 30, 2018, concluding that the TSOC meets City zoning and general plan requirements that no discretionary approvals such as a variance or conditional use permit are required. Future coordination with the City during the final design and construction phases will be necessary to comply with City requirements.

OCTA, as the California Environmental Quality Act (CEQA) lead agency, must comply with CEQA requirements prior to approval of the TSOC. Based upon the findings of the Initial Study, OCTA staff prepared a Mitigated Negative Declaration (MND) to document compliance with CEQA and to determine whether the TSOC will have any significant effects on the environment. Following the public review of the MND, the findings support the conclusion that with the implementation of the six identified mitigation monitoring measures incorporated into the TSOC and the six standard conditions identified in the Initial Study, significant impacts to the environment will be clearly avoided, and there is no substantial evidence that the TSOC will have any significant impacts on the environment. The final MND comprises the findings in Volume 1 (Attachment A), Responses to Comments in Volume 2 (Attachment B), and Appendices and additional technical data in support of the findings therein are included in the MND Appendices in Volume 3 (Attachment C).

The discussion below is a summary of the findings in the MND supporting the conclusion that the proposed TSOC will not result in significant effects on the environment:

- The TSOC would have no effect on agricultural/forest resources, land use, mineral resources, population and housing, public services, or recreation.

- The TSOC would have a less than significant effect on aesthetics, air quality, greenhouse gases emissions, hydrology/water quality, noise, tribal resources, and utilities/emergency services.
- With implementation of the six mitigation measures and six standard conditions identified, the TSOC would have no significant effect on biological resources, cultural and paleontology resources, geology/soils, hazardous waste/materials, and traffic.

A public notice of intent for the MND was released on October 30, 2018 through November 30, 2018, to allow the public, affected and interested parties, and agencies an opportunity to provide input on the MND during the public review period. The OCTA process for public outreach during preliminary design and environmental review of the TSOC was comprised of two efforts: first was coordination with the City where the TSOC is located; and second was the public notification required for the MND, the CEQA compliance document. A summary of the outreach efforts conducted is provided below in Attachment B.

- The MND and notices were posted on the OCTA web page, and officially noticed in the Orange County Register newspaper.
- A special email address link was implemented on the web page to facilitate interested parties to comment on the MND.
- The Notice of Availability of the MND was mailed out to four Native American Tribes per CEQA requirements and 587 surrounding area recipients within a radius ranging from 500 to 1,500 feet of the TSOC project site (see outreach map).
- The MND was sent to the State Clearinghouse and 18 public agencies during the public review period, including the City, two City libraries, and was available for review at OCTA's administrative office.
- The notice included Spanish language instructions providing a contact number for Spanish speakers to obtain information about the TSOC, where to review the MND and how to provide any comments on the TSOC and/or MND. The contact number was staffed by a member of the public outreach team (Arellano and Associates) that speaks Spanish and was responsible for tracking all calls related to the TSOC and forwarding any concerns or comments to the project team.
- Arellano and Associates fielded one phone inquiry regarding the parcel numbers for the TSOC site on November 5, 2018, and a response was provided on November 7, 2018.

During the MND 30-day public review period, OCTA received five written comment letters. The comments were primarily focused on procedures. Three were from agencies: California Public Utilities Commission, South Coast Air Quality Management District (SCAQMD), and the City; and two were from Native American Tribes: The Viejas Band of Kumeyaay Indians and Gabrieleno Band of Mission Indians-Kizh Nation. Two procedural letters were also received, one from the State Clearinghouse, and one from the Orange County Clerk Recorder verifying distribution of the MND and posting of the notice. No comment letters were received from individuals. Three phone calls from individuals inquiring about the location and the type of project were received. No written comments were provided by any individuals.

The comments received were general in nature and will be addressed during the permitting process and during construction. The City's comments were similar and provided at the conclusion of the conceptual development review. A table in the MND was corrected to address a comment from SCAQMD, and the Gabrieleno Band of Mission Indians-Kizh Nation Tribe wants to be consulted prior to ground disturbance and during grading operations. All comment letters were responded to by a letter transmitting the comment letter and responses thereto to the commenting parties on February 1, 2019. Prior to the OCTA Board meeting at which the agenda item is considered, OCTA will send out notification to the commenting parties of the time and place of the meeting.

Comments and responses to the comments received are included in the Responses to Comments document, Volume 2, Section 3, which incorporates minor revisions made to the MND as a result of comments received during the public review period, and minor corrections are included as well. All changes to the MND are enumerated in the Responses to Comments (Volume 2) in Section 4 of Attachment B.

Staff has prepared a Mitigation Monitoring and Reporting Program (MMRP) in compliance with Public Resources Code 21081.6 and CEQA Guideline 15097 to ensure compliance with the mitigation measures identified in the final MND during project construction. It should be noted that the MMRP was made available for review as Appendix C of the MND (Attachment C). The MMRP includes fairly routine construction mitigation measures and standard conditions to address environmental impacts during construction. In addition, several of the measures/conditions will require further coordination with the City. There is only one post-construction mitigation measure (MM HAZ-1), which is a safety and operational requirement for the ongoing monitoring of the fueling island for spills and any necessary cleanup. These measures would reduce the level of impacts to less than significant for the TSOC project.

**Adopt the Mitigated Negative Declaration and Approve the Preliminary Engineering for the Transit Security and Operations Center**

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**Page 5**

The final MND is presented to the Board for adoption as the final environmental document. If the Board approves the MND, a Notice of Determination will be filed with and posted at the Orange County Clerk's office and the State Clearinghouse.

***Summary***

The MND for the TSOC indicates the TSOC would not have a significant effect on the environment with incorporation of the mitigation monitoring measures. The MND was circulated to allow the public, affected and interested parties, and agencies an opportunity to provide input on the MND during the public review process. Staff recommends the Board adopt the MND and Mitigation Monitoring Reporting Program and approve the TSOC.

***Attachments***

- A. Final Initial Study/Mitigated Negative Declaration
- B. Responses to Comments for Final Initial Study/Mitigated Negative Declaration Sch No. 2018101071
- C. Final Initial Study/Mitigated Negative Declaration, Appendices
- D. Appendix C, Mitigation Monitoring and Reporting Program
- E. Resolution No. 2019-035

**Prepared by:**



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**Approved by:**



James G. Beil, P.E.  
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**FINAL INITIAL STUDY/MITIGATED NEGATIVE DECLARATION**

**IS AVAILABLE ON THE OCTA WEBSITE**

<https://octa.legistar.com/calendar.aspx>

**AND AVAILABLE UPON REQUEST**

**FROM THE CLERK OF THE BOARD'S OFFICE**

**RESPONSES TO COMMENTS FOR  
FINAL INITIAL STUDY/ MITIGATED NEGATIVE DECLARATION  
SCH NO. 2018101071**

**IS AVAILABLE ON THE OCTA WEBSITE**

<https://octa.legistar.com/calendar.aspx>

**AND AVAILABLE UPON REQUEST**

**FROM THE CLERK OF THE BOARD'S OFFICE**

FINAL INITIAL STUDY/MITIGATED NEGATIVE DECLARATION  
APPENDICES

IS AVAILABLE ON THE OCTA WEBSITE

<https://octa.legistar.com/calendar.aspx>

AND AVAILABLE UPON REQUEST

FROM THE CLERK OF THE BOARD'S OFFICE



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## **APPENDIX C**

# **MITIGATION MONITORING AND REPORTING PROGRAM**

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## MITIGATION MONITORING AND REPORTING PROGRAM

This Mitigation Monitoring and Reporting Program (MMRP) was formulated based on the findings of the Initial Study/Mitigated Negative Declaration (IS/MND) for the Orange County Transportation Authority (OCTA) Transit Security and Operations Center (TSOC) Project. This MMRP includes mitigation measures (MMs) and applicable standard conditions (SC) cited in the IS/MND. This MMRP is also in compliance with Section 15097 of the California Environmental Quality Act (CEQA) Guidelines, which requires that the Lead Agency “adopt a program for monitoring or reporting on the revisions which it has required in the project and the measures it has imposed to mitigate or avoid significant environmental effects.”

Measure No.	Mitigation Measure/Condition of Approval	Monitoring and Reporting Process	Monitoring Milestone	Party Responsible for Monitoring
SC AQ-1	<p>The following measures from the South Coast Air Quality Management District (SCAQMD) Rule 403 are required for fugitive dust suppression:</p> <ul style="list-style-type: none"> <li>• Apply nontoxic chemical soil stabilizers according to manufacturers' specifications to all inactive construction areas (previously graded areas inactive for 10 days or more).</li> <li>• Water active sites at least twice daily (locations where grading is to occur will be thoroughly watered prior to earthmoving).</li> <li>• Cover all trucks hauling dirt, sand, soil, or other loose materials, or maintain at least 2 feet (ft) (0.6 meter [m]) of freeboard (vertical space between the top of the load and the top of the trailer) in accordance with the requirements of California Vehicle Code Section 23114.</li> <li>• Pave construction access roads at least 100 ft (30 m) onto the site from the main road.</li> <li>• Reduce traffic speeds on all unpaved roads to 15 miles per hour (mph) or less.</li> </ul>	Construction contractor during all site disturbance activity	Final Project Specification and notes on plans	OCTA Construction Contractor
MM BIO-1	<p>Any vegetation removal should take place outside of the active nesting bird season (i.e., February 15–August 15), when feasible, to ensure compliance with the California Fish and Game Code and the Migratory Bird Treaty Act.</p> <p>Prior to construction activities, the OCTA Construction Contractor shall hire a qualified biologist to conduct a nesting bird survey to ensure that birds are not engaged in active nesting within 100 feet (ft) of the project site. If nesting birds are discovered during preconstruction surveys, the biologist should identify an appropriate buffer (i.e., up to 500 ft, depending on the circumstances and specific bird species) where no construction activities or other disturbances are allowed to occur until after the birds have fledged from the nest or the nest is no longer active.</p>	Construction contractor during all site disturbance activity	Final Project Specification and notes on plans	OCTA Construction Contractor

Measure No.	Mitigation Measure/Condition of Approval	Monitoring and Reporting Process	Monitoring Milestone	Party Responsible for Monitoring
MM CR-1	<p>Prior to starting grading activities (excluding demolition), the OCTA Construction Contractor shall retain a project archaeologist who meets the Secretary of the Interior’s Professional Qualifications Standards and is eligible for or listed in the Register of Professional Archaeologists and is registered or certified by the County of Orange. The archaeologist shall monitor grading activities.</p> <p>If potential archaeological resources are identified during monitoring of grading, the archaeologist shall order the temporary diversion of work outside a 100-foot radius around the discovery until the archaeologist has evaluated whether they are eligible for the listing in the California Register of Historical Resources or the National Register of Historic Places. After the archaeologist determines that the resources are not significant, or if significant, have been successfully recovered, work may resume in the area where the archaeological resources were encountered.</p> <p>If archaeological resources are found to be eligible and thus are significant historical resources under California Environmental Quality Act (CEQA), a data recovery plan shall be prepared and approved by the OCTA Construction Contractor. Implementation of the plan shall be overseen by the OCTA Construction Contractor and archaeologist. This data recovery plan shall include methods for hand-excavation, analysis, and report writing and shall also provide procedures for the curation of any collected material and associated project material at a facility meeting federal standards. A final report on any find and their historical significance shall be prepared and submitted to the Construction Contractor and OCTA for the project file. The final report should be submitted to the South Central Coastal Information Center (SCCIC). The historical resource shall be recorded in accordance with requirements of the Office of Historic Preservation (i.e., using Department of Parks and Recreation 523 Series forms).</p>	Contractor during excavation	Prior to grading activities and Final Project Specification and notes on plans	OCTA Construction Contractor

Measure No.	Mitigation Measure/Condition of Approval	Monitoring and Reporting Process	Monitoring Milestone	Party Responsible for Monitoring
MM CR-2	<p>Prior to the start of construction, the Paleontological Resources Impact Mitigation Program (PRIMP) enumerated below shall be required.</p> <p>Paleontological Resources Impact Mitigation Program (PRIMP). A qualified paleontologist shall be retained by the OCTA Construction Contractor to develop a PRIMP for this project. The PRIMP shall include the methods that will be used to protect paleontological resources that may exist within the project area, as well as procedures and activities for monitoring, fossil preparation and identification, curation into a reputable repository, and preparation of a report at the conclusion of grading as follows:</p> <ul style="list-style-type: none"> <li>• Excavation and grading activities shall be monitored by a paleontological monitor. No monitoring is required for excavations in rocks or areas with no or low paleontological sensitivity (i.e., Artificial Fill).</li> <li>• If paleontological resources are encountered during the excavation and grading activities, the paleontological monitor shall have the authority to temporarily redirect construction away from the area of the find in order to assess its significance.</li> <li>• In the event that paleontological resources are encountered when a paleontological monitor is not present, work in the immediate area of the find shall be redirected and a paleontologist should be contacted to assess the find for significance. If determined to be significant, the fossil shall be collected from the field.</li> <li>• Collected resources shall be prepared to the point of identification, identified to the lowest taxonomic level possible, cataloged, and curated into the permanent collections of a scientific institution.</li> <li>• At the conclusion of the monitoring program, a report of findings shall be prepared to document the results of the monitoring program and submitted to the OCTA Construction Contractor and OCTA for the project file.</li> </ul>	Contractor during excavation	Prior to grading activities and Final Project Specification and notes on plans	OCTA Construction Contractor

Measure No.	Mitigation Measure/Condition of Approval	Monitoring and Reporting Process	Monitoring Milestone	Party Responsible for Monitoring
SC CR-3	If human remains are unearthed, State Health and Safety Code Section 7050.5 states that no further disturbance shall occur until the County Coroner has made a determination of origin and disposition pursuant to Public Resources Code Section 5097.98. The County Coroner must be notified of the find immediately. If the remains are determined to be Native American, the County Coroner will notify the Native American Heritage Commission (NAHC), which will determine and notify a Most Likely Descendant (MLD). With the permission of the landowner or his/her authorized representative, the MLD may inspect the site of the discovery. The MLD shall complete the inspection within 48 hours of notification by the NAHC. The MLD will have the opportunity to offer recommendations for the disposition of the remains.	Grading/Excavation	Grading/Excavation and notes on plans	OCTA Construction Contractor
SC GEO-1	As part of final design, OCTA's Design Consultant shall have prepared a Geotechnical Report and conduct borings as part of a geotechnical investigation for review by OCTA, and acceptance by OCTA's Design Consultant. The Geotechnical Report will identify appropriate measures for building design to ensure compliance with Title 24 of the California Building Code, in particular compliance with the Essential Services Buildings Seismic Safety Act (ESBSSA). Recommendations in the geotechnical report will be reviewed and incorporated into the project's final design.	Incorporation of recommendations into final design plans	Prior to final design	OCTA Design Consultant
SC HAZ-1	Prior to any fuel deliveries to the site, a spill prevention plan for potentially hazardous materials including fuels would be prepared and implemented by OCTA. The plan would include proper procedures for handling and storing potentially hazardous materials, as well as for cleaning up and reporting any spills. The plan would be located on site with responsibility, and oversight specifically identified, and on-site training will be required on a regular basis (no less than every 6 months) to ensure the effective implementation of the plan.	Ongoing hazardous materials management	Prior to first fuel delivery	OCTA Health, Safety and Environmental Compliance

Measure No.	Mitigation Measure/Condition of Approval	Monitoring and Reporting Process	Monitoring Milestone	Party Responsible for Monitoring
MM HAZ-2	Prior to demolition of the on-site structures, hazardous materials would need to be removed by a certified hazardous materials remediation company and legally disposed of at a landfill that accepts hazardous waste. Completion of this mitigation measure must precede all other construction activities and would need to be verified by the OCTA Construction Contractor as having been completed.	Construction Contract Management	Prior to demolition of existing buildings	OCTA Property Manager
MM HAZ-3	Prior to grading operations, OCTA shall have a soil management plan prepared that addresses issues associated with the impacted soils that will be encountered during future site excavation/grading activities. Impacted soils would require special handling and should be removed in accordance with local environmental health regulations and requirements.	Construction Contract Management	Prior to grading	OCTA Design Consultant
SC WQ-1	Construction General Permit. Prior to the start of the construction, OCTA shall obtain coverage for the project under the State Water Resources Control Board National Pollutant Discharge Elimination System General Permit for Storm Water Discharges Associated with Construction and Land Disturbance Activities (Order No. 2009-0009-DWQ, National Pollutant Discharge Elimination System No. CAS000002) (Construction General Permit). This shall include submission of Permit Registration Documents (PRDs), including a Notice of Intent (NOI) for coverage under the permit to the State Water Resources Control Board (SWRCB). A Storm Water Pollution Prevention Plan (SWPPP) shall be prepared and implemented for the project in compliance with the requirements of the Construction General Permit. The SWPPP shall identify construction Best Management Practices (BMPs) to be implemented to ensure that the potential for soil erosion and sedimentation is minimized and to control the discharge of pollutants in stormwater runoff as a result of construction activities.	Project Engineer for final construction drawings	Incorporated into final construction plans	OCTA, OCTA Design Consultant and OCTA Construction Contractor

Measure No.	Mitigation Measure/Condition of Approval	Monitoring and Reporting Process	Monitoring Milestone	Party Responsible for Monitoring
SC WQ-2	Operational Best Management Practices. Prior to the start of construction, OCTA shall ensure that operational BMPs are incorporated into the final project design. The proposed BMPs may include, but not be limited to, biofiltration strips, biofiltration swales, pervious pavement, and/or biofiltration devices with underdrains. The BMPs shall be designed to reduce stormwater runoff to at or below existing conditions. If the project is determined to be a Priority Project, a Final Water Quality Management Plan (WQMP) shall be prepared consistent with the Anaheim Municipal Separate Storm Sewer System (MS4) Permit, Drainage Area Management Plan, Model WQMP, and Technical Guidance Document. The Final WQMP shall specify BMPs to be incorporated into the design of the project.	Project Engineer for final construction drawings	Incorporated into final construction plans	OCTA and OCTA Design Consultant
MM TR-1	Prior to the commencement of construction activities, the OCTA Construction Contractor shall prepare a construction traffic management plan (TMP) for approval by the City of Anaheim including protocols for construction trucks leaving and entering the project site, appropriate training, markers and signage, and coordination with the City of Anaheim should any lane closures be required. The TMP must be included with the construction plans and be available for inspection on site.	Construction Contract Management in coordination with the City of Anaheim	Prior to construction activities	OCTA Design Consultant and OCTA Construction Contractor



**RESOLUTION NO. 2019-035**

**A RESOLUTION OF THE BOARD OF DIRECTORS OF THE ORANGE COUNTY TRANSPORTATION AUTHORITY ADOPTING A MITIGATED NEGATIVE DECLARATION AND THE MITIGATION MONITORING AND REPORTING PROGRAM FOR THE TRANSIT SECURITY OPERATIONS CENTER**

**WHEREAS**, the Orange County Transportation Authority (OCTA), acting as the Lead Agency as defined in the California Environmental Quality Act (CEQA), Public Resources Code §§21000 et seq., prepared an Initial Study for a new facility to house OCTA's Transit Security and Operations Center located at 1512-20 West Lincoln Avenue in the City of Anaheim (Project); and

**WHEREAS**, the purpose of the Initial Study was to determine whether the Project may have potential significant effects on the environment; and

**WHEREAS**, based upon the findings in the Initial Study, OCTA prepared a Mitigated Negative Declaration and Mitigation Monitoring and Reporting Program for the Project and published a Notice of Intent to adopt same in accordance with CEQA and the CEQA guidelines (14 California Code of Regulations §§15000 et seq.).

**NOW, THEREFORE, BE IT RESOLVED** that the OCTA Board of Directors finds as follows:

1. The Board of Directors has considered the Initial Study, the Mitigated Negative Declaration, the comments received during the public review process, the staff report and all other documents, oral testimony and other evidence presented at the meeting on this Resolution, and finds that there is not substantial evidence in light of the whole record that the Project will have any significant impacts on the environment.
2. The Mitigated Negative Declaration reflects OCTA's independent judgment and analysis.
3. The record of proceedings on which the Board of Director's decision is based is on file with the Clerk of the Board at OCTA, 550 South Main Street, Orange, California.

**NOW, THEREFORE, BE IT FURTHER RESOLVED** that the Board of Directors adopt the Mitigated Negative Declaration and the Mitigation Monitoring and Reporting Program.

PASSED, ADOPTED and APPROVED on this \_\_\_\_\_ day of \_\_\_\_\_, 2019.

\_\_\_\_\_  
TIM SHAW, CHAIRMAN  
ORANGE COUNTY TRANSPORTATION AUTHORITY

APPROVED AS TO FORM:

\_\_\_\_\_  
JAMES M. DONICH  
GENERAL COUNSEL

ATTEST:

I, Laurena Weinert, Clerk of the Board of Directors of the Orange County Transportation Authority, do hereby certify that the foregoing Resolution No. 2019-xxx, by the following votes:

AYES:

NOES:

ABSENT:

\_\_\_\_\_  
LAURENA WEINERT  
CLERK OF THE BOARD



**Adopt the Mitigated Negative Declaration and Approve the Preliminary Engineering for the Transit Security and Operations Center**

# Project Overview

- Transit operational and security functions, and central communications are currently centralized in the Annex building at the Garden Grove Bus Base
- The Annex building was not designed to be an essential services facility, lacks space, and is inadequate to house the Emergency Operations Center (EOC), transit operations, communications, and security needs



Garden Grove Annex Building

# Project Overview (cont'd) –

- The Transit Security and Operations Center (TSOC) will be a new facility designed to California essential services building standards for current and future operational needs and requirements
- Operational user groups in TSOC:
  - ✓ EOC
  - ✓ Central Communications (Dispatch)
  - ✓ Field Operations (Transit)
  - ✓ Information Systems/Information Technologies
  - ✓ Security and Emergency Preparedness
  - ✓ Transit Police

# Site Selection

- Master planning and site selection completed in 2015

Site is located at Lincoln Avenue on south west side of Interstate 5 freeway



\* Not to Scale. For presentation purposes only.

# Project Site and Building Information

## AT A GLANCE:

- Project Cost: \$38 million (estimated – including land)
- Funding: State, federal, and local funds
- Site Area: 2.86 acres
- Building Footprint: 20,000 square feet (approximate)
- Building Gross Area: 30,000 square feet (approximate)
- Building Height: 35 feet (2 stories)

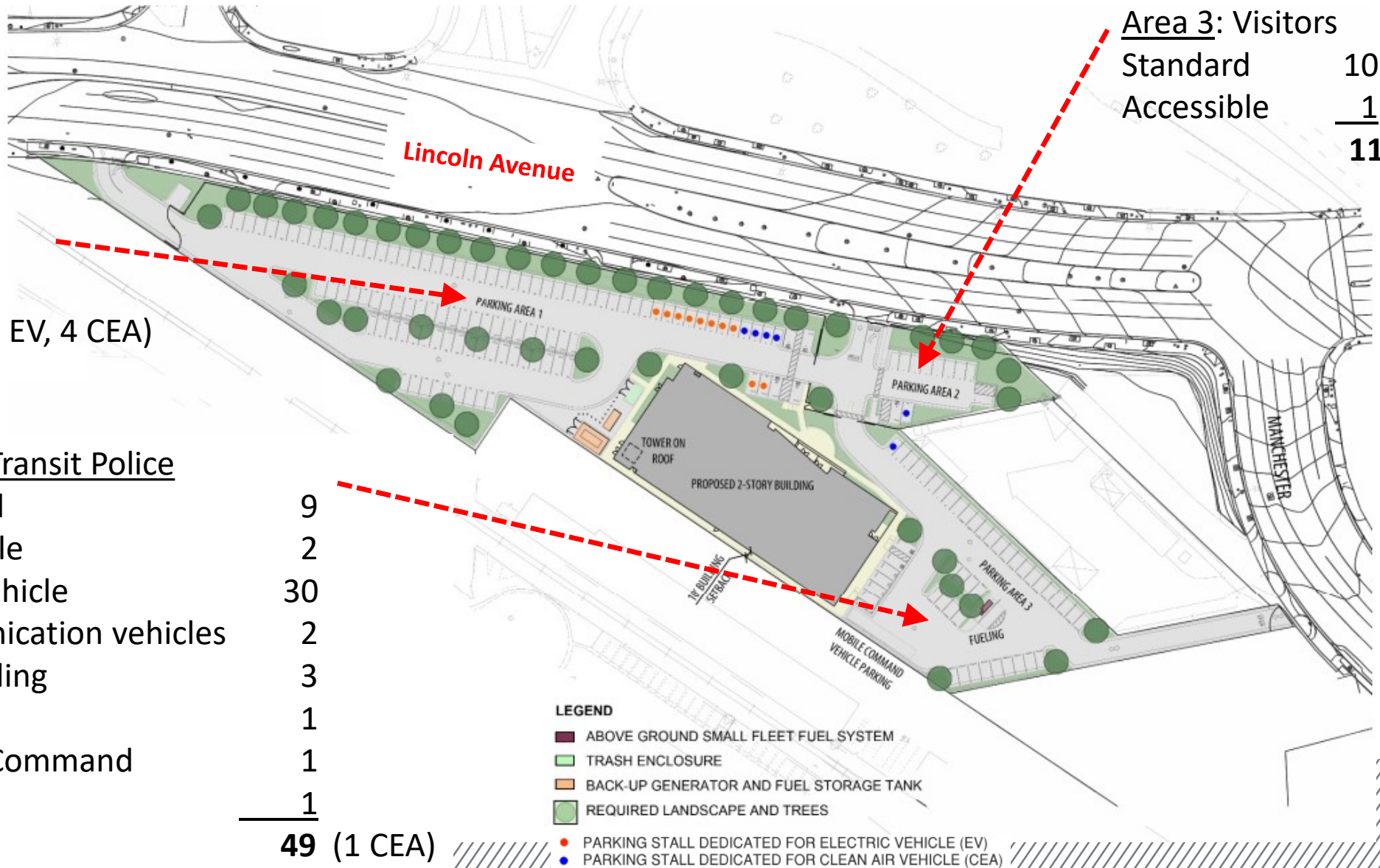
# Site Plan – Secure Access



\* Not to Scale. For presentation purposes only.



# Parking Plan



Area 3: Visitors

Standard	10
Accessible	<u>1</u>
	<b>11 (1 CEA)</b>

Area 1: Employees

Standard	105
Accessible	<u>4</u>
	<b>109 (10 EV, 4 CEA)</b>

Area 3: Transit Police

Standard	9
Accessible	2
Patrol vehicle	30
Communication vehicles	2
TPS Loading	3
Loading	1
Mobile Command	1
Fueling	<u>1</u>
	<b>49 (1 CEA)</b>

- LEGEND**
- ABOVE GROUND SMALL FLEET FUEL SYSTEM
  - TRASH ENCLOSURE
  - BACK-UP GENERATOR AND FUEL STORAGE TANK
  - REQUIRED LANDSCAPE AND TREES
  - PARKING STALL DEDICATED FOR ELECTRIC VEHICLE (EV)
  - PARKING STALL DEDICATED FOR CLEAN AIR VEHICLE (CEA)

# Front View - Building Main Entrance



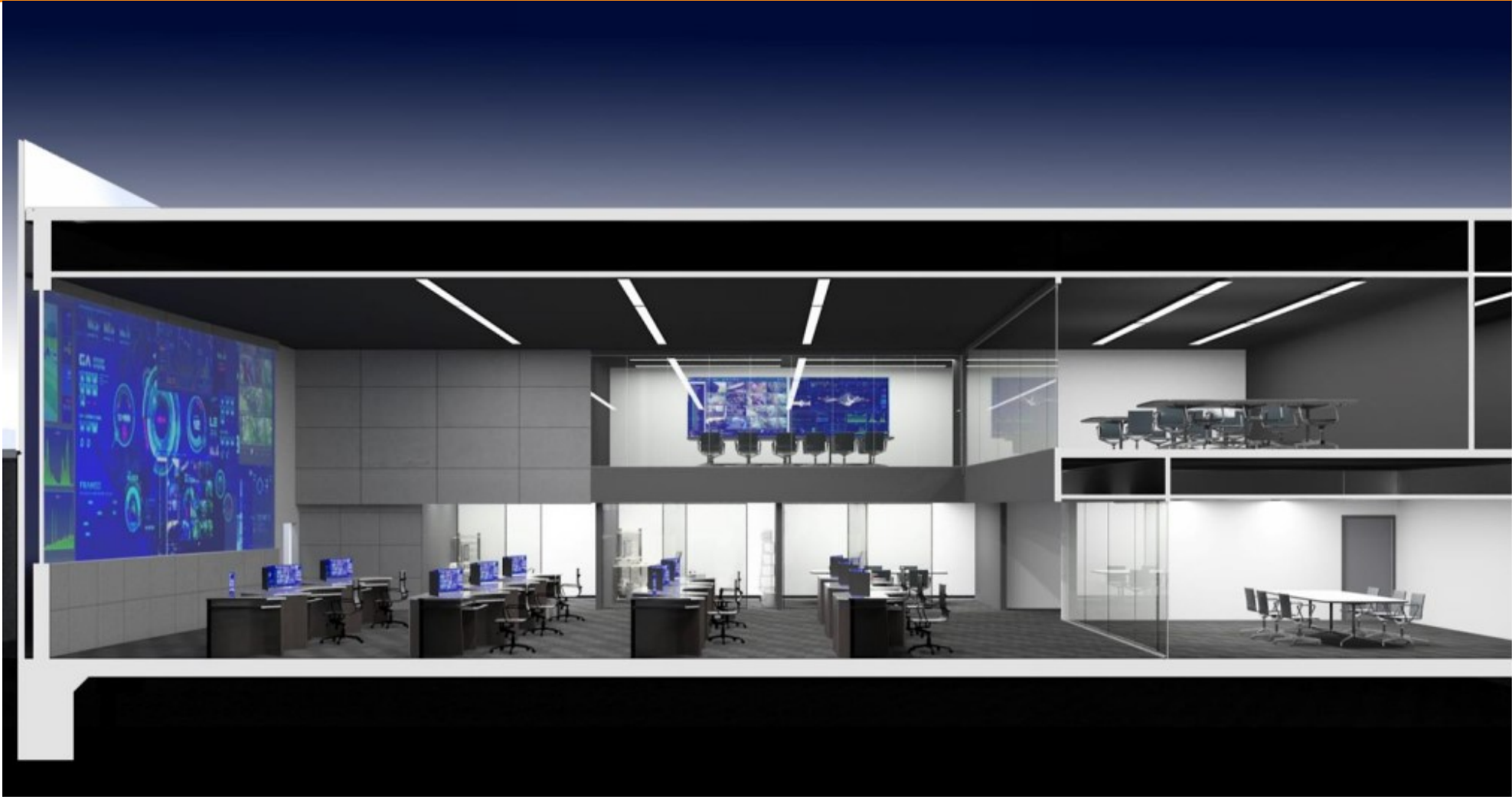
# Transit Police Entrance



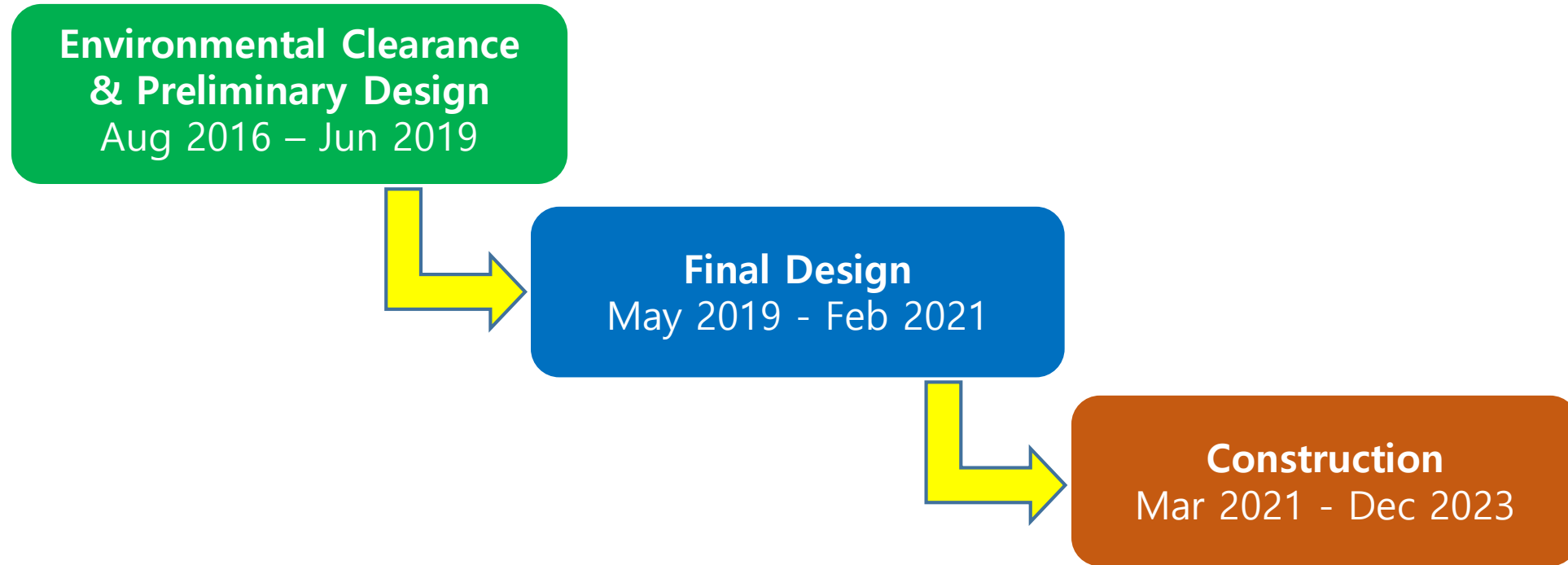
# Looking East



# Building Section – EOC/Dispatch

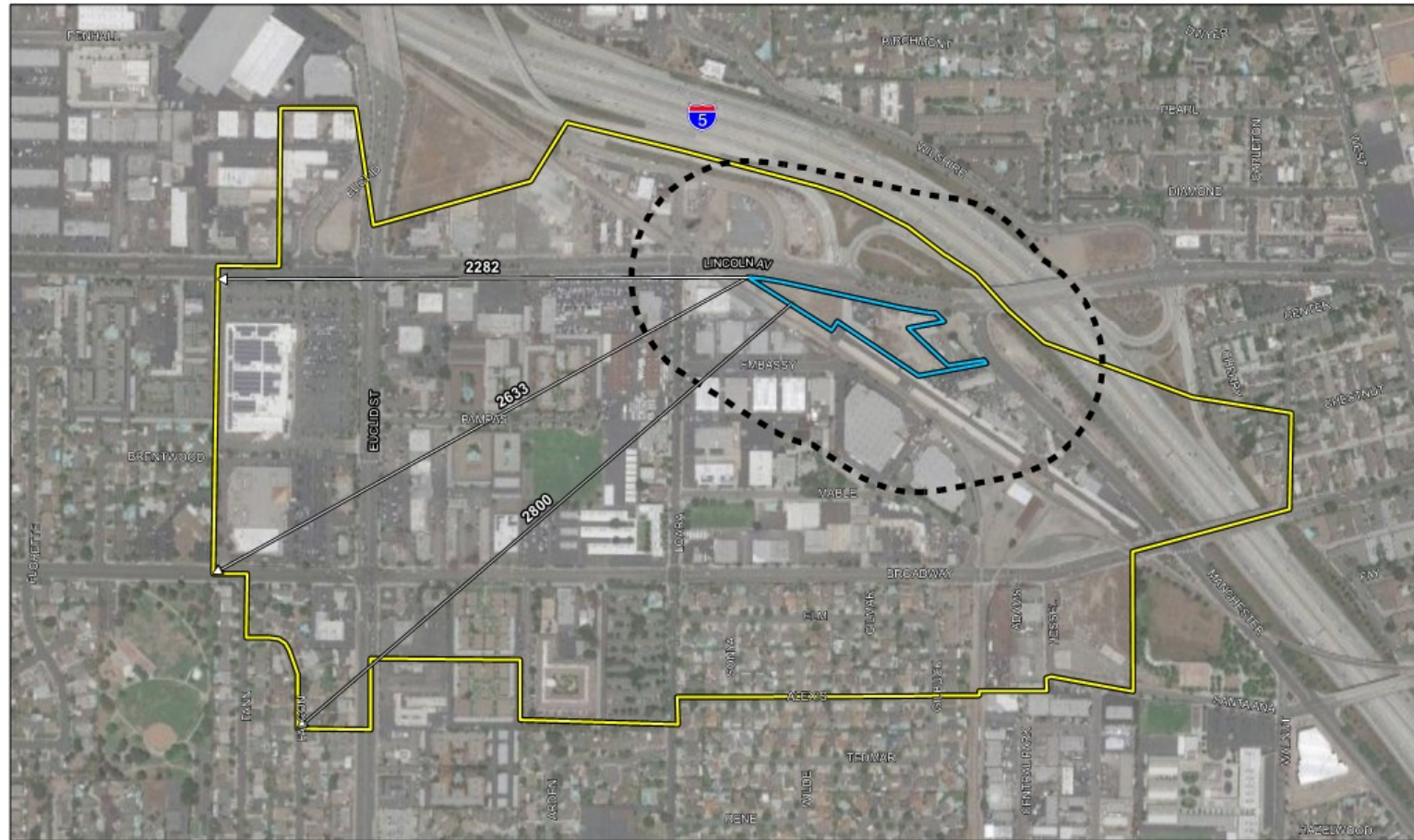


# Project Schedule

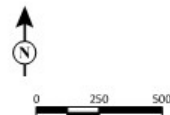


The TSOC is expected to be commissioned into service beginning in **2024**.

# Public Outreach



LSA



SOURCE: Google (2017)

## LEGEND

- Project Location
- Notification Area Boundary
- 500-foot Buffer from Project Location
- Distance from Project Location

OCTA Transit Security and Operations Center Project  
IS/MND Notification Area







**May 9, 2019**

**To:** Transit Committee

**From:** Darrell E. Johnson, Chief Executive Officer

**Subject:** OC Flex Microtransit Pilot Project: Six-Month Project Update

### **Overview**

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

### **Recommendation**

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

### **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. On October 15, 2018, OCTA launched a one-year pilot to explore the merits of a microtransit service in select areas that historically have not supported productive fixed-route bus service.

Provided in two zones, OC Flex is characterized as microtransit, providing on-demand service that uses technology for flexible, real-time scheduling and dispatching of accessible transit vans. The two zones include parts of Huntington Beach and Westminster to the southwest of the core of Orange County, and parts of Aliso Viejo, Laguna Niguel, and Mission Viejo in south Orange County. These areas are shown on Attachment A. OC Flex is a

curb-to-curb service with in-app virtual hubs to direct customers to board or alight at operationally safe and efficient locations. This is a turnkey service, with operations and maintenance provided by a contractor. The technology supporting the operation to schedule and dispatch trips, as well as collect pertinent data, provides customers with the use of a mobile app to schedule rides and pay fares, similar to other ride-hailing services.

The Board approved five primary goals and performance metrics to evaluate the pilot program following the initial six months of operation and after a full year of operation. These goals and metrics include:

- Provide public transit mobility in lower-demand areas: to be measured by ridership and productivity
- Reduce total operating and capital costs: to be measured by subsidy per boarding
- Reduce vehicle miles traveled: to be measured by shared rides occurring
- Extend the reach of OC Bus and Metrolink services: to be measured by connecting transit trips
- Meet customer needs: to be measured by customer satisfaction

### ***Discussion***

This report provides an update on the performance of the OC Flex microtransit pilot service by presenting the current performance trends and comparisons with the established targets related to productivity, cost-effectiveness, shared rides, connecting transit trips, and customer satisfaction. The report covers the performance during the first six months of operation, from October 15, 2018 through March 31, 2019.

The OC Flex service performance is trending positively. Below is a summary of each of the established performance metrics as related to the project goals.

- Productivity – Through the review period, OC Flex ridership has steadily increased month over month, with 12,226 total boardings. In March 2019, the average weekly ridership was over 700. Though well below the performance target of six boardings per revenue vehicle hour (b/rvh), productivity is trending positively at 1.69, up from the 0.74 b/rvh for November 2018, the first full month of service.
- 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. In the first full month of operation, the subsidy per boarding was \$54.19. As ridership has continued to increase,

this amount has decreased. In March 2019, the subsidy per boarding was \$30.30, down almost 44 percent, but still greater than the target of \$9. Overall, the six-month average subsidy per boarding was \$41.12.

- Shared Rides – Shared rides are the number of trip bookings that share a vehicle, including group trips. Through the review period, the percent of shared rides on OC Flex gradually increased to more than 23 percent, just shy of the 25 percent performance target.
- Connecting Transit Trips – This measure is represented by the percentage of trips to or from transit hubs, specifically the Goldenwest Transportation Center and the Laguna Niguel-Mission Viejo Metrolink Station. During the review period, the percentage of total trips transferring to/from the OC Bus or Metrolink services was 29 percent, exceeding the established year-end target of 25 percent.
- Customer Satisfaction – This key metric is tracked by measuring the percentage of passengers satisfied with the service. The targeted level for customer satisfaction is 85 percent. Customers reported their satisfaction via survey, and the results indicate that 89 percent the respondents were “likely” or “extremely likely” to recommend OC Flex to a friend or colleague.

#### Other Measures - Customer Experience

Other measures tracked include the average wait time and the average trip time. To be comparable to other ride-hailing services, the targeted average wait time was 15 minutes. Through the review period, the average wait times, overall and by zone, are within the target. Though there is no target trip time, the average trip times are lower than the wait times, overall and by zone. Survey indicates that customers are satisfied with trip times.

#### Next Steps

Since pilot initiation, OCTA staff, in cooperation with the contractor and technology vendor, have made a number of adjustments related to operation, software service parameters, and marketing promotions. Staff will continue to make such adjustments to allow for the comprehensive evaluation of this service concept while testing new and existing rider markets. Staff will administer another customer survey in June 2019.

After the conclusion of the pilot period in late October 2019, staff will evaluate the performance data and return to the Board with the results, including lessons learned. Based on the performance results and analysis, staff will develop

recommendations for the Board to consider, which may include maintaining the existing service, increasing the level of service provided, modifying the existing service, testing the service in a different area, expanding the service, or discontinuing the use of microtransit. In addition, staff will review the performance metrics used to evaluate the pilot and may recommend some adjustments based on the experience gained in evaluating that data from the pilot.

Staff has also contacted other agencies with microtransit programs in an effort to develop a body of information on the various applications of microtransit. This information sharing will help OCTA in the overall evaluation of the OC Flex microtransit pilot after the one-year pilot period and the development of recommendations for future implementation. Some of the elements that are being discussed include the technologies used and its functionality, operating parameters, performance standards, and selected vehicle types. As a result of OCTA staff requesting assistance from American Public Transportation Association (APTA) with this information-sharing effort, a roundtable discussion has been scheduled at APTA's Mobility Conference in May 2019 to provide a forum for agencies with microtransit projects to come together and share their experiences.

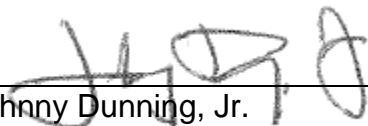
### ***Summary***

Through the first six months of operation, October 15, 2018 through March 31, 2019, the OC Flex microtransit pilot performance is favorable. Of the five Board-approved performance metrics, two have reached the respective targets, another is close to meeting the target, and the remaining two, though below their respective targets, are trending favorably. The OC Flex team remains flexible to adjust the service as needed to meet the established performance targets, comprehensively evaluate the service concept along with meeting customer needs for the development of feasible recommendations as appropriate, and look to attract new and existing transit riders.

**Attachments**

- A. OC Flex – Pilot Program Zones
- B. OC Flex Microtransit Pilot Project: Six Month Project Update, October 2018 – March 2019
- C. OC Flex Customer Information Survey Report – April 2019

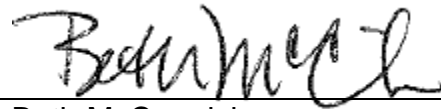
**Prepared by:**



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**Approved by:**



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# OC Flex - Pilot Program Zones

## Blue Zone - Huntington Beach/ Westminster Area

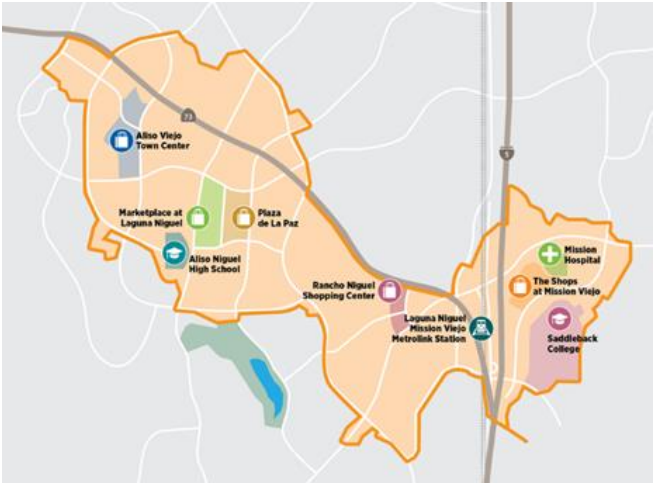


## Orange Zone - Aliso Viejo/ Laguna Niguel/Mission Viejo Area





## The OC FLEX logo features a stylized blue leaf above the letters "OC", followed by the word "FLEX" in a large, bold, blue sans-serif font.



**OC FLEX MICROTRANSIT  
PILOT PROJECT  
SIX-MONTH PROJECT  
UPDATE  
OCTOBER 2018 – MARCH 2019**

## BACKGROUND

In 2015, the Board of Directors of the Orange County Transportation Authority (OCTA) endorsed a comprehensive action plan known as OC Bus 360° to address declining bus ridership. This effort included a review of current and former rider perceptions, a peer review of OCTA's performance and plans, new branding and marketing tactics tied to rider needs, upgraded bus routes and services, technology solutions to improve the passenger experience, pricing and revenue considerations to stimulate ridership, and new funding opportunities.

One of the technology solutions considered as part of the OC Bus 360° Plan is the evaluation of an on-demand microtransit solution, called OC Flex. Initiated in October 2018, OC Flex is an on-demand, curb-to-curb service that extends or complements the OC Bus and Metrolink services provided in the county. Implemented as a one-year pilot, OC Flex is available in two areas selected based on results of planning analysis, a market survey, and technology considerations.

Prior to launch, community feedback was gathered to assure the new service was market-driven and customer-oriented. This research, included a survey and customer focus groups, helped determine areas of highest ridership potential as well as customer preferences regarding fares, hours and days of operation, and points of interest.

As a service concept, the intent of the OC Flex microtransit pilot is to provide a transit option in areas either not adequately served by the existing and planned fixed-route bus network or have recently had unproductive fixed-route bus service removed. The following project goals and performance measures were developed and approved by the Board of Directors to evaluate this service concept.

1. Provide public transit mobility in lower-demand areas
  - *Measure: Ridership/Productivity*
2. Reduce total operating and capital costs
  - *Measure: Subsidy per Boarding*
3. Reduce Vehicle Miles Travelled (VMT)
  - *Measure: Shared Rides*
4. Extend reach of OC Bus and Metrolink services
  - *Measure: Connecting Transit Trips*
5. Meet customer needs
  - *Measure: Percent of Passengers Satisfied with Service*

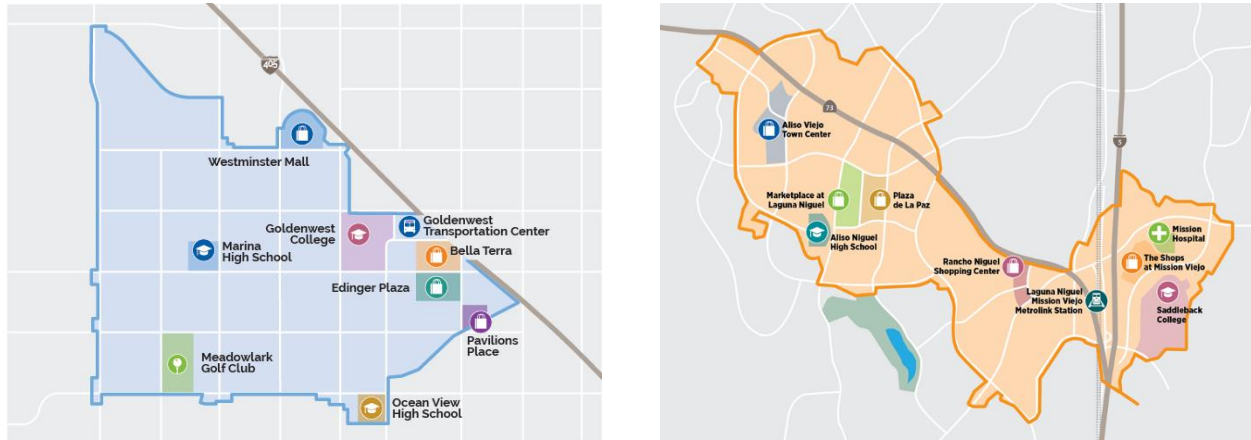
This report provides a review of the performance for the first six months of operation, October 15, 2018 through March 31, 2019, based on the Board approved performance measures. A summary of the performance using these metrics, customer feedback, program and service adjustments, and a peer review of similar pilots implemented across the industry, are also provided.

Overall, the results to date are consistent with expectations for a new service. There is steady growth with observable trends indicating areas of opportunity. The customer response to the service has been positive. Staff is regularly reviewing performance, seeking opportunities to promote the service and make adjustments that meet customer needs within existing resources to ensure a comprehensive evaluation of this service delivery model.



The two zones that are included in the pilot program service areas are referred to by color. The Blue Zone represents the OC Flex service operated in parts of Huntington Beach and Westminster. The Orange Zone represents the OC Flex service operated in parts of Aliso Viejo, Laguna Niguel, and Mission Viejo.

Figure 1 and 2: OC FLEX Zones



## SERVICE ELEMENTS

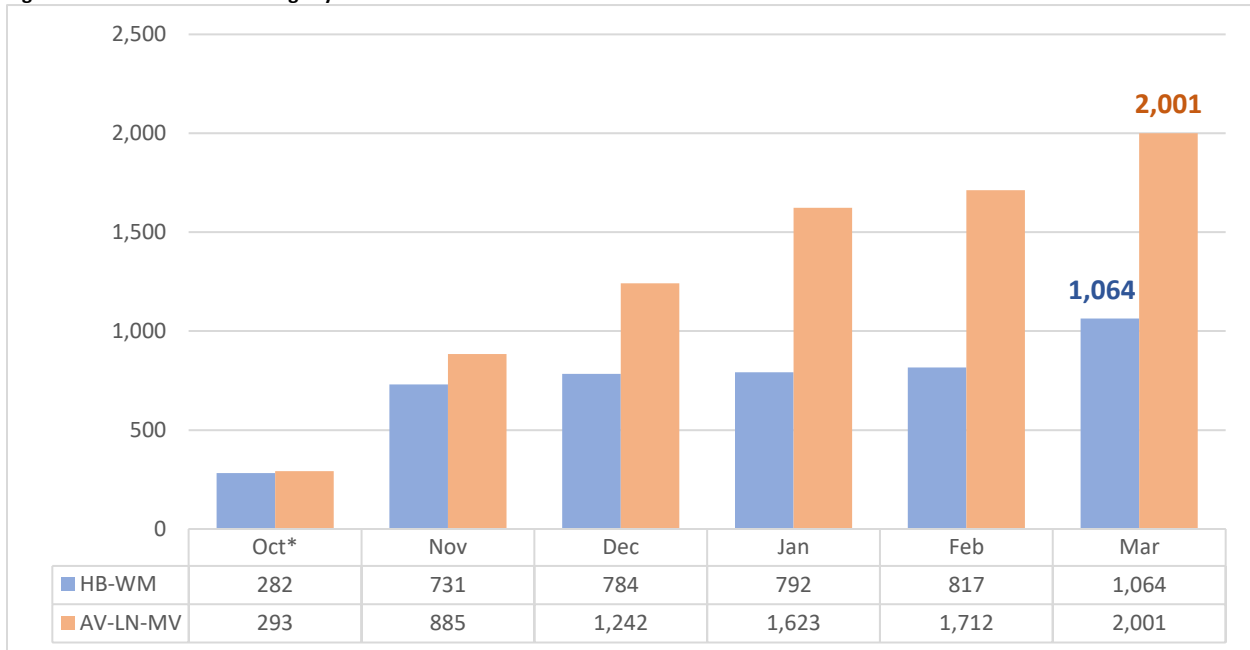
The service is operated by a contractor using four dedicated wheelchair accessible OCTA-owned minivans and two contractor-provided non-dedicated vehicles. Each service area has two of the dedicated vehicles assigned and based on demand, the contractor will deploy one of their vehicles as needed to either zone. The technology solution selected for the mobile application is provided by Via Transportation, Inc. The Via software provides customers with an app for their smart-phone that allows them to place reservations, pay their fare, and monitor their ride. This app also provides scheduling, dispatching, and data collection. In addition, riders can call the contractor directly and book a trip, and they can pay their fare on-board. Passengers receive a discount for using the mobile app to pay their fare. Riders transferring to or from Metrolink or OC Bus can use their Metrolink ticket or the OCTA day pass for a free transfer to/from the OC Flex.

## KEY PERFORMANCE MEASURES

### *Ridership/Productivity*

Through the first six months, OC Flex ridership has steadily increased month over month, carrying more than 3,000 riders in March. This represents a 77 percent increase over the reported ridership in November, the first full month of service. From October 15, 2018 through March 31, 2019, there were 12,226 total boardings (Figure 1). In March, the total average weekly ridership exceeded 700.

**Figure 3 – Total OC Flex Boardings by Month**



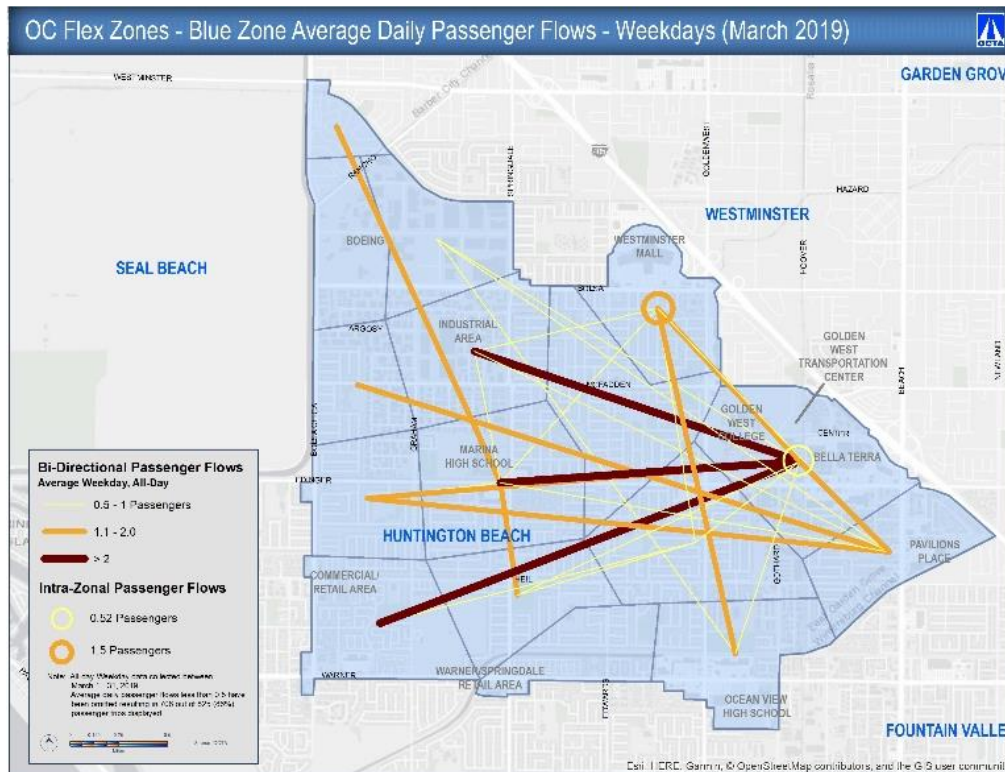
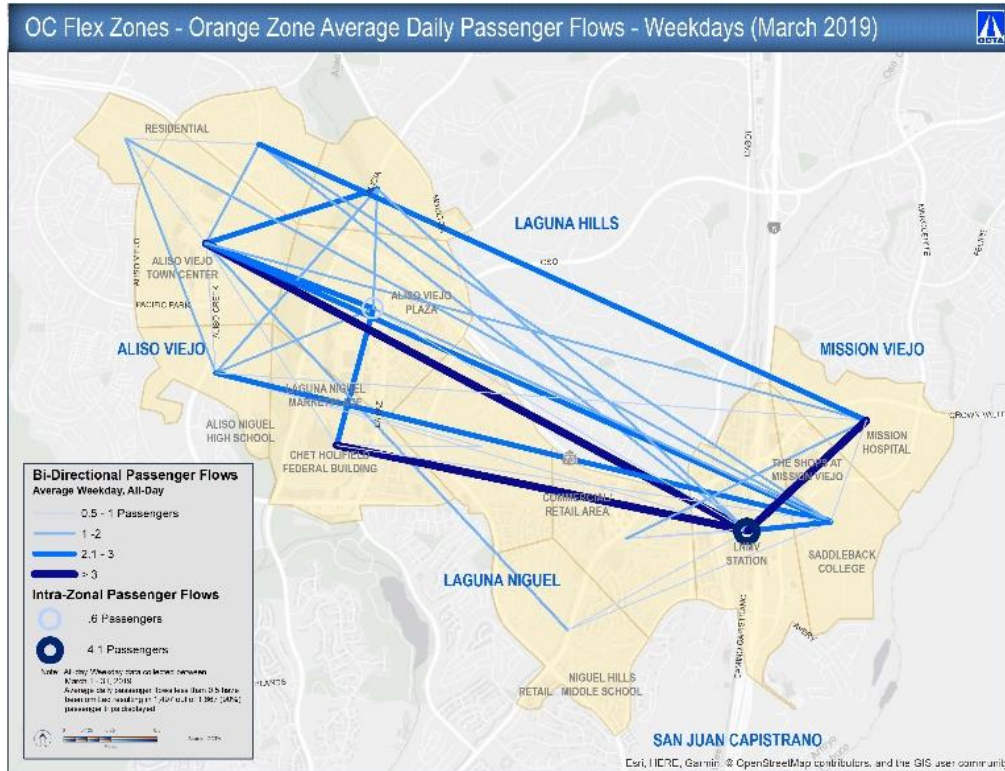
*\*Service began on October 15<sup>th</sup> in HB-WM (Blue) Zone; On October 20<sup>th</sup> in AV-LV-MV (Orange) Zone*

During the reporting period, ridership in the Orange Zone increased at a faster rate than ridership in the Blue zone, 104 percent versus 41 percent.

**Notable ridership trends:**

- Ridership is heaviest during the weekday peak periods (AM/PM); lower on Saturdays; and light on Sundays
- Highest daily ridership: 150 riders (Friday, March 22, 2019)
- Low ridership was experienced on Holidays (Thanksgiving, Christmas, New Year’s Day)
- A strong commuter base exists in the Orange Zone as many trips begin and end at the Laguna Niguel/Mission Viejo Metrolink Station during the weekday peaks.
  - Strong first/last mile connections to points east and west of the rail station
- There is a higher percentage of group rides occurring on weekends, particularly in the Blue Zone

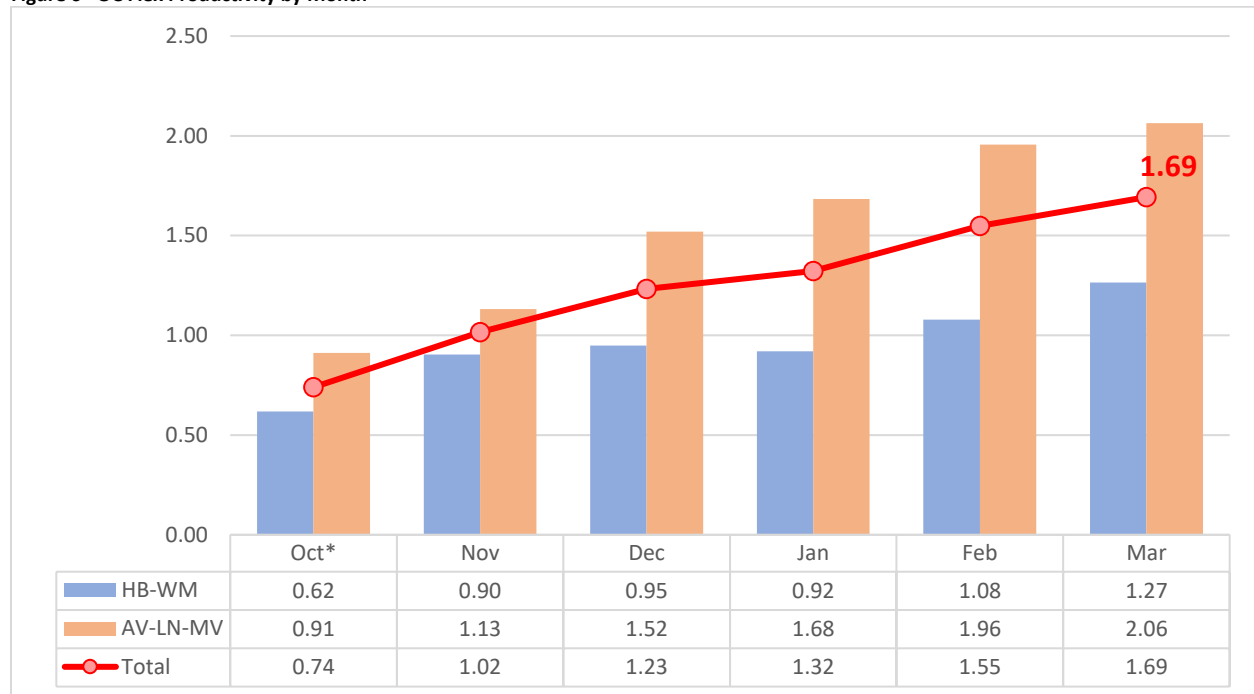
The maps below provide the major origin-destination pairs in each zone.



Productivity is measured using boardings per revenue vehicle hour. This is consistent with how productivity is measured on the OC Bus and rail services. Ridership data is captured through the microtransit software OC Flex. The established target for the pilot is 6 boardings per revenue vehicle hour (b/rvh). For reference, OC Bus service is budgeted to carry 23.5 b/rvh and OC ACCESS is budgeted to carry 1.81 b/rvh in FY 2018-19.

Similar to ridership, productivity on OC Flex is trending positively, 1.69, up from the 0.74 b/rvh. At the zone level, productivity in the Aliso Viejo-Laguna Niguel-Mission Viejo has increased by an average of 23 percent per month. Productivity in Huntington Beach-Westminster experienced a dip through the holidays but has shown incremental growth since January. In March, overall weekday productivity rates were frequently above 2.0 b/rvh.

Figure 6 –OC Flex Productivity by Month



\*Service began on October 15<sup>th</sup> in HB-WM (Blue) Zone; On October 20<sup>th</sup> in AV-LV-MV (Orange) Zone

Though the trend is positive, the probability of reaching the target of 6 b/rvh by the end of the first year is low. A review of peer agencies implementing microtransit pilots are experiencing productivity levels ranging from 3.0 b/rvh to 4.5 b/rvh. Given these findings, a productivity level of 3.0 b/rvh can be reasonably expected. Staff are reviewing various approaches to increasing productivity, including reallocation of resources and targeted promotions.

### Cost Effectiveness

The measure of cost effectiveness for this pilot is subsidy per boarding calculated using the direct cost of the service less fare revenue and divided by the total boardings. The performance target for this measure is \$9.00 per boarding. This is consistent with the productivity target of 6 b/rvh, as they are inversely related since the cost per operating hour is approximately \$54. Through the review period the total subsidy per boarding was \$41.12. As with the increasing trend in productivity, the trend for subsidy per boarding decreased each month, dropping by 44 percent from November to March. Even with a \$30.30 subsidy per boarding in March, the subsidy per boarding is still higher than the target of \$9.00 per boarding. As ridership and productivity increase, subsidy per boarding is expected to

decrease. If a productivity level of 3 b/rvh is achieved by the end of the pilot period, an estimated subsidy per boarding between \$15 and \$20 can be reasonably expected.

**Figure 7: OC Flex Subsidy Per Boarding**

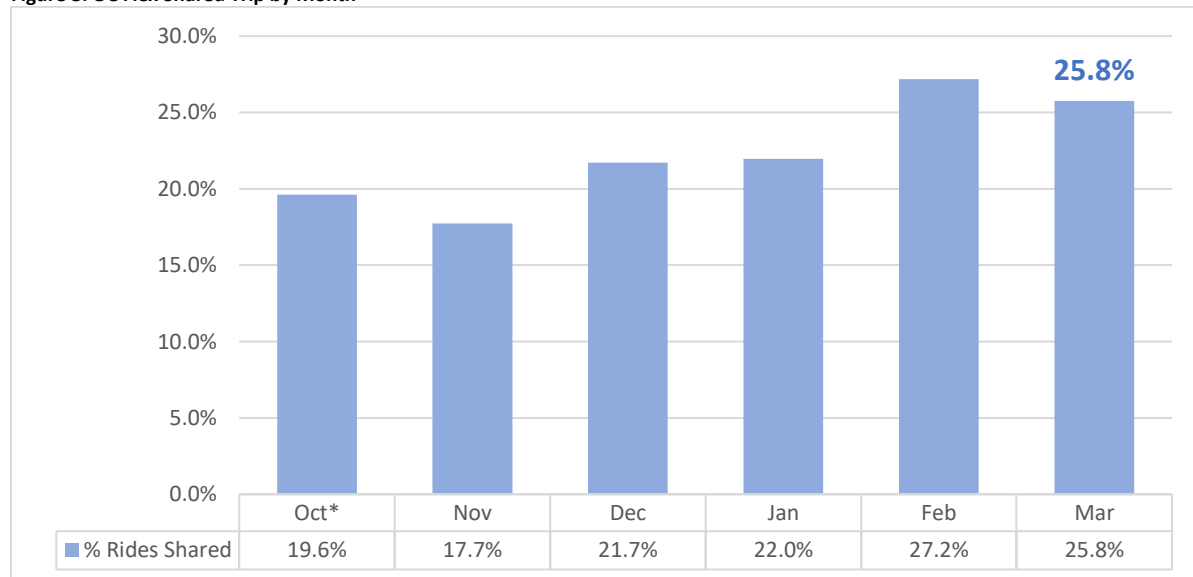


*\*Service began on October 15<sup>th</sup> in HB-WM (Blue) Zone; On October 20<sup>th</sup> in AV-LV-MV (Orange) Zone*

**Shared Rides**

The key metric for measuring VMT reduction is the percent of shared trips or rides. The data to calculate this measure comes from the microtransit software package that records the number of booked trips that share a vehicle. Performance through March 31, 2019 show a positive trend for shared rides with performance reaching a high of 27.2 percent in February, exceeding the target of 25 percent. Overall, the shared ride percentage is 23 percent. Changes to the microtransit software algorithms, discussed in the adjustments section, are partly responsible for the growing percentage in shared trips on OC Flex.

**Figure 8: OC Flex Shared Trip by Month**



*\*Service began on October 15<sup>th</sup> in HB-WM (Blue) Zone; On October 20<sup>th</sup> in AV-LV-MV (Orange) Zone*

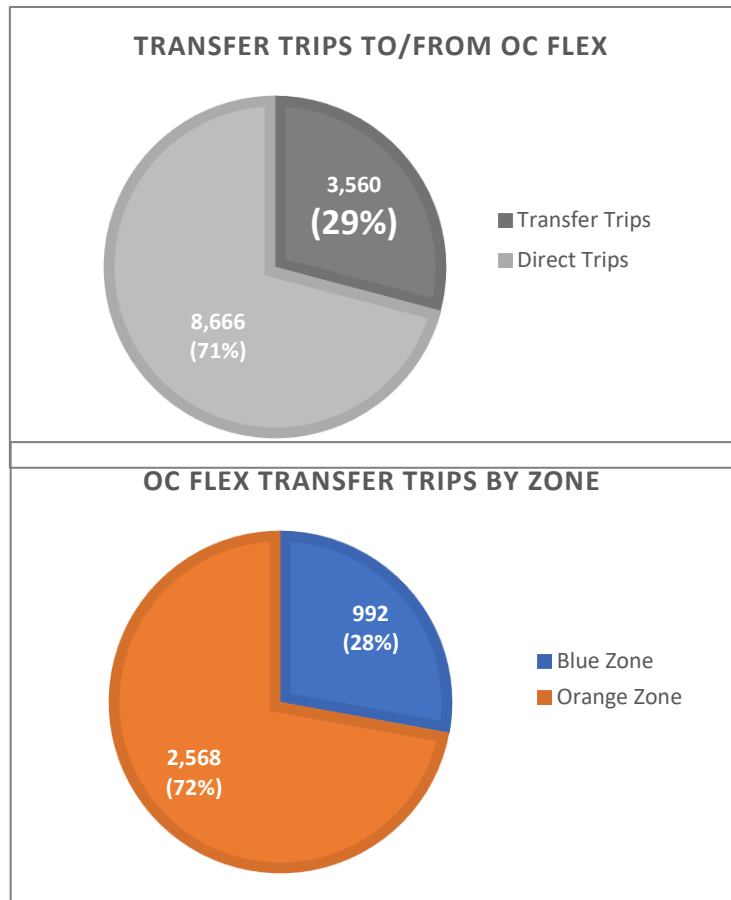
**Connecting Transit Trips**

The key measure for connecting transit trips is the percentage of trips to/from transit hubs, namely the Goldenwest Transportation Center (GWTC) and the Laguna Niguel-Mission Viejo (LN-MV) Metrolink Station.

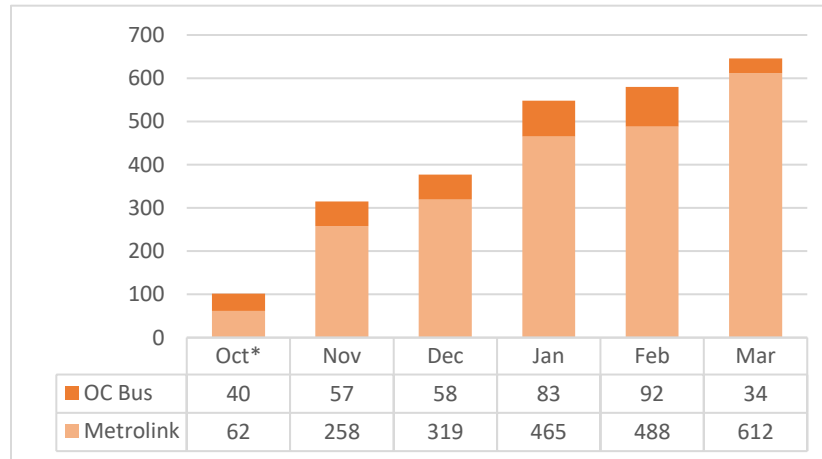
Riders connecting to/from OC Flex at GWTC are generally transferring from OC Bus routes. Those riders connecting to/from OC Flex at the LN-MV Metrolink station are assumed to be transferring from the regional rail system. The performance target for trips to transit hubs is 25 percent. Of the 12,226 riders through the first five months, over 3,500 trips were transfers to/from the transit hubs, a rate of 29 percent (Figure 9).

The transfer rate by zone shows a similar level of disparity. Of the 3,500 trips that were transfers, 72 percent of the transferring trips occurred in the Orange Zone (Figure 10).

**Figures 9 and 10: Transfer Trips**



**Figure 11: Monthly OC Flex Transfers to/from Metrolink**



\*Service began on October 20<sup>th</sup> in AV-LV-MV (Orange) Zone

The high peak demand in the Orange Zone is largely driven by commuters using the OC Flex service for first or last mile connections to the LN-MV Metrolink station. The number of transfers from the regional rail system has increased in each successive month, with March transfers totaling 612, or 70 percent of the total OC Flex transfers and 95 percent of transfers in the Orange Zone.

### Customer Satisfaction

The metric for customer satisfaction was to reach an 85 percent passenger satisfaction level by the end of the first year of service. After five full months of service, this goal has been met. A customer survey sent to all OC Flex riders (422 riders) in January 2019 asked respondents how likely they were to recommend OC Flex to a friend or colleague (a common customer satisfaction survey question). Of the 127 responses to this question, 89 percent reported that they were “likely to extremely likely” to recommend OC Flex (responses of 7 to 10 on a 10-point Likert scale).

Figure 12: OC Flex Performance: Through the First Six Months

Board Adopted Goals / Measures		Performance*	Goal Met?
<b>Productivity</b> <i>Boardings per Revenue Vehicle Hour</i>	6	1.7	X
<b>Cost Effectiveness</b> <i>Subsidy per Boarding</i>	\$9.00	\$41.12	X
<b>Shared Rides</b> <i>% of Bookings sharing a vehicle, including groups</i>	25%	23.2%	—
<b>Connecting Transit Trips</b> <i>% of transfer trips</i>	25%	29%	✓
<b>Customer Satisfaction</b> <i>% “likely”/“very likely” to recommend service</i>	85%	89%	✓

### Other Measures: Customer Experience

#### Wait Time

A general objective of the OC Flex microtransit pilot is to attract riders who consider traditional transit to be unattractive or inconvenient. Based on a customer survey conducted during the initial planning, the parameters of the service were set to achieve an average wait time of 15 minutes. Overall, the average wait time after a rider books an OC Flex trip is just under 13 minutes. At the zone level, the difference is notable as the average wait time in the Blue Zone is just over 10 minutes, while the wait time in the Orange Zone is approximately 14 minutes. For reference, the average distance of trips taken on OC Flex is 1.8 miles; 1.6 miles in the Blue Zone and 1.9 in the Orange Zone.

#### Travel Time

Though shared rides are a primary goal, the in-vehicle time of the customer is tracked to be kept to a minimum in order to meet the customer need of fast and direct service. Through the first six months, the average trip time is approximately 10 minutes. As with wait time, there is a difference at the zone level, with the Blue Zone averaging 9 minutes of in-vehicle time and the Orange Zone averaging 12 minutes of in-vehicle time.

Considering the average wait and travel times, the total time from a customer booking a trip to the time they arrive at their desired location is, on average, 23 minutes. At the zonal level, the times are 19 minutes and 26 minutes for the Blue and Orange Zones, respectively.

## RIDE RATINGS

OC Flex riders are able to report their satisfaction directly using the OC Flex mobile app by rating their last ride. As of April 2, 2019, the average ride rating for OC Flex is 4.92 (out of 5). In addition, OCTA Customer Relations receives, reports, and responds to customer comments received by phone, email, social media, or through the OC Flex app.

In order to more directly assess customer satisfaction, demographics, and feedback on service attributes, a customer information survey was conducted from January through February 2019. Out of 422 active OC Flex customers at the time the online survey was conducted, 134 riders (32% of active riders) responded. As mentioned previously, customer satisfaction levels were high, with 89 percent reporting they were “likely to extremely likely” to recommend OC Flex. Respondents also reported being “satisfied or very satisfied” with:

- OC Flex safety (96%)
- Driver courtesy (95%)
- Service cost (91%)
- Travel time (89%)

The majority of survey respondents were very favorable towards OC Flex, with some specific service attributes (such as service coverage area or vehicle availability) having lower customer satisfaction levels. Additional survey response data and demographic information is included in Attachment C.

## ADJUSTMENTS

An advantage of a pilot service is the ability to implement minor adjustments to service allowing for a more comprehensive evaluation while meeting the customer needs. Though the first six months of service OCTA staff, working with the service contractor and technology vendor, made various adjustments related to planning, service parameters, and marketing.

### **Vehicle deployment**

Under the operating agreement, the Contractor provides up to two vehicles (one in each zone) as necessary to accommodate increased passenger demand during peak periods. Due to the high request rate of peak period trips in the Orange Zone, beginning on January 14, 2019, the third vehicle was deployed daily during the weekday peak. This adjustment had a two-pronged effect: first, the change reduced the volume of messages customers received that reported no vehicles were available; second, the change sustained the increasing trend in service ridership and productivity in the Orange Zone.

For more direct routing and improved trip times in the Orange Zone, toll-road transponders were installed on OC Flex vehicles to permit use of CA-73 which runs through the middle of the zone.

### **Technology/Conceptual Parameters**

OC Flex is a microtransit service, meaning it is technology-enabled by a software application, provided by Via Transportation, Inc., that allows customers to hail trips directly from their mobile devices. The supporting software dispatches vehicles in response to customer demand while providing real-time status and arrival information. It is within the software that service parameters can be modified to optimize vehicle use and service performance. Through the review period, the OC Flex team has implemented several improvements within the Via software package. These improvements include, but are not limited to:



- **Maximum detour:** Expand the maximum detour a vehicle would make with boarded customers to pick up other ride hailing customers. The purpose of this change was to increase ridership and productivity as well as the number of shared rides.
- **Total pick-up delay threshold:** Increase the allowable delay for customer pickup from three to five minutes to allow other bookings on the same trip, increasing the potential for shared rides and increased productivity.

For example, if Rider A accepts a 12-minute estimated wait time for a ride, and Rider B tries to book a ride on the same van, but in doing so, would cause Rider A to have a 15.5 minute wait time, under the 3 minute parameter, Rider B would receive notification that no seats were available. By expanding the delay threshold to five minutes, Rider B would be accommodated on the same trip with Rider A as long as the estimated wait time for Rider A did not exceed 17 minutes.

- **Minimum good wait:** Extend vehicle wait times at terminals (e.g., Transit Hubs) from three minutes to six minutes to assist with trip aggregation (shared rides) and increased productivity

### **Marketing/Promotions**

OCTA has conducted comprehensive campaigns to educate residents about OC Flex and to promote ridership. Prior to launching the service, potential riders in both zones learned about the new transit option through direct mail (43,130 households), 16 pop-up booths at events, vehicle branding, outdoor advertising, and making presentations at city council meetings and community centers. Targeted digital advertisements and social media reached nearly 99,500 people. In addition, as a result of comprehensive business outreach, 25 business partners signed up to offer discounts to OC Flex customers.

After OC Flex launched in October 2018, promotions were developed based on service demand. During November and December 2018, OCTA positioned OC Flex as an alternative transportation choice for holiday gatherings/shopping as well as for students on holiday break. OCTA partnered with the Capistrano Unified School District to send an email to all district students to familiarize them with the new option and encourage ridership in the south county zone. In addition, a campaign targeting students through digital advertisements and social media was launched in both OC Flex zones. On New Year's Eve, service hours were extended to 2:00 am to offer a safe travel alternative on this festive evening. In addition to direct mail, digital advertising during the holiday period reached more than 50,000 people and generated 700 responses (clicks, likes, shares, comments) on social media.

In February 2019, a group ride fare promotion was implemented to increase weekend ridership. The campaign offers discounts for groups of two, three or four riders who book rides using the OC Flex mobile app during weekends. Direct mail postcards were sent to households in both OC Flex zones and targeted digital advertisements were posted which reached nearly 125,000 individuals and generated more than 2,000 engagements on social media. Based on initial results, the campaign has been successful in raising the number of group rides on weekends. Approximately 90 group ride tickets were purchased to date since the campaign launched on February 2. The promotion will continue through July 28, 2019.

In addition, OCTA continues to market OC Flex to area businesses such as hotels, dealerships, and medical complexes to encourage them to offer OC Flex as a transportation option to and from their businesses.

## PEER REVIEW AND INFORMATION EXCHANGE

Transit agencies and service providers across the industry are currently evaluating the merits of the microtransit concept. During the review period, OCTA staff surveyed five other transit agencies currently operating comparable microtransit services with the intent to broaden the scope of the evaluation. Though the operational contexts vary, the information offers key insights for consideration for the remainder of pilot period. The American Public Transportation Association (APTA) will host a peer exchange on behalf of OCTA during the upcoming APTA Mobility Conference in May 2019. The intent is to collect additional information from the industry and to share our experience to date with OC Flex. In addition, OCTA plans to post this report and previous OC Flex planning documents on our website for reference.

## NEXT STEPS

Since pilot initiation, OCTA staff, in cooperation with the contractor and technology vendor, have made a number of adjustments related to planning/operations, software service parameters, and marketing promotions. Staff will:

- Continue to make adjustments to allow for the comprehensive evaluation of the service concept while testing new and existing rider markets. Continue to collect the data necessary to measure performance
- Conduct another customer survey in June 2019, after the six-month point of the pilot evaluation period
- Evaluate the data available after the conclusion of the pilot period in October 2019, compare against the established performance measures and develop recommendations based on the findings
- Return to the OCTA Board of Directors in early 2020 to present the pilot results, present recommendations based on the findings, and revisit the performance metrics, as appropriate, for this new service model as directed by the Board.



# Customer Information Survey Report

April 2019

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## Executive Summary

### Overview

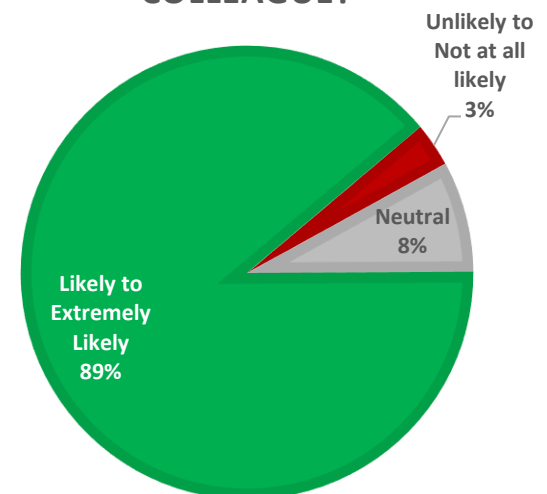
The OC Flex pilot is a shared-ride, on-demand microtransit service that launched in October 2018 with two zones: Huntington Beach / Westminster and Aliso Viejo / Laguna Niguel / Mission Viejo. As part of the evaluation of the pilot service, an informal customer information survey of current OC Flex riders was conducted over three weeks in January – February 2019.

An online survey was sent to all OC Flex riders in January 2019 (422 riders). A total of 134 individual riders (32%) responded to the survey.

### Key Findings

- Overall customer satisfaction with the OC Flex service is high. When asked how likely they would be to recommend OC Flex to a friend or colleague, 89 percent reported that they were likely to extremely likely to recommend OC Flex. Only 3 percent of respondents said that they were unlikely or not at all likely to recommend the service. The remaining 8 percent of respondents were neutral.
- When asked to rate their satisfaction with different attributes of OC Flex, respondents expressed the highest levels of satisfaction (satisfied or very satisfied) with safety (96%), driver courtesy (95%), service cost (91%), travel time (89%), and the ease of requesting a trip using the mobile app (85%).
- Approximately three-quarters of respondents also indicated that they were satisfied or very satisfied with the hours of service (75%) and the wait time (69%).
- When compared to other aspects of OC Flex, customers expressed somewhat lower levels of satisfaction with vehicle availability (61% satisfied or very satisfied).
- Responses to the service coverage area of each zone (the OC Flex area which must include the origin and destination) were more mixed, with 41 percent of respondents “satisfied or very satisfied” versus 35 percent “unsatisfied or very unsatisfied.” The remaining 24 percent of respondents were neutral.
- The majority (73%) of OC Flex trips were for personal errands (22%), shopping (20%), work (16%), and entertainment (15%).
- Nearly half of respondents reported using OC Flex to connect to / from another transit service, including OC Bus (24%) or Metrolink (23%).

### HOW LIKELY IS IT THAT YOU WOULD RECOMMEND THIS SERVICE TO A FRIEND OR COLLEAGUE?



## Background

The OC Flex pilot is a shared-ride, on-demand microtransit service that riders request using a mobile app. The pilot launched in October 2018 with two zones: Huntington Beach / Westminster and Aliso Viejo / Laguna Niguel / Mission Viejo. As part of the evaluation of the pilot, including the assessment of key performance indicators and customer satisfaction, an informal customer information survey was conducted in January – February 2019, approximately 3 months after the OC Flex service started.

## Objectives

The objectives of the OC Flex Customer Survey were to:

- Assess key performance metrics for OC Flex pilot
- Measure overall satisfaction with OC Flex service along with aspects of the service
- Determine riders' travel patterns and trip purpose
- Identify opportunities to improve OC Flex
- Determine riders use of other transportation modes, communications preferences, and relevant demographics/background information

## Methodology

An online survey was distributed by email to all registered OC Flex customer accounts which included 422 active OC Flex riders at the time of the survey. A customer was defined as an active rider if they had completed a trip on OC Flex since the pilot started in October 2018. The survey was open for approximately 3 weeks, from January 29 to February 16, 2019. In addition to the initial survey request email, a follow up email prompt was sent in the final week to those that had not already completed the survey.

Survey participants were offered an incentive of a free OC Flex day pass for participating in the survey as well as a chance to win one of five \$100 gift cards.

While 32 percent of all OC Flex riders completed the survey, the survey results are considered informal and qualitative, rather than statistically valid, as the overall sample size was 134 respondents and survey participants were self-selected. Informal research such as this survey is useful to explore a group's opinions and views, allowing for the collection of rich and verifiable data. This data can reveal information that may warrant further study and is often a cornerstone for the generation of new ideas.

Regular follow-up surveys are planned in order to continue to gather public feedback, proactively identify possible issues, and continue to improve OC Flex service. Ongoing customer feedback on OC Flex is also gathered from customer comments, social media posts, and passengers' ride ratings within the OC Flex mobile app.

## Results / Findings

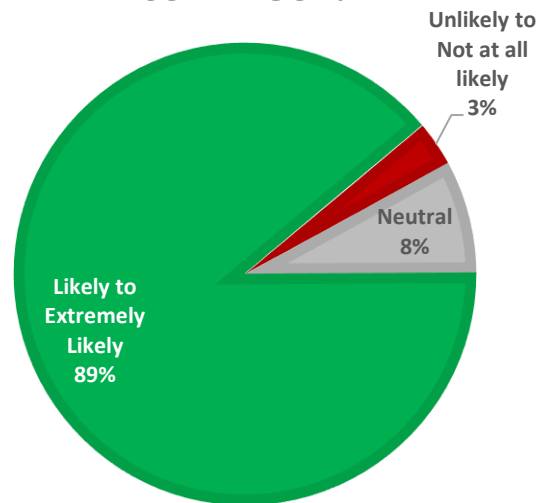
### Overall Customer Satisfaction

In order to assess customers' overall satisfaction with the OC Flex service, respondents were asked to rate how likely they would be to recommend OC Flex to a friend or colleague.

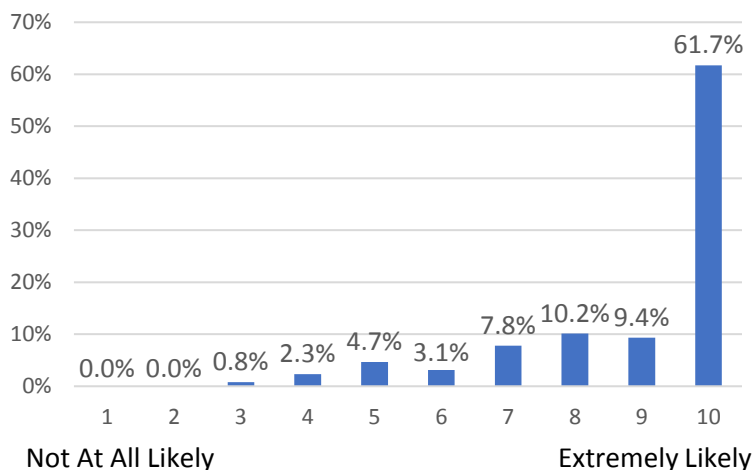
Survey respondents were able to respond on the scale of one to ten with 1 being "not at all likely" and 10 being "extremely likely" that they would recommend OC Flex to a friend or colleague.

The majority of responses received were positive, with 89 percent of respondents reporting that they were "likely or extremely likely" (ratings of 7 to 10) to recommend OC Flex to a friend or colleague. Neutral responses (mid-range ratings of 5 to 6) accounted for 8 percent of overall responses. Negative responses, or respondents who reported they were "unlikely or not at all likely" to recommend the service to a friend or colleague made up 3 percent of total responses.

### HOW LIKELY IS IT THAT YOU WOULD RECOMMEND THIS SERVICE TO A FRIEND OR COLLEAGUE?



### HOW LIKELY IS IT THAT YOU WOULD RECOMMEND THIS SERVICE TO A FRIEND OR COLLEAGUE?



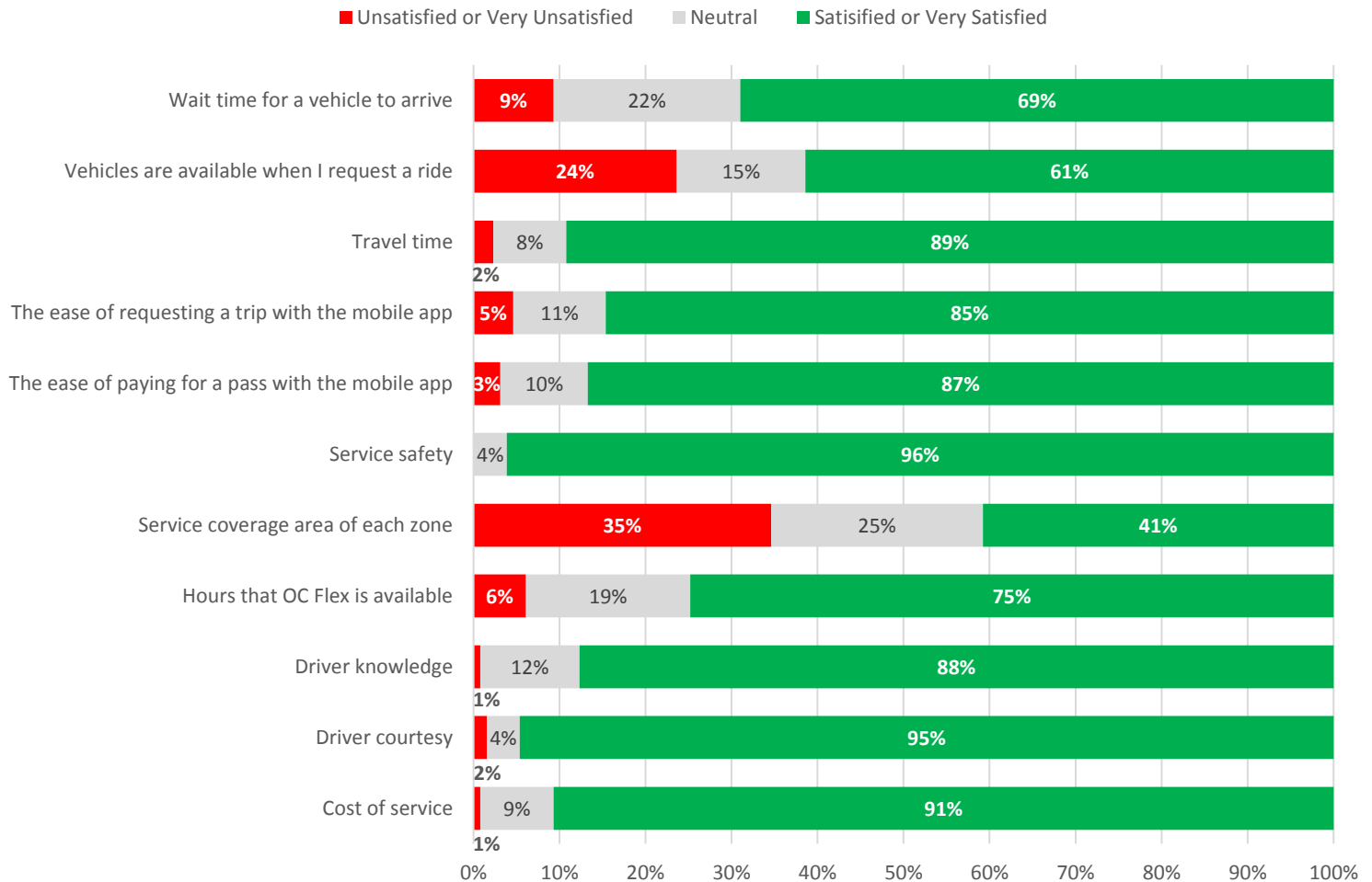
More than 61 percent selected the highest possible rating of "extremely likely" to recommend OC Flex. The lowest rating response received was a 3 (out of 10), which accounted for 0.8 percent of total responses.

The overall satisfaction ratings were generally consistent between the two OC Flex zones.

## Service Elements Satisfaction

In order to evaluate different attributes of the OC Flex service, riders were asked to rate their satisfaction from “very satisfied” to “very unsatisfied” with specific OC Flex service attributes.

### BASED ON YOUR OVERALL EXPERIENCE WITH OC FLEX, HOW WOULD YOU RATE YOUR SATISFACTION WITH EACH OF THE FOLLOWING ITEMS?



Respondents were very positive about some OC Flex service attributes, reporting that they were “satisfied or very satisfied” with OC Flex’s safety (96%), driver courtesy (95%), and service cost (91%). The low service cost (\$4.50 / day using the mobile app) and driver safety training and qualifications were identified in earlier focus groups as key differentiators of the OC Flex service versus alternative services.

OC Flex did well on several transit option attributes with most respondents satisfied or very satisfied with travel time (89%), the hours of service (75%) and the wait time (69%).

Feedback on the OC Flex mobile app, the primary method to request and pay for a trip, showed the app was generally well received. The majority of respondents (85%) reported that they were “satisfied or very satisfied” with how easy it was to request a trip using the mobile app. Respondents reported that



paying for an OC Flex trip using the mobile app was just as easy, with 87 percent of respondents “satisfied or very satisfied” with paying for a pass using the mobile app.

While most responses were generally very positive, customer feedback also identified two areas with lower satisfaction levels. Responses to the current service coverage area of each zone were more mixed. The OC Flex operates in two zones, which includes specific areas within the cities of Huntington Beach / Westminster and Aliso Viejo / Laguna Niguel / Mission Viejo. Overall, 41 percent of respondents were “satisfied or very satisfied” with the service coverage area versus 35 percent “unsatisfied or very unsatisfied.” The remaining 24 percent of respondents were neutral. Based on follow up questions, unsatisfied respondents generally requested that the service area be expanded.

The majority of respondents (61%) reported they were “satisfied or very satisfied” with vehicle availability and 15 percent were neutral. The remaining 24 percent of respondents reported they were “unsatisfied or very unsatisfied” with vehicle availability (being able to request an available vehicle). The customer survey preceded several adjustments made to increase vehicle availability, including the use of an additional shuttle during peak hours, so staff will continue to monitor this item.

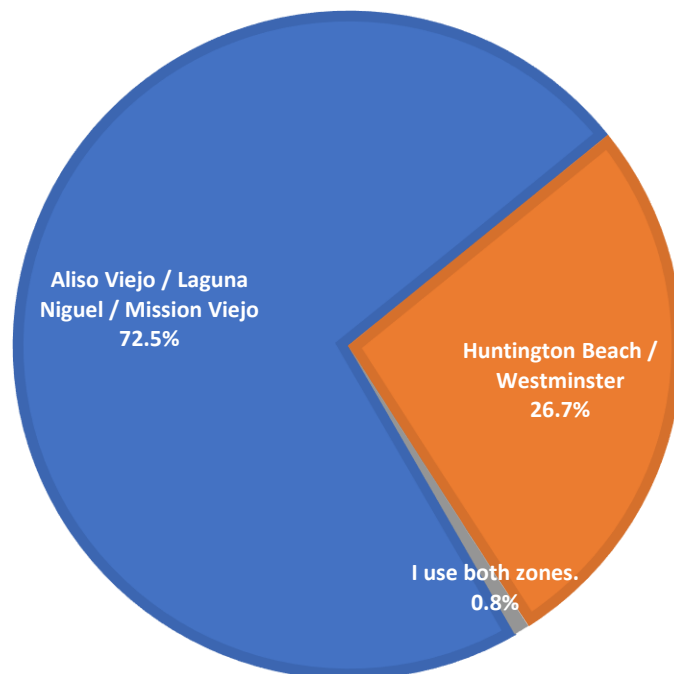
## Area of Use

Respondents were asked to identify which of the two OC Flex zones they used. The Aliso Viejo / Laguna Niguel / Mission Viejo zone represented 73 percent of the survey respondents, with Huntington Beach / Westminster made up 27 percent.

The response by zone is consistent with the total number of OC Flex riders within each zone responded to survey. Of the 422 OC Flex riders surveyed, 300 riders (71%) were active in the Aliso Viejo / Laguna Niguel / Mission Viejo zone. In the Huntington Beach / Westminster zone, 124 riders (29%) are active. A small number of riders are active in both zones.

Survey response rates for the two zone were generally consistent, with Aliso Viejo / Laguna Niguel / Mission Viejo at 33 percent of total riders, and 29 percent for Huntington Beach / Westminster. The overall survey response rate was 32 percent.

### WHICH OC FLEX ZONE DO YOU USE?

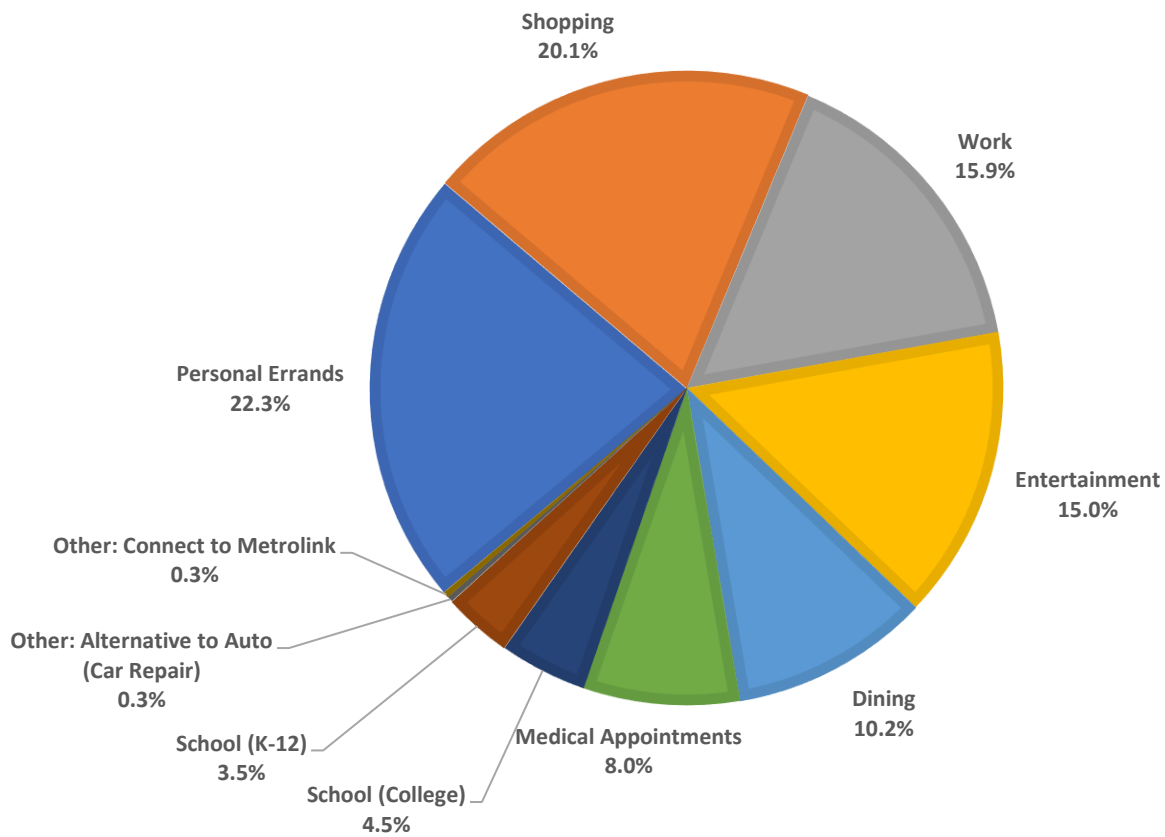


## Trip Purpose

In order to assess customer travel patterns and trip purposes, riders were asked “why do you take OC Flex?” This question was presented as a multiple-choice option, so riders were free to select as many responses as desired (including an “Other” write-in option). The chart above reflects the 314 individual responses from 130 survey respondents who responded to this question.

Personal errands were the most frequently selected trip purpose, with 22 percent of individual responses. Shopping (20%), work (16%) and entertainment (15%) were the next most common responses. These four responses accounted for 73 percent of individual responses.

### WHY DO YOU TAKE OC FLEX? (INDIVIDUAL RESPONSES)

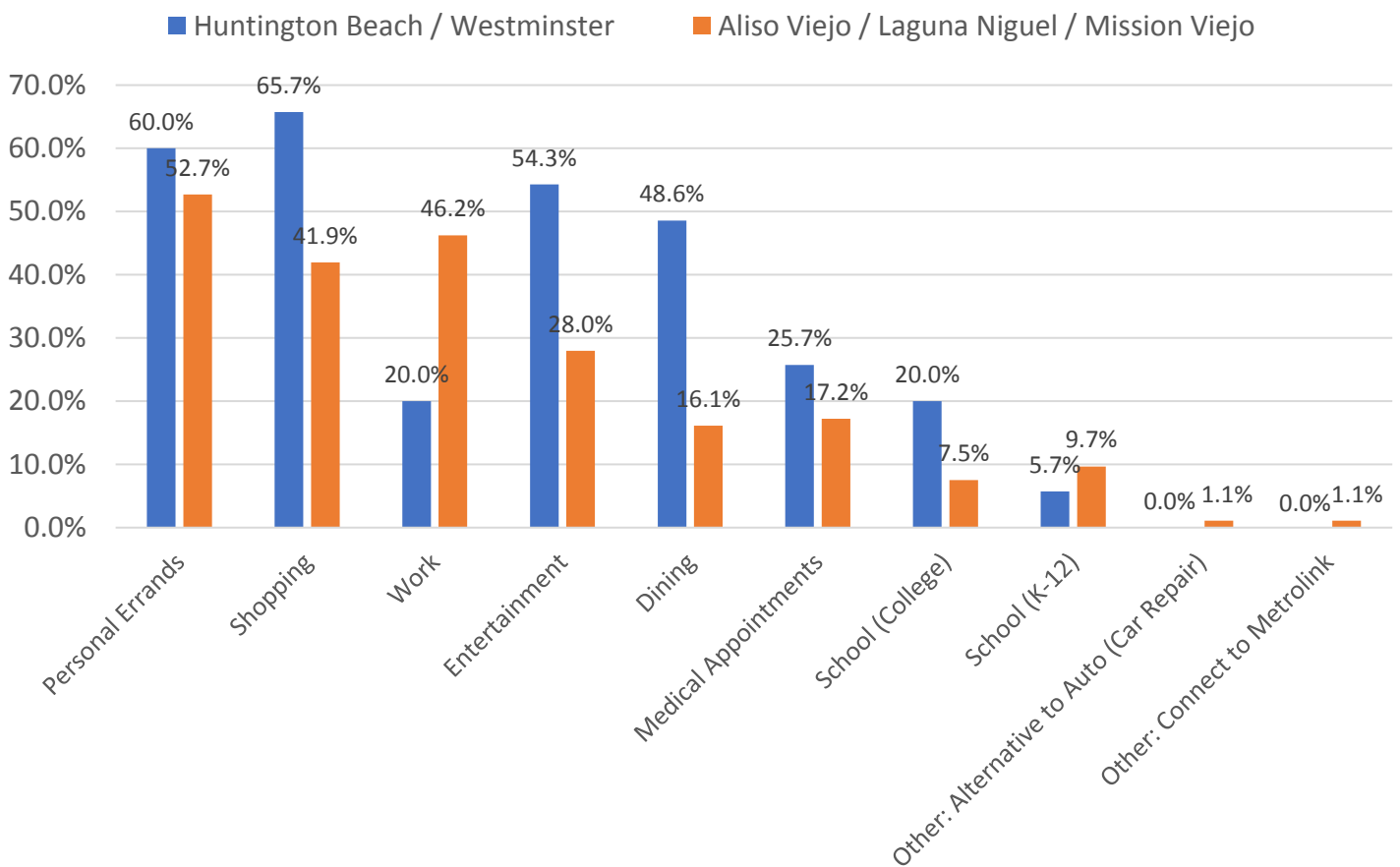


Comparing respondents trip purpose by zone indicated several differences between the two zones.

Huntington Beach / Westminster had more trips involving shopping (66%), entertainment (54%) and dining (49%) than Aliso Viejo / Laguna Niguel / Mission Viejo (42%, 28% and 16%, respectively). This may suggest more recreational or evening usage in the Huntington Beach / Westminster area.

Respondents reported more work trips (46%) in the Aliso Viejo / Laguna Niguel / Mission Viejo area than Huntington Beach / Westminster (20%). This is likely due to commuter use of OC Flex to the Laguna Niguel / Mission Viejo Metrolink station.

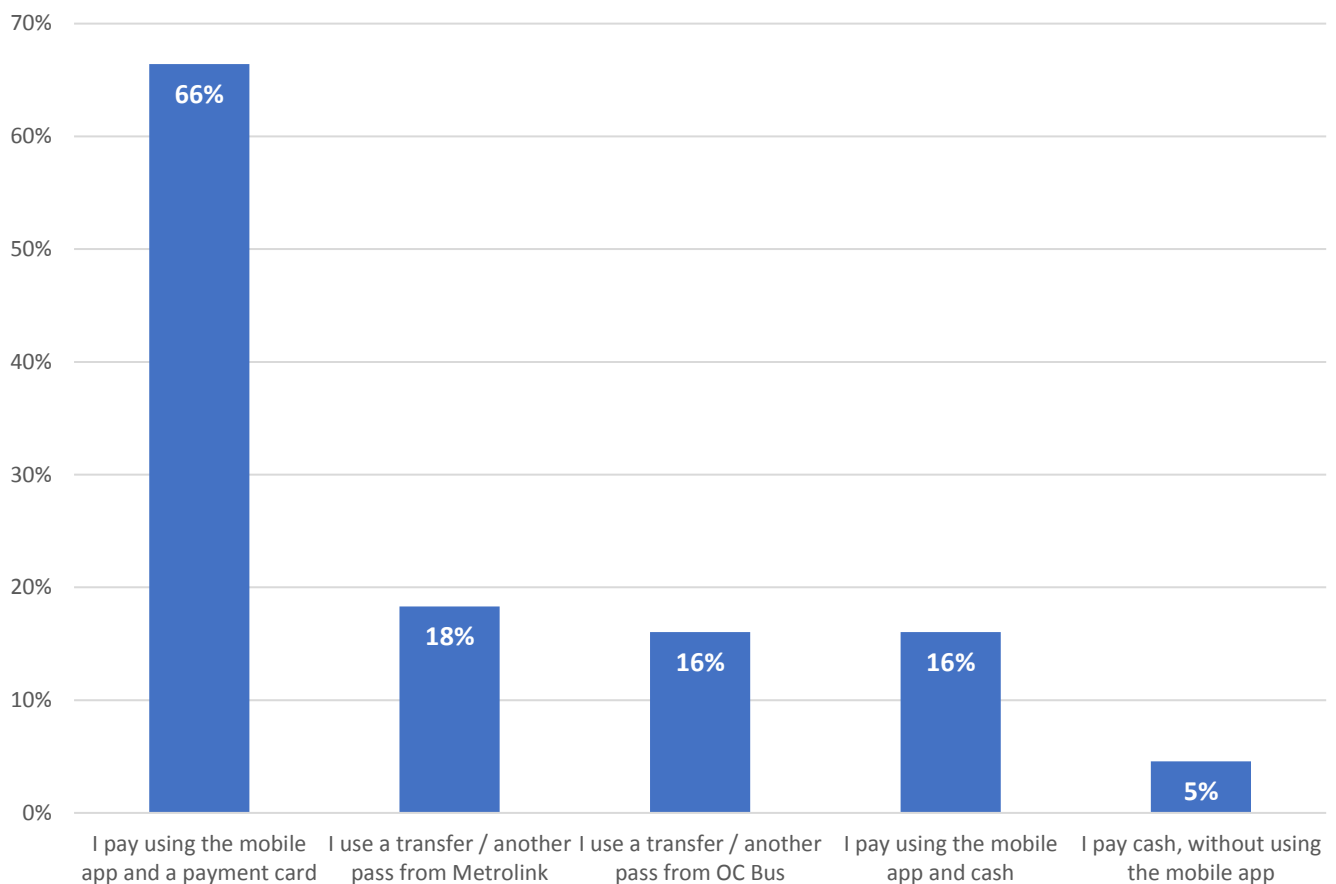
### WHY DO YOU TAKE OC FLEX? (RESPONDENTS)



## Payment Method

Riders were asked what form of payment they have used for OC Flex trips. Multiple selections were possible in order to reflect riders that may use multiple forms of payment. Using the OC Flex mobile app and a payment card was the most common selection, with 66 percent of respondents using it as a payment method. Respondents also selected transfers from Metrolink (18%) or from OC Bus (16%). Additionally, 16 percent of respondents use the mobile app to request their trip and then pay in cash (onboard). Only 5 percent of respondents reported that they paid cash and did not use the mobile app (which would require them to request the trip by phone).

### HOW DO YOU PAY FOR YOUR OC FLEX PASS? (RESPONDENTS)



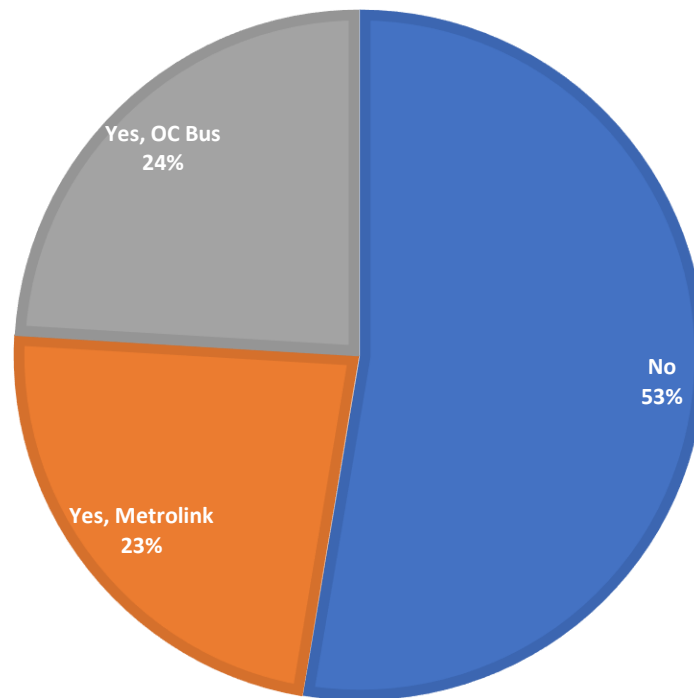
### Connections to Transit

Nearly half of respondents reported using OC Flex to connect to / from another transit service, including OC Bus (24%) or Metrolink (23%).

Respondents that connected to Metrolink (23%) were located exclusively within the Aliso Viejo / Laguna Niguel / Mission Viejo area, due to the Metrolink station within the area.

Respondents that reported connecting to OC Bus (24%), were divided between the two zones, with 56 percent located within Aliso Viejo / Laguna Niguel / Mission Viejo and 44 percent located within Huntington Beach / Westminster.

### WHEN USING OC FLEX, DO YOU CONNECT TO / FROM ANOTHER TRANSIT SERVICE? IF SO, WHICH ONE?



## Demographics

In order to better understand and serve our customers, OCTA collected standardized demographics information for survey respondents. All demographic information collected is optional.

<b>Age (131 respondents)</b>	
Under 18	4.6%
18 to 24	13.0%
25 to 34	15.3%
35 to 44	24.4%
45 to 54	20.6%
55 to 64	14.5%
65 to 74	6.1%
75 or older	1.5%
<b>Gender (129 respondents)</b>	
Female	57.4%
Male	39.5%
Prefer not to answer	3.1%
<b>Employment Status (132 respondents)</b>	
Employed, working full-time	55.3%
Employed, working part-time	11.4%
Student, and also working	6.8%
Student, not working	6.8%
Homemaker	3.8%
In-between jobs	3.0%
Disabled, not able to work	3.8%
Retired	9.1%
<b>Race / Ethnicity (131 respondents)</b>	
American Indian or Alaska Native	0.8%
Another race	3.8%
Asian or Asian American	16.8%
Black or African American	3.8%
Hispanic or Latino	19.1%
Native Hawaiian or other Pacific Islander	0.8%
Prefer not to answer	10.7%
White or Caucasian	44.3%
<b>Household Income (131 respondents)</b>	
\$150,000 or More	5.3%
\$100,000 to \$149,999	13.7%
\$75,000 to \$99,999	9.2%
\$50,000 to \$74,999	9.9%
\$35,000 to \$49,999	12.2%
Less than \$35,000	24.4%
Prefer not to answer	25.2%
<b>Educational Attainment (131 respondents)</b>	
Graduate degree	17.6%
Bachelor degree	26.7%
Associate degree	10.7%
Some college but no degree	22.1%
High school degree or equivalent (e.g., GED)	7.6%
Less than high school degree	3.1%
Current student (K-12)	3.8%
Prefer not to answer	8.4%

  
The logo features the letters 'OC' in a large, bold, blue font. A stylized blue leaf with three smaller leaves is positioned above the 'C'. To the right of 'OC', the word 'FLEX' is written in a bold, blue, sans-serif font.

**Microtransit Pilot Project**

Six-Month Project Update



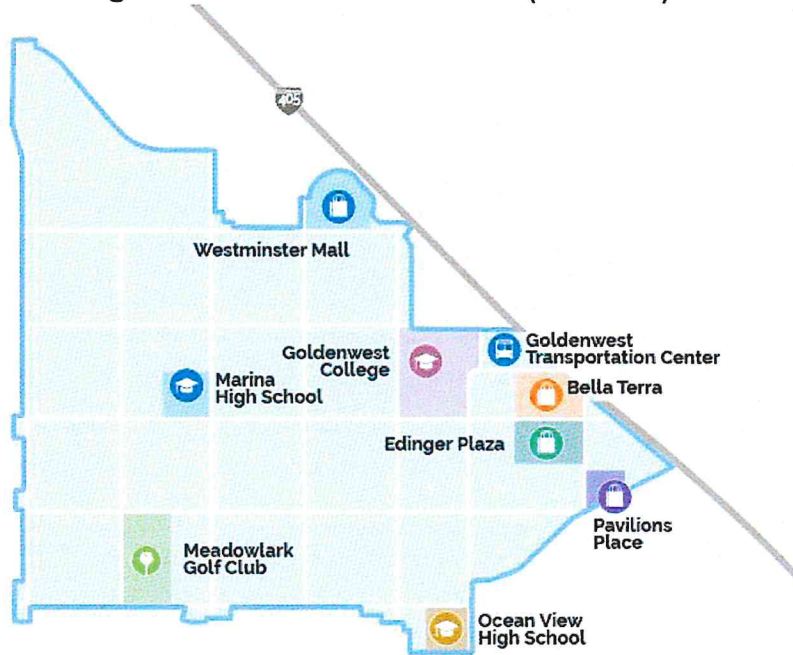
# Service Background

- An *on-demand* service offered as a one-year pilot in two test areas
- A service operated under contract
- A service operated with a new vehicle type
- A service that is testing new rider markets
- A part of the OC Bus 360° Program
  - Identify opportunities to improve productivity by matching resources to demand
  - Filling a service gap between regular fixed-route service and ride-hailing options



# Pilot Zones

Huntington Beach – Westminster (HB-WM)



Blue Zone

Aliso Viejo-Laguna Niguel-Mission Viejo (AV-LN-MV)



Orange Zone

# Service Characteristics

- Operates on:
  - Monday through Thursday: 6am – 9pm (11pm on Fridays)
  - Saturdays: 9am – 11pm
  - Sundays: 9am – 9pm
- Allows customers to request rides to/from anywhere inside the zone
  - Will serve key destinations within zones (hubs)
- Offers first/last mile connections for riders entering or leaving zones

# Fares

- Cost \$4.50 for pre-paid fare media (mobile app)
- Cost \$5.00 for onboard cash paying customers
- Consistent with the cost of a Day Pass for fixed-route service and OCTA fare policy
  - Allows up to three children under five years of age to ride for free with a fare-paying passenger
- Allows five free transfers to/from an OC Bus stop or Metrolink Station with a valid full fare OC Bus Day Pass, Metrolink ticket, or Amtrak ticket

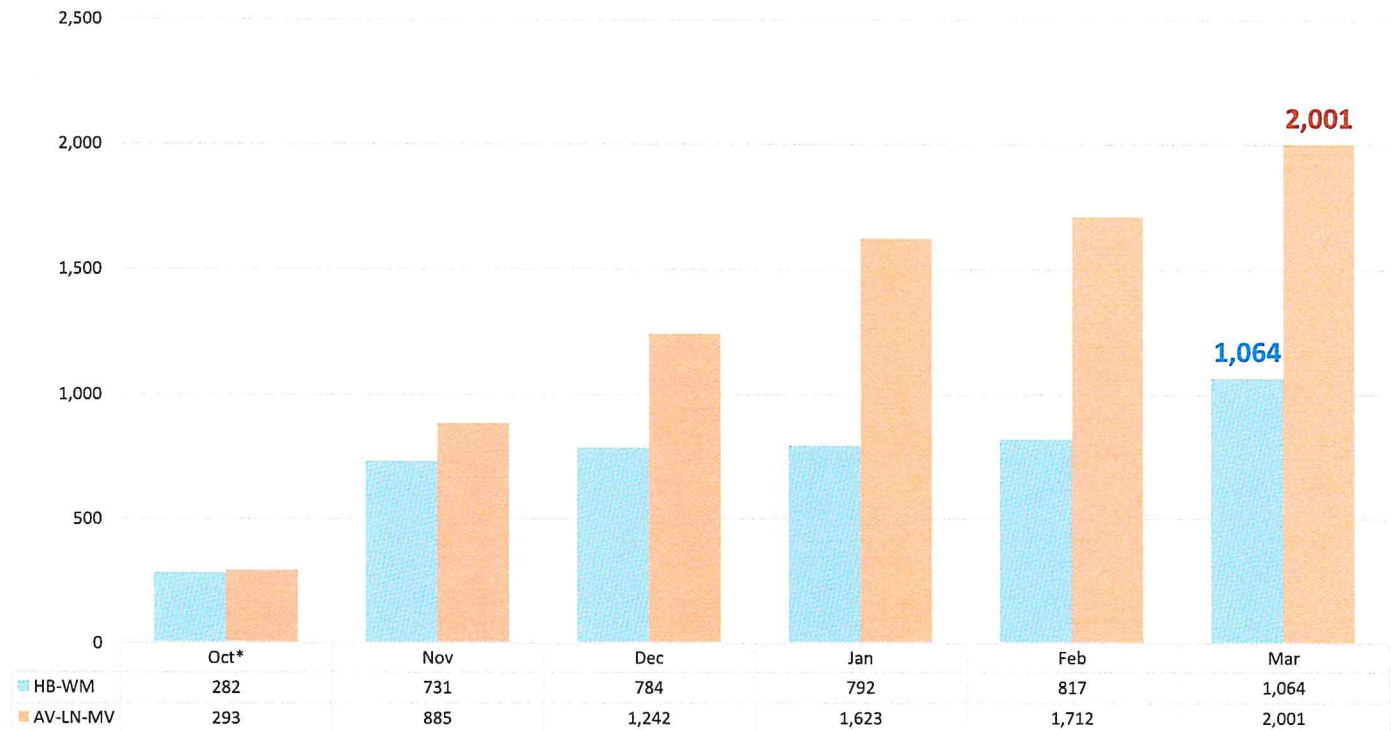


# Board Adopted Goals/Measures

- Provide public transit mobility in lower-demand areas
  - *As measured by boardings per revenue vehicle hour (b/rvh): six b/rvh*
- Reduce total operating and capital costs
  - *As measured by subsidy per boarding: \$9.00 per boarding*
- Reduce Vehicle Miles Traveled (VMT)
  - *As measured by percent of bookings sharing a vehicle: 25% Shared Rides*
- Extend reach of OC Bus and Metrolink services
  - *As measured by percent of trips to/from transit hubs: 25% of trips*
- Meet customer needs
  - *As measured by customer satisfaction: 85% of riders “likely”/“very likely” to recommend OC Flex*

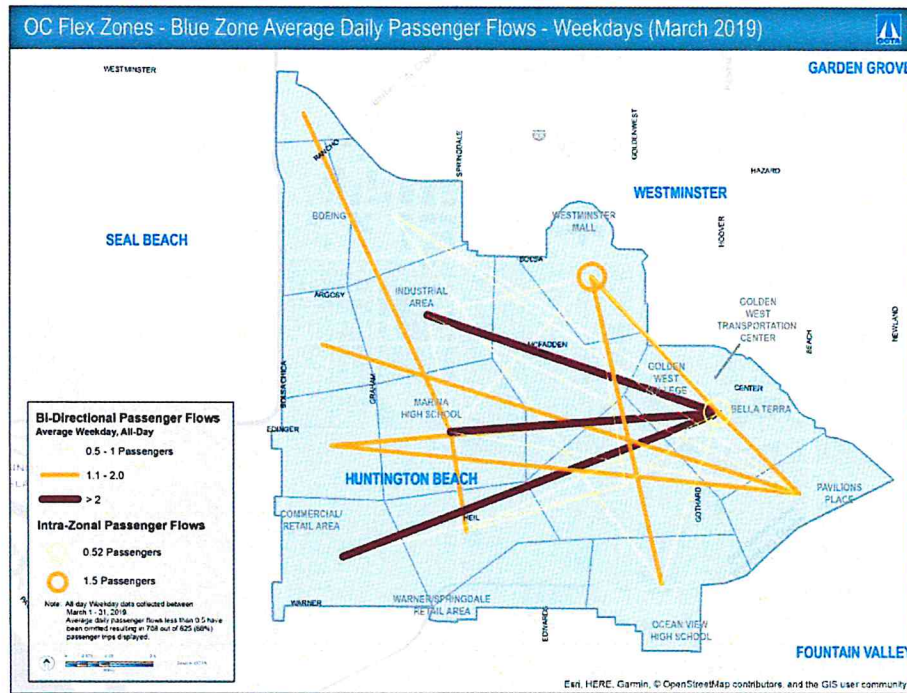
# Boardings

- Total Boardings: **12,226**
- 700 weekly boardings
  - 100+ weekdays rides (January through March)
    - Saturdays: **58**; Sundays: **40**
  - Highest daily ridership: 150
- Zone trends
  - Ridership increases since November
    - **41% (Blue)**; **104% (Orange)**
  - High peak demand
    - **First/Last mile connections to transit hubs, town centers/employers, and shopping**



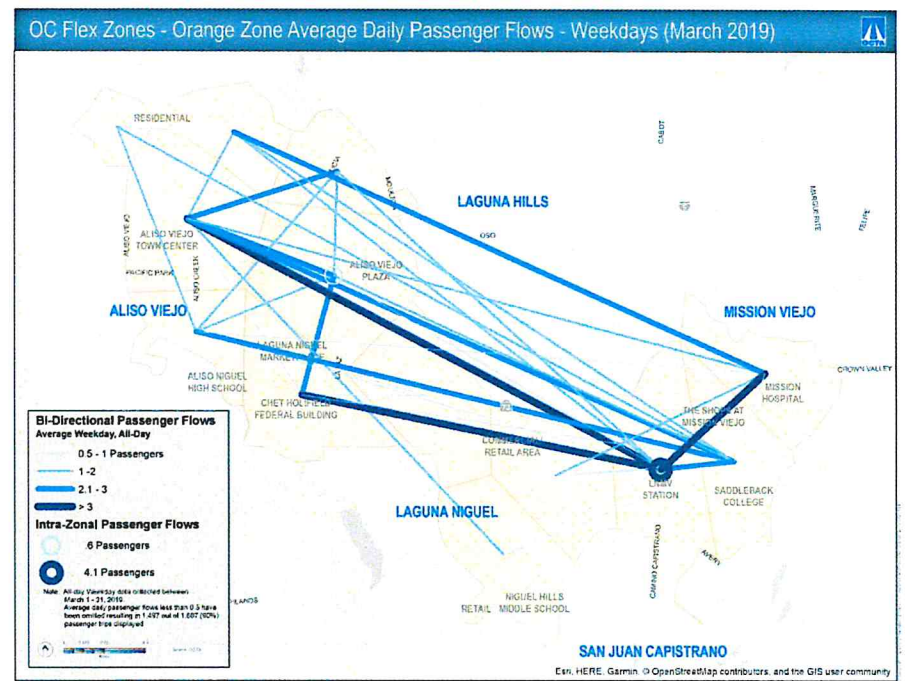
# Popular Origins/Destinations

Huntington Beach – Westminster (HB-WM)



Blue Zone

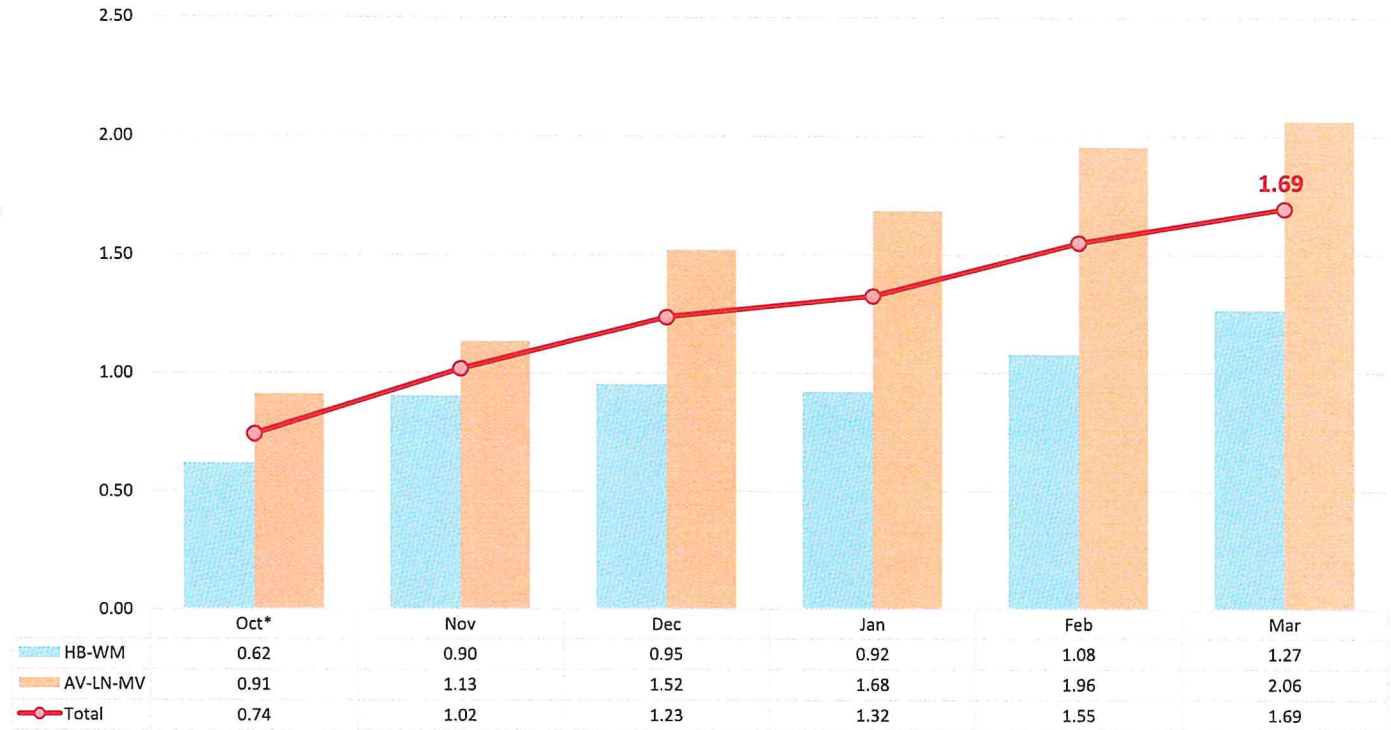
Aliso Viejo-Laguna Niguel-Mission Viejo (AV-LN-MV)



Orange Zone

# Productivity

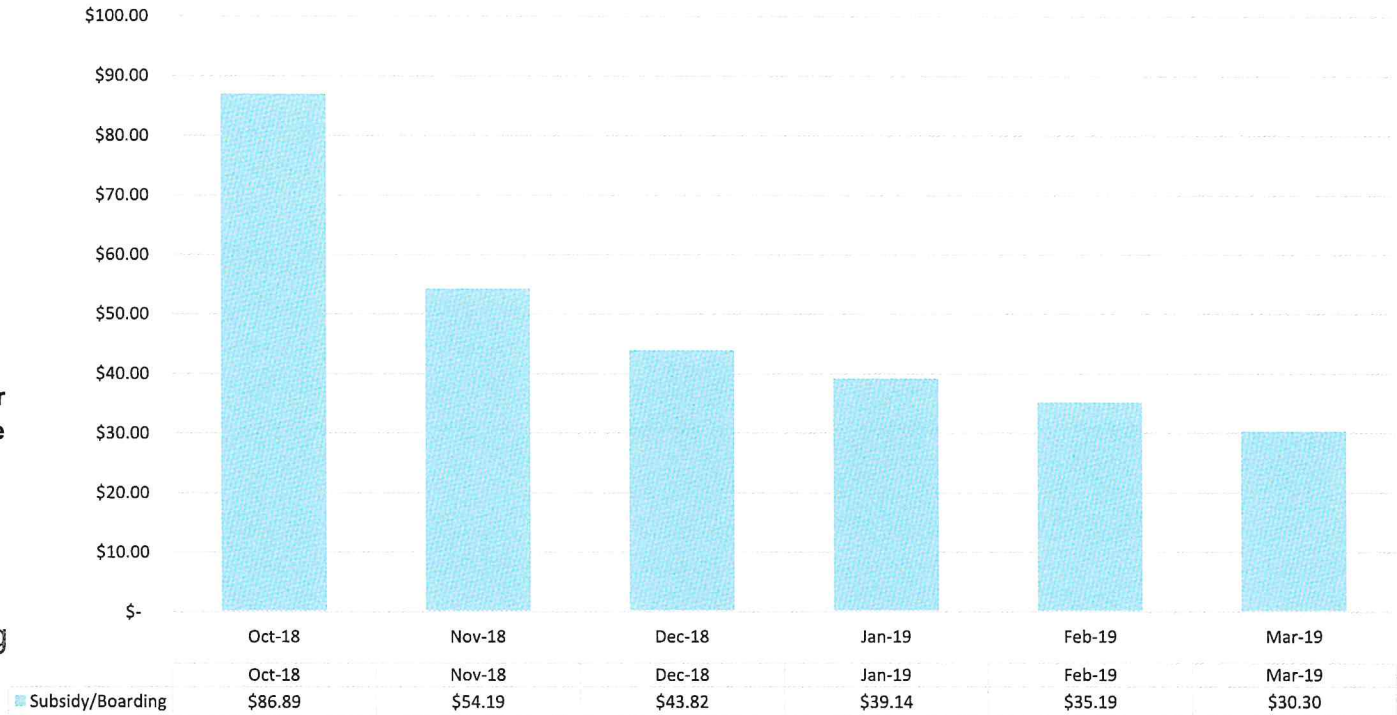
- B/RVH: 1.69
- Slow but steady increase
  - Below target of 6.0 b/rvh
  - Weekday Avg: 1.9+ b/rvh (March)
    - 1.1 on Saturdays; 0.9 on Sundays
- Modal Reference
  - OC Bus: 23.5 b/rvh
  - OC ACCESS: 1.81 b/rvh
- Zone trends
  - Similar to ridership trend
- Peer watch
  - Actual b/rvh: from 3.0 - 4.5





# Cost Effectiveness

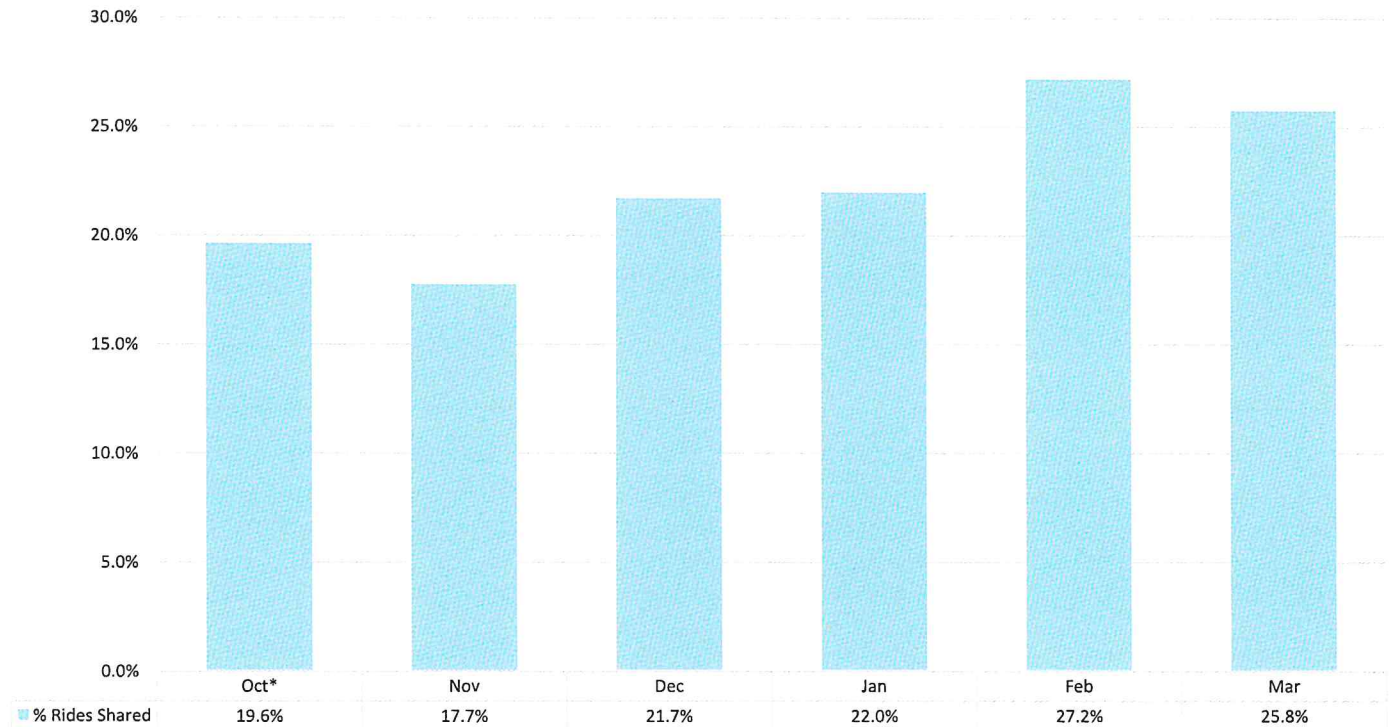
- Subsidy/Boarding: **\$41.12**
- Decreasing trend: *good*
  - \$9.00/boarding goal
  - 44% drop between November and March
  - Inversely related to productivity
    - As productivity improves, subsidy per boarding should continue to decrease
- Modal Reference (Fiscal Year 2018-19)
  - OC Bus\*: \$5.39 - \$9.56/boarding
  - OC ACCESS: \$35.25 /boarding



\* OC Bus – Community Circulators

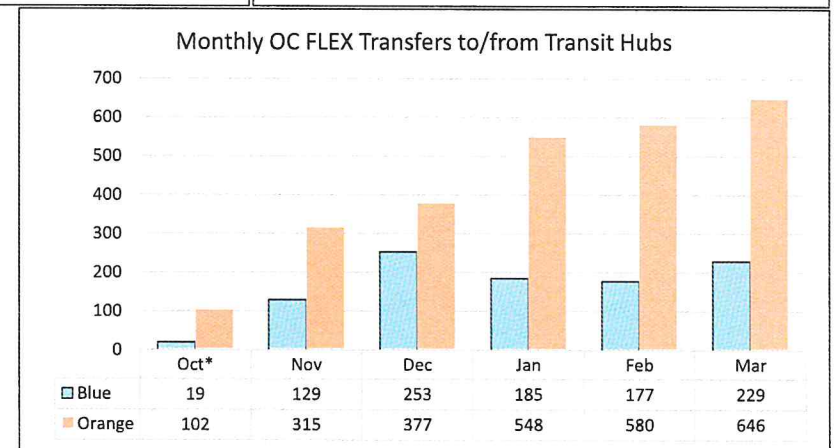
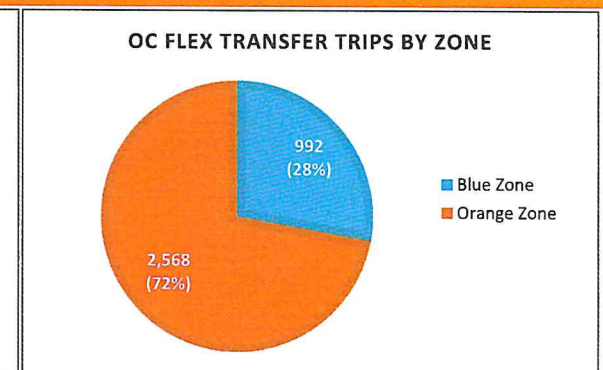
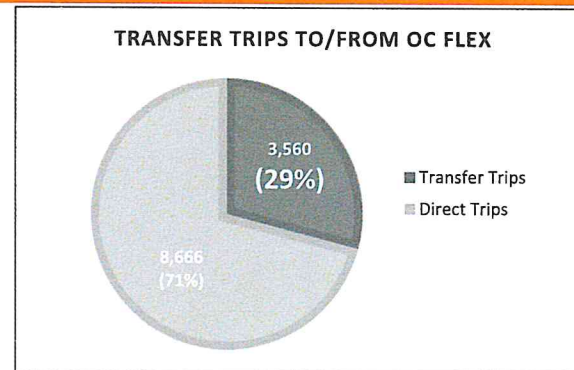
# Trip Sharing

- Shared Rides: **23.2%**
- Favorable trend:
  - Just below the target of 25%
  - Exceeded target in February and March 2019
  - Increase likely due to changes in software parameters
  - Additional modifications under consideration to increase trip sharing



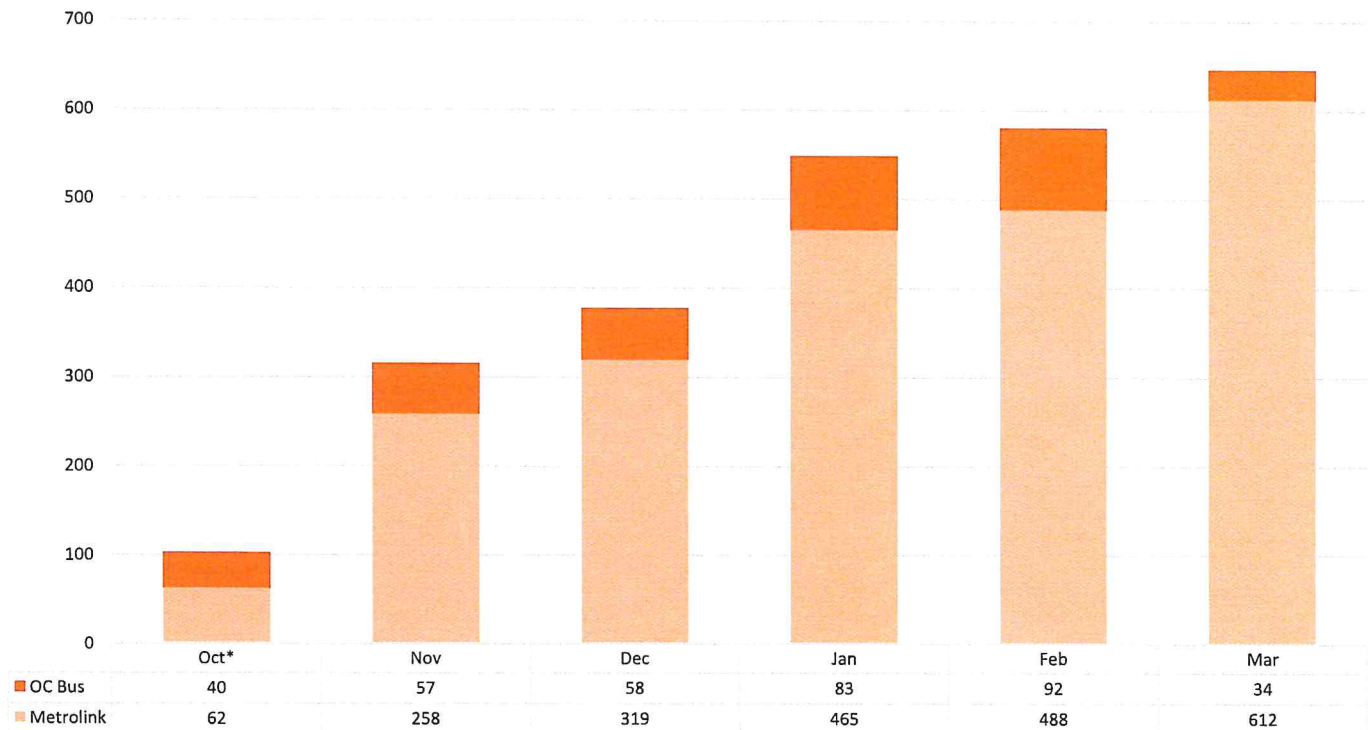
# Connecting to Transit

- Transfer Trips: **29%**
- Favorable trend:
  - Above 25% target for transfers
  - High transfer rate in the Orange Zone is due to high volume of trips to and from the LN-MV Metrolink Station
  - First/last mile connections to points east and west of station



# Transfers in the Orange Zone

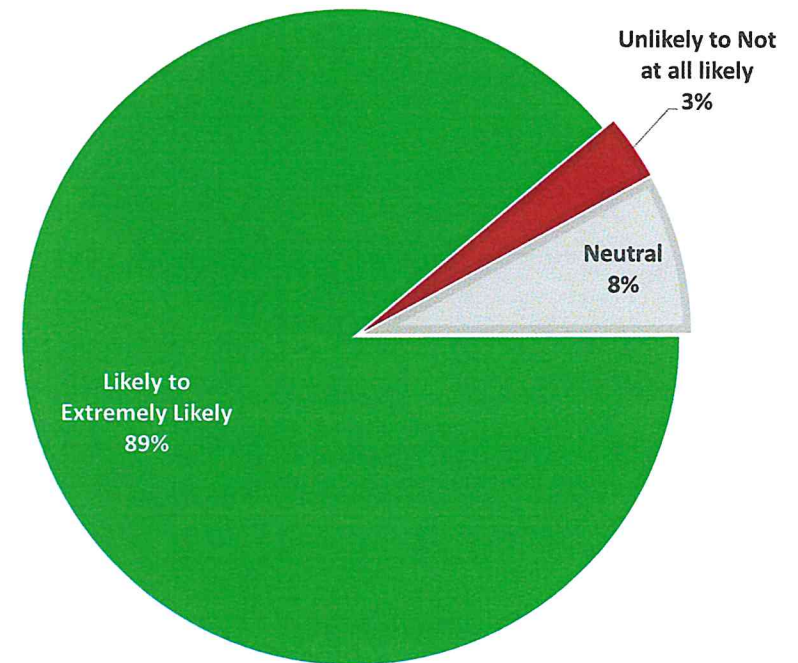
- Orange Zone: 72% of all OC Flex transfers
- Transfers to/from Metrolink rail station increased in each successive month
- March transfers to/from Metrolink rail station totaled 612:
  - 70% of all OC Flex transfers
  - 95% of transfers in the Orange Zone.



# Customer Satisfaction

- Customer Satisfaction: **89%**
- Favorable Experience:
  - Above 85% target
- Informal qualitative customer survey
  - Open for three weeks in January through February 2019
  - Emailed to all active OC Flex riders
  - 32% response rate (133 out of 422)

HOW LIKELY IS IT THAT YOU WOULD RECOMMEND THIS SERVICE TO A FRIEND OR COLLEAGUE?



# Performance Summary

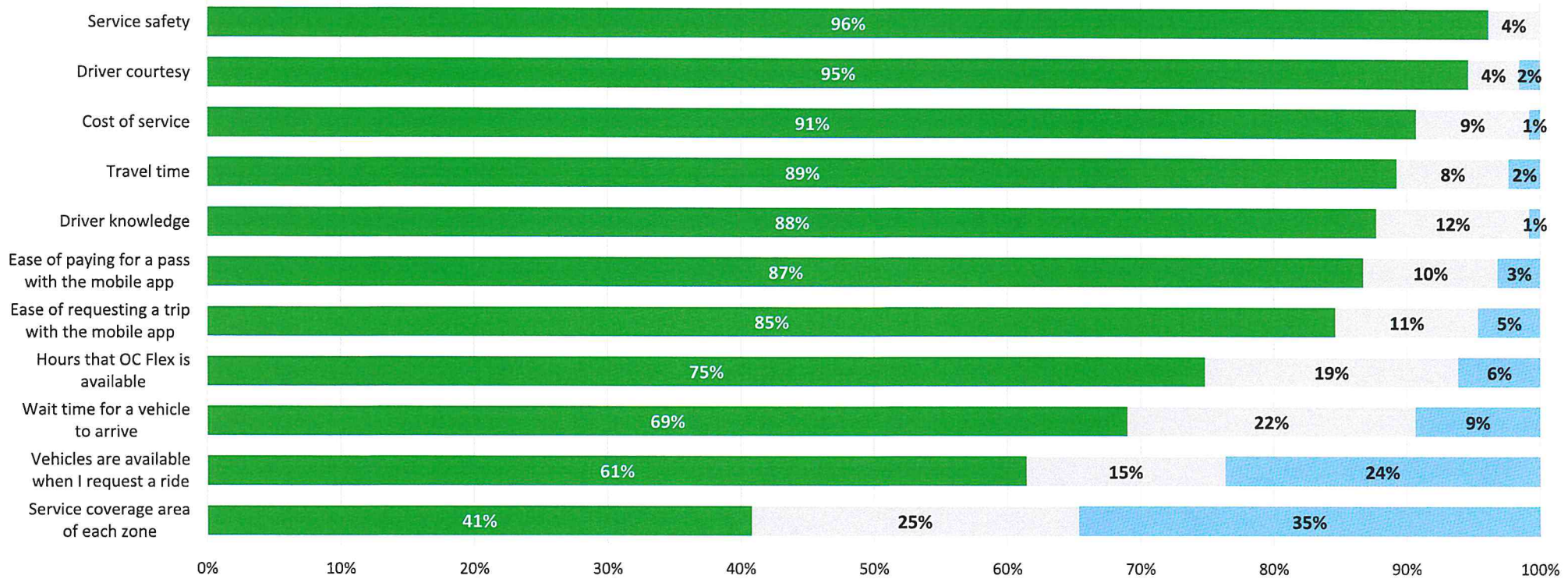
Board Adopted Goals / Measures		Performance*	Goal Met?
<b>Productivity</b> <i>Boardings per Revenue Vehicle Hour</i>	6	1.7	X
<b>Cost Effectiveness</b> <i>Subsidy per Boarding</i>	\$9.00	\$41.12	X
<b>Shared Rides</b> <i>% of Bookings sharing a vehicle, including groups</i>	25%	23.2%	—
<b>Connecting Transit Trips</b> <i>% of transfer trips</i>	25%	29%	✓
<b>Customer Satisfaction</b> <i>% “likely”/“very likely” to recommend service</i>	85%	89%	✓

\* Performance as of March 31, 2019

# Customer Feedback

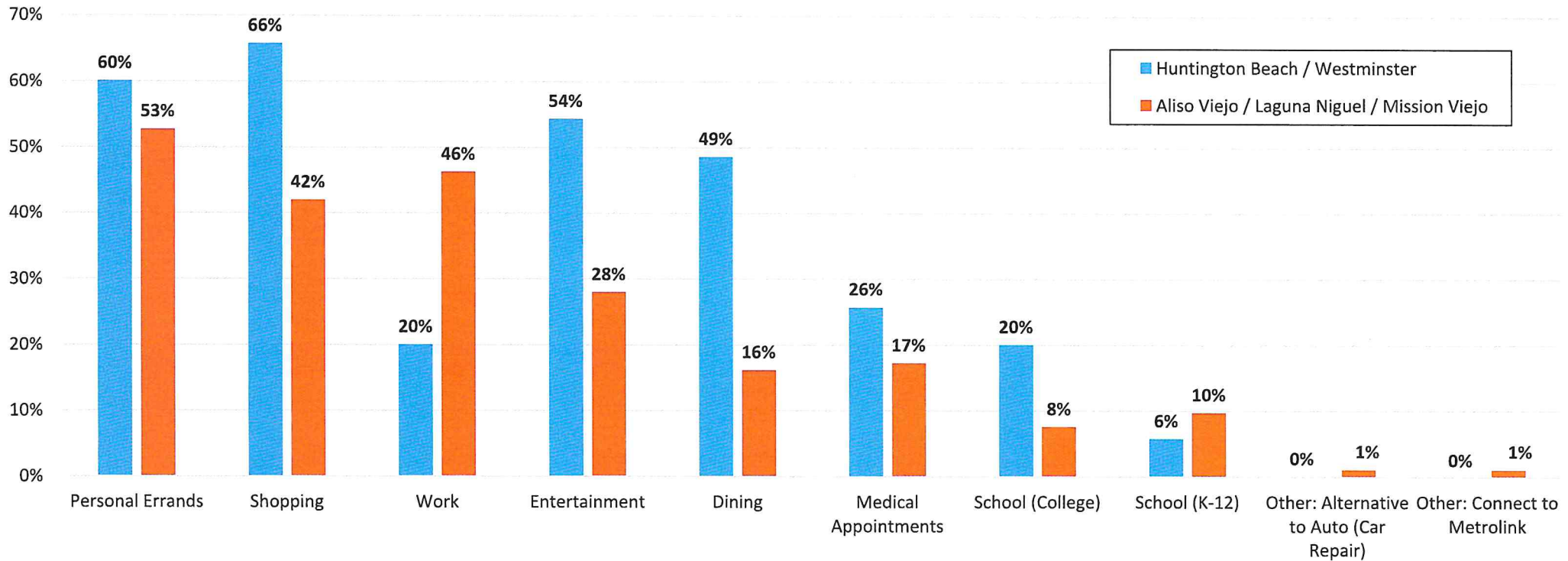
BASED ON YOUR OVERALL EXPERIENCE WITH OC FLEX, HOW WOULD YOU RATE YOUR SATISFACTION WITH EACH OF THE FOLLOWING ITEMS?

■ Satisfied or Very Satisfied   ■ Neutral   ■ Unsatisfied or Very Unsatisfied



# Trip Purpose

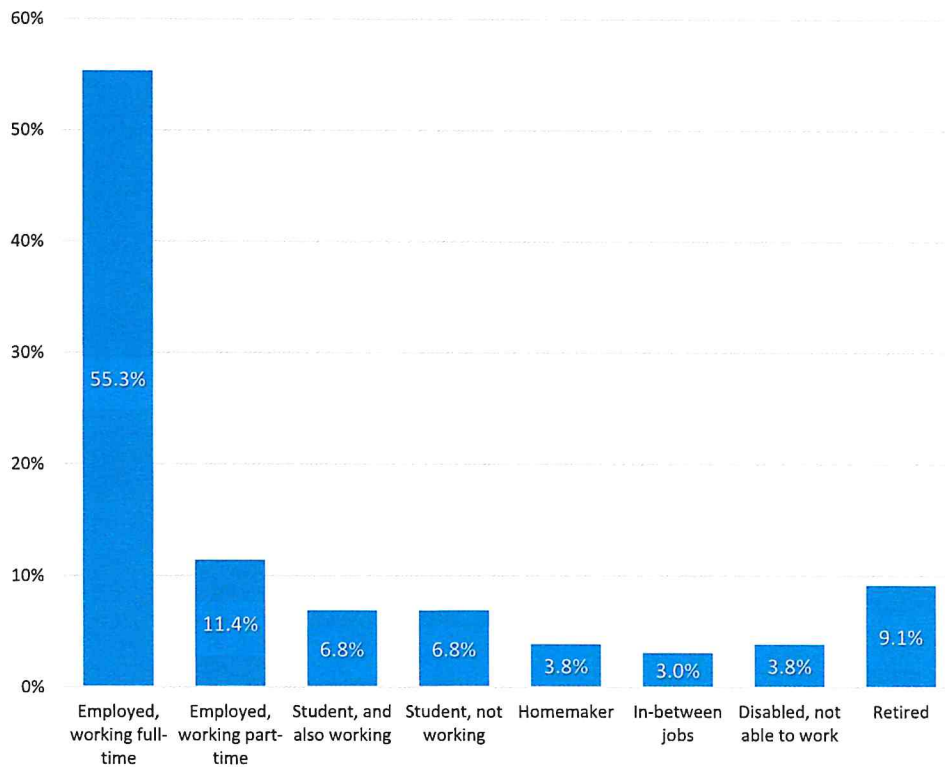
WHY DO YOU TAKE OC FLEX?



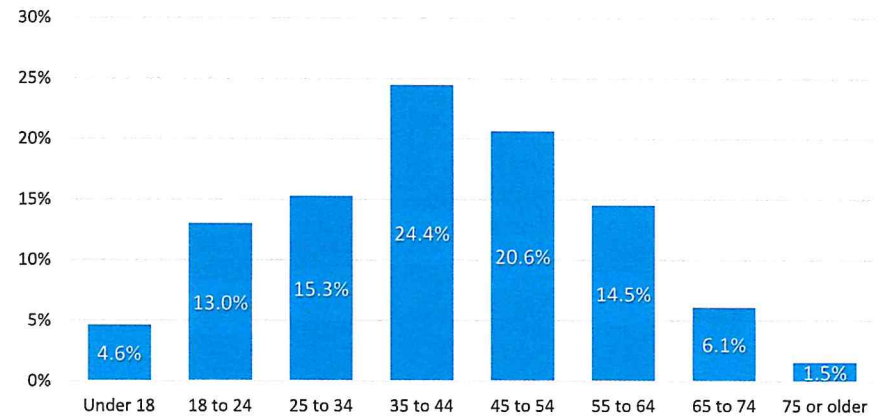


# Customer Demographics

## Employment Status



## Age



## Gender

57 percent female overall

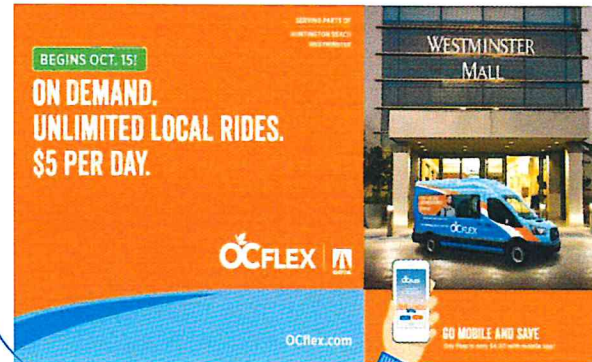
- 62 percent in Huntington Beach zone
- 55 percent in Aliso Viejo zone

# Marketing Activities

## Research



## Launch



## Promotion



**STARTING OCTOBER 20!** Enjoy unlimited local rides throughout parts of Aliso Viejo, Laguna Niguel, and Mission Viejo for \$5 per day. Download the mobile app and save even more!



OCFLX.COM

**On Demand. Unlimited local rides! \$5 per day.**

[Learn More](#)

Learn all about OC Flex



# Weekend Fare Promotion

**162,112**  
Individuals reached

**2,661**  
Clicks, likes and reactions, post shares, and comments

**WEEKENDS ONLY**  
FEB 2 - APRIL 28, 2019

**50% OFF GROUP RIDES!**

**PROMO PRICING**

- 2 Riders \$4.50 /day
- 3 Riders \$6.75 /day
- 4 Riders \$9.00 /day

\* With Mobile App

OCflex.com

Clean Transportation Funding

OCFLEX | OCTA



Sounds better than Uber!



My daughter just tried for the first time today and said it was easy and cool to use! Great way to get to and from the mall for a teenager!!



Lifesaver!!!! My son has been using this week to get to school in the rain. Thank you.

OC Flex Sponsored

Give your car a break this weekend. Take OC Flex for friends right. We're your on-demand, curb-to-curb service. Simply book with the OC Flex app and save 50% on weekend group rides.

OCflex.com

**Weekend Promo. Unlimited Trips all day!**  
Ride OC Flex as a group and save.

Like Comment Share

OC Flex Sponsored

Save your car a break this weekend. Take OC Flex for friends right. We're your on-demand, curb-to-curb service. Simply book with the OC Flex app and save 50% on weekend group rides.

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**Weekend Promo. Unlimited Trips all day!**  
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OCflex.com

**Weekend Promo. Unlimited Trips all day!**  
Ride OC Flex as a group and save.

Like Comment Share

# B2B and Partnerships

WHEN YOUR GUESTS NEED A RIDE, COUNT ON OC FLEX.

On demand. Unlimited local rides. \$4.50 per day with the OC Flex Mobile App.

OCFLEX | GETA

OCflex.com

GO MOBILE AND SAVE  
Day Pass is only \$4.50 with mobile app!

SERVING PARTS OF  
ALISO VIEJO  
LAGUNA HILLS  
MISSION VIEJO

OC Flex  
Sponsored

Now there's an alternative to expensive rental and loaner cars. OC Flex, a curb to curb shuttle service, comes on demand and costs less than \$5 per day for unlimited rides. Your guests can ride to and from your hotel for less than the price of a latte.

ROCK CUSTOMER SERVICE

OCFLEX.COM  
Help your guests get around with OC Flex!  
On demand. Unlimited local rides.

Learn More

Like Comment Share



Adam's Electronics

15% off

VIEW DETAILS



Amazing Lash Studio

70% off

VIEW DETAILS



Bagels Tea

5% off purchase

VIEW DETAILS



Ding Tea

15% off purchase

VIEW DETAILS



Euro Caffe

20% off purchase

VIEW DETAILS



John's Incredible Pizza

Free \$5 Fun cord

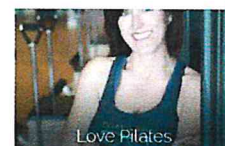
VIEW DETAILS



John's Philly Grille

Get a free drink with our purchase

VIEW DETAILS



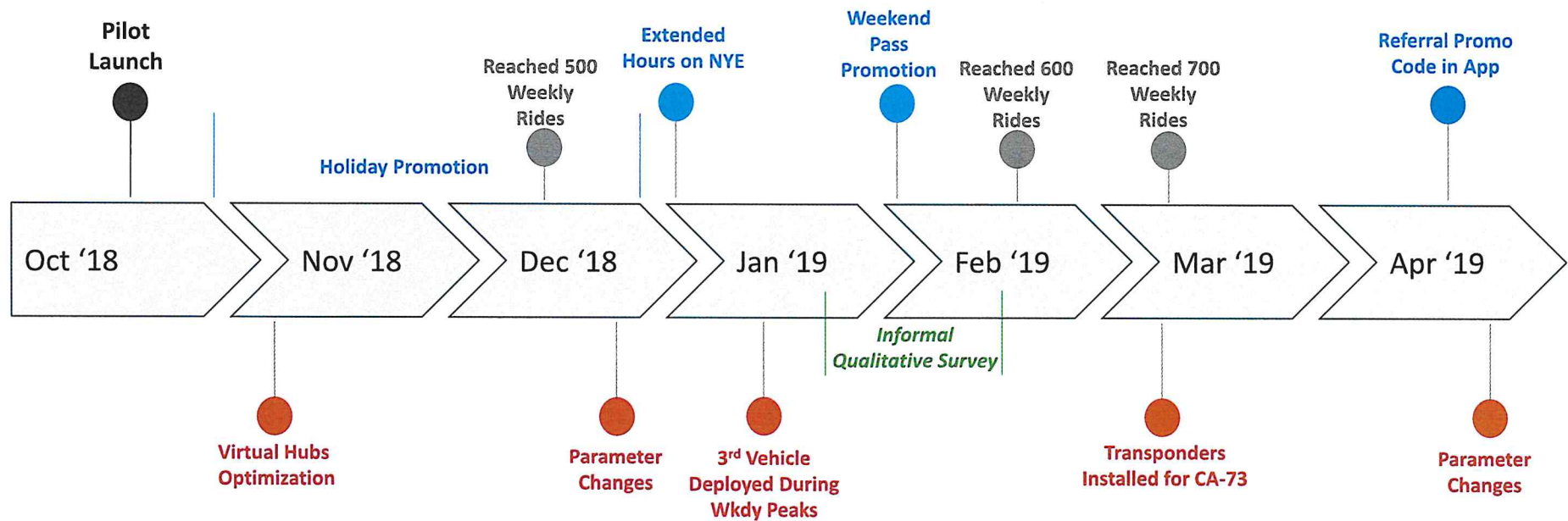
Love Pilates

10% off lessons

VIEW DETAILS

# Keeping it Flex-ible...

- Adjustments/Actions taken to date to meet the customer need:



# Next Steps

- Continue promotions to encourage ridership
  - Weekend 50% Off Group Rides
  - Referral program
  - Weekday Off-Peak Fare Promotion
- Continue to track performance
  - Five Performance Targets
- Refine service as needed to maintain/improve customer satisfaction
  - Software Parameters
  - Promotions
- Complete pilot evaluation
  - Service to continue beyond October 2019
  - Staff to evaluate data and develop Final Report and Recommendations in Early 2020



**May 9, 2019**

**To:** Transit Committee  
**From:** Darrell E. Johnson, Chief Executive Officer  
**Subject:** Innovation Update

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

**Overview**

The Orange County Transportation Authority continues to explore innovative transportation services and projects for Orange County residents, workers, and visitors. Given past successes, staff is exploring avenues to foster innovation opportunities through team efforts. A status report is provided for review.

**Recommendation**

Receive and file as an information item.

**Background**

Recent Orange County Transportation Authority (OCTA) innovation efforts have focused on leveraging technology to spur transformation. Recent examples include creating systems to provide real-time bus arrival information to passengers, deployment of mobile ticketing to reduce transaction time when purchasing bus passes, and exploration of new transit services, such as micro-transit and partnerships with transportation network companies. Many of these new approaches are completed or underway and have proven successful to date.

Deploying new technologies is just one path to innovation. However, innovation is also about developing better solutions for OCTA-related projects and services. Better solutions may include making a process more efficient (e.g., reducing time and/or cost) by technology or other means. Alternatively, innovation may include developing effective strategies to address existing or emerging issues (e.g., new transit service to address changing markets).

Innovation requires a diverse set of skills to prove successful, and OCTA uses a team approach to ensure broad perspectives. At least one staff member from each division has been invited to participate on this team. The team goals include:

- Leverage internal and external expertise in a team environment,
- Decide on appropriate OCTA roles and revisit decisions periodically,
- Be transparent with lessons learned, and
- Invest public funds wisely as projects and programs move forward.

To provide focus for OCTA's innovation team, a qualitative framework was developed in fall 2018. This framework is used to consider whether OCTA should monitor, shape, test, or implement specific innovation concepts (Attachment A). Monitoring entails keeping abreast of new developments through industry forums and meetings. Shaping includes providing feedback and recommended best practices on specific innovation efforts. Testing involves pilot projects for potential future deployment on a broader scale. Implementation would take shelf-ready efforts to full deployment, considering costs, benefits, risks, and other factors.

To determine whether OCTA should simply monitor or fully deploy a specific innovation, the framework includes a qualitative process that is intended to help define relevance to OCTA. This will include consideration of benefits, costs, complexity, and readiness. For example, innovations with direct relevance to OCTA's authority and responsibilities, and that have high benefits and low costs, may be considered for implementation. Conversely, innovations with low benefits, high costs, complex technology, and unclear institutional arrangements may need more time to mature.

### ***Discussion***

Keeping with the goal of leveraging internal and external expertise, the team has interviewed 12 different transportation technology providers in the last few months. These interviews were conducted to gain private sector insights into emerging technologies. The vendors include a combination of hardware and software companies with an interest in improving public sector innovation in the transportation space. Based on these interviews, as well as watching industry trends, the team is:

- Monitoring and exploring
  - Connected/autonomous vehicle benefits and impacts to the transportation system, and
  - Integrated transit route planning and payment apps to further streamline the customer experience.



- Testing
  - Real-time signal performance measures in support of the Measure M Signal Synchronization Program,
  - Vehicle-to-infrastructure communications on portions of Anaheim Boulevard,
  - On-demand transit through OC Flex service,
  - New ways to collect public input on innovative ideas,
  - The accuracy of real-time bus arrival information based on customer feedback, and
  - Hydrogen fuel cell buses to further reduce greenhouse gas emissions.

The innovation team will provide periodic updates, or separate status reports, for projects in the testing phase. As ideas mature, recommendations will be brought forward for testing through pilot projects or full deployment, contingent on the process discussed above.

**Summary**

OCTA uses a team approach to innovation, and a key goal for the team is to explore innovation from a variety of perspectives. Various monitoring and testing efforts are currently underway.

**Attachment**

- A. Draft Innovation Framework

**Prepared by:**

Kurt Brotcke  
Director, Strategic Planning  
(714) 560-5742

**Approved by:**

Kia Mortazavi  
Executive Director, Planning  
(714) 560-5741

# DRAFT Innovation Framework



Innovation is about developing better solutions for Orange County Transportation Authority (OCTA)-related projects and services. Better solutions may include making a process more efficient (e.g., reducing time and/or cost) by technology or other means. Alternatively, innovation may include developing effective strategies to address old or new issues (e.g., new transit service to address changing markets). Innovation is both a process and a product that should occur in the context of public policies that consider efficiency, effectiveness, and equity (who pays and who benefits), among others.

This framework was developed for OCTA to consider whether the organization should monitor, shape, test, or implement specific innovation concepts. Monitoring would entail keeping abreast of new developments through industry forums and meetings. Shaping would include providing feedback and recommended best practices and policies on specific innovation efforts. Testing would involve pilot projects for potential future deployment at a broader scale. Implementation would take shelf-ready efforts to full deployment, contingent on funding availability and policy direction.

For each innovation, consider the questions below, and develop recommendations to monitor, shape, test or implement the concept, or elements of the concept, as well as how often these questions should be revisited.

## Relevance

1. What specific transportation problem is being addressed?
2. How does the concept align with OCTA's authority/responsibilities?

## Risks/Rewards

3. What are the risks/rewards and costs/benefits?
4. What does existing research indicate about the concept?
5. How can risks be mitigated?
6. Can it be tested through a pilot project?
7. Can it be scaled-up following a pilot project?
8. What are the measures/metrics of success?

# DRAFT Innovation Framework

## Complexity

9. How complex (technically, institutionally, etc.) is the concept to OCTA as an organization?
10. How complex is the concept to vendors, suppliers, or other partners (e.g., cities, etc.)?
11. How could the concept be integrated into OCTA functions?

## Readiness

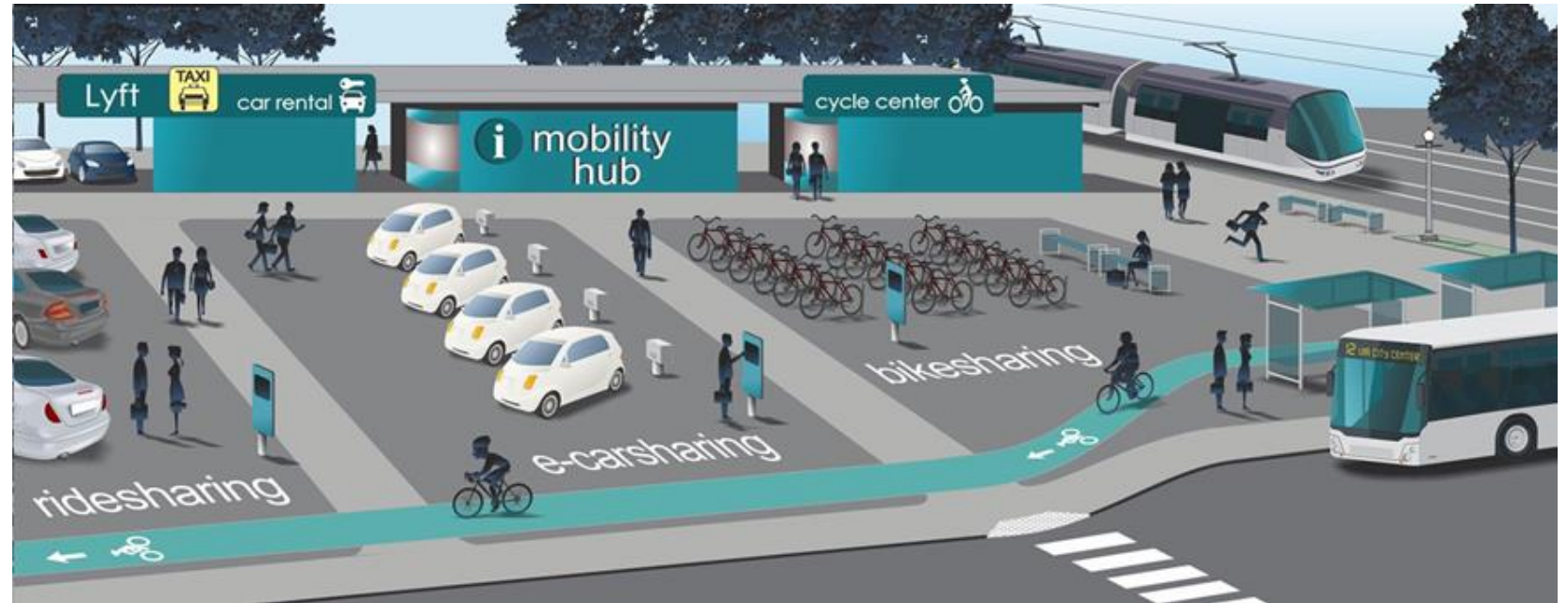
12. What deliverables comprise the start, middle, and end?
13. How might the concept evolve over time? Will it be obsolete quickly?
14. Is the concept actionable now for implementation? If not, what are the barriers?
15. Who is the project sponsor (who will implement, operate or fund)?



# Innovation Update

# Overview

- Goals
- Trends
- Successes
- Current and future efforts



# Framework and Key Questions

Where does a specific innovative concept belong at this point in time?

## Monitor

What specific transportation problem is being addressed?

How does the concept align with OCTA's responsibilities?

## Shape

What are the costs/benefits?

How can risks be mitigated?

Can it be scaled-up following a pilot project?

What are the measures/metrics of success?

## Test

How complex (technically, institutionally, etc.) is the concept to OCTA as an organization?

How complex is the concept to vendors, suppliers, or other partners (e.g., cities, etc.)?

How could the concept be integrated into OCTA functions?

## Implement

Is the concept actionable now for implementation? If not, what are the barriers?

How might the concept evolve over time? Will it be obsolete quickly?

Who is the project sponsor (who will implement, operate or fund)?

# Innovation Goals

- Leverage internal and external expertise in team environment
- Be transparent with lessons learned
- Decide on appropriate roles and revisit periodically
- Invest public funds wisely



# Industry Interviews Since November 2018

## OEMs/Equipment

- Bosch
- Iteris\*
- NAVYA
- Stantec\*
- Toyota
- TrafficCast\*

## Big Data

- Inrix
- Populous
- Streetlight Data
- Swiftly
- Teralytics
- UrbanLogiq

- **These firms also have big data analytics business units**

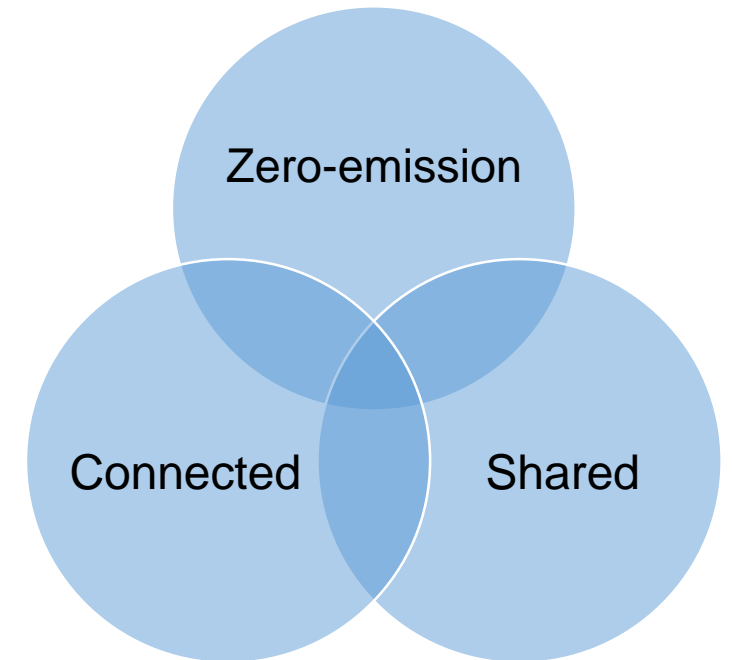
OEM – Original Equipment Manufacturers





# Trends to Watch *(partial list)*

- Autonomous vehicles
  - Market penetration and impacts
  - Interoperability *(between vehicles and infrastructure)*
  - Data privacy and liability
  - Results of vehicle testing
- Demand and availability of electricity
  - Growth of electric cars
  - Battery electric bus deployment
  - Deployment of public charging infrastructure
  - Energy generation sources
- State/federal and laws/rulemaking



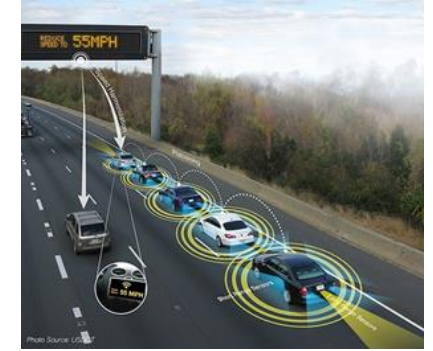
Ideally, autonomous vehicles (cars/buses) should achieve all three goals.

# Monitor

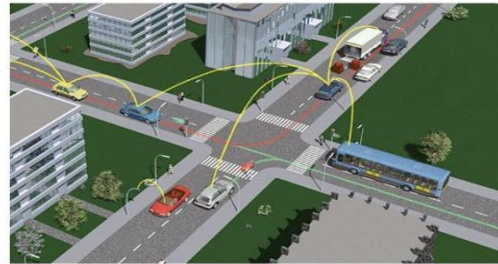
- Connected/autonomous vehicle benefits and impacts
- New vehicle-to-infrastructure communications (“5G”)
- Other “smart city” concepts



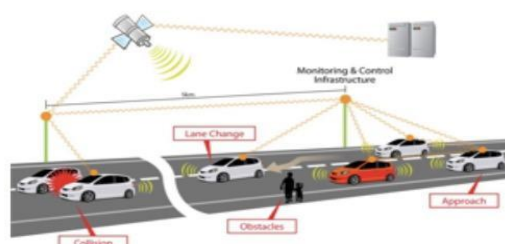
**AUTOMATED**



**CONNECTED**



**V2V: Vehicle-to-Vehicle**



**V2I: Vehicle-to-Infrastructure**



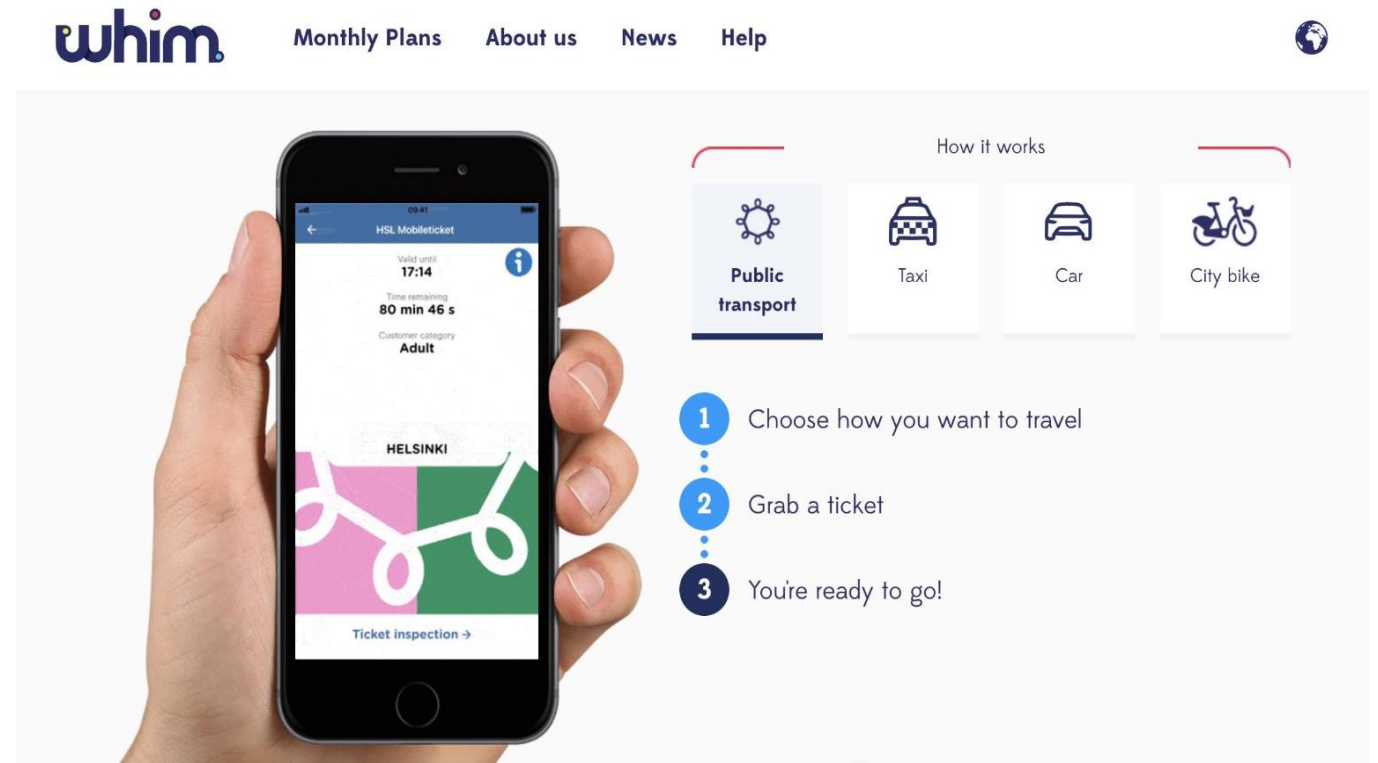
**ELECTRIC**



**SHARED**

# Shape

- Integrated route planning and payment apps
- Transit signal priority using different bus-to-signal communication methods (*underway*)
- Best practices for shared active transportation issues including e-bikes and electric scooters (*completed*)



# Test *(all underway)*

- Improved data to inform complex decisions
  - Signal performance measures
  - Accuracy of real-time bus information
  - Public input on innovation
- Vehicle-to-infrastructure communications on portions of Anaheim Boulevard *(partnership with Anaheim)*
- Hydrogen fuel cell buses
- OC Flex



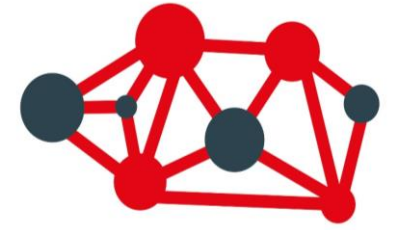
Approximately 16 percent of countywide traffic signals are equipped with advanced transportation controllers.

# Next Steps

- Re-evaluate status based on monitoring efforts
- Recommend appropriate actions (shape, test, implement) for specific innovations
- Shared lessons learned with other agencies



UNCERTAINTY



COMPLEXITY



VOLATILITY



AMBIGUITY



**May 9, 2019**

**To:** Transit Committee  
**From:** Darrell E. Johnson, Chief Executive Officer  
**Subject:** Project V – Mission Viejo Route 182 Update

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

**Overview**

A Project V ridership update was provided to the Transit Committee on February 14, 2019. The report included information that the City of Mission Viejo's Route 182 service had failed to achieve its minimum performance standard and that cancellation processes had been initiated. The Transit Committee directed staff to follow up with the City of Mission Viejo related to route performance, options, and next steps. Recommendations are provided for review and action.

**Recommendations**

- A. Authorize an extension of Project V funding for the City of Mission Viejo's Route 182 service subject to meeting the required minimum service standard of ten boardings per revenue vehicle hour by June 30, 2020, and the City of Mission Viejo agreeing to take on operations and administration of the service starting by October 2019.
- B. Authorize the Chief Executive Officer to negotiate and execute a new cooperative agreement with the City of Mission of Viejo to implement these changes.
- C. Direct staff to continue reporting on the City of Mission Viejo's Route 182 performance as part of regularly scheduled Project V ridership updates.
- D. Cancel the funding extension, effective no later than August 15, 2020, if the City of Mission Viejo-led revised service fails to achieve the required minimum service standard by June 30, 2020.

***Background***

At the February 14, 2019 Transit Committee (Committee), a Measure M2 Project V ridership update was provided. This update included information that the City of Mission Viejo's (City) Route 182 service had failed to meet its year two required minimum performance standard of ten boardings per revenue vehicle hour (B/RVH). The Committee was also informed that a service cancellation notice had been issued to the City. In response, the City expressed concern with the Orange County Transportation Authority's (OCTA) notice of funding cancellation, and also highlighted several areas of concern with respect to OCTA's delivery of the service, including accuracy of ridership data and OCTA's no-standee policy.

As a result, Committee members directed staff to follow up with the City regarding these concerns. On March 18, 2019, OCTA's executive staff met with City executives. At that meeting, OCTA acknowledged that there had been challenges associated with providing timely ridership data, on-time performance, and ongoing bus driver shortages. Due to the emergence of these unanticipated challenges, it was agreed that OCTA would submit a proposal from the City to restructure its service for Board of Director's (Board) consideration.

***Discussion***

The City submitted a proposal for revised service on April 2, 2019. OCTA has completed its review and generally concurs that the City's proposed changes could increase the service's overall productivity. However, it is also recommended that additional lower-productivity trips (i.e., the last trips in the morning and afternoon) also be removed.

Given this conclusion and the desire to ameliorate the issues raised by the City, staff is recommending that the Board adopt a one-time policy exception to the Project V's two-year minimum performance standard specified in the Comprehensive Transportation Funding Programs Guidelines, with two caveats, which follow:

- The City agreeing to take over management (including securing and maintaining vehicles) operations, and administration of this service by October 2019; and
- If by June 30, 2020, the proposed service changes have not resulted in the service achieving and maintaining ten B/RVH, then OCTA's Project V funding for the service will be cancelled, no later than August 15, 2020, with no further action.

If the Board approves this recommendation, OCTA will work with the City to complete the following next steps.

- Work with the City to negotiate and execute a new cooperative agreement to implement Recommendation A;
- Support the City, as appropriate, as it completes a procurement process for a new service provider;
- Provide technical input and support, as appropriate, as the City initiates service with a new service provider; and
- Continue ridership reporting to the OCTA Committee and Board.

If the City is successful in achieving and continuing to meet the required minimum service standard of ten B/RVH, then the service would be allowed to continue to operate through fiscal year 2022-23, based upon the City's original application and award.

**Summary**

The Orange County Transportation Authority is recommending that the Board of Directors adopt a policy exception, which would provide an additional year for the City of Mission Viejo to meet its minimum required performance standard, subject to the provisions specified in this report. If these recommendations are ultimately approved by the Board of Directors, staff will begin working with the City of Mission Viejo to implement appropriate next steps for Route 182 service.

**Attachment**


None.

**Prepared by:**



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**Approved by:**



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714 (560)-5741