



Orange County Transportation Authority

Transit Committee Agenda Thursday, July 10, 2025 at 9:00 a.m.

Board Room, 550 South Main Street, Orange, California

Committee Members

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

Accessibility

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

Agenda Descriptions

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

Public Availability of Agenda Materials

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

Meeting Access and Public Comments on Agenda Items

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

In-Person Comment

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

TRANSIT COMMITTEE MEETING AGENDA

Written Comment

Written public comments may also be submitted by emailing them to ClerkOffice@octa.net, and must be sent by 5:00 p.m. the day prior to the meeting. If you wish to comment on a specific agenda item, please identify the item number in your email. All public comments that are timely received will be part of the public record and distributed to the Board. Public comments will be made available to the public upon request.

Call to Order

Pledge of Allegiance

Chair Jung

Closed Session

There are no Closed Session items scheduled.

Special Calendar

There are no Special Calendar matters.

Consent Calendar (Items 1 through 3)

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

1. Approval of Minutes

Clerk of the Board

Recommendation(s)

Approve the minutes of the June 18, 2025, Transit Committee special meeting.

Attachments:

[Minutes](#)

2. Amendment to Agreement for the Ticket Vending Machine System for the OC Streetcar

Isaac Herrera/Andrew Oftelie

Overview

On May 23, 2022, the Orange County Transportation Authority Board of Directors approved an agreement with INIT Innovations in Transportation, Inc. to develop, install, and implement the OC Streetcar ticket vending machine system. On February 24, 2025, the Board of Directors approved updates to the OC Streetcar project schedule and capital systems. To align with the updated schedule and ensure the ticket vending machine system meets the updated project scope and added functionality, a contract amendment with INIT Innovations in Transportation, Inc. is required. This amendment will adjust deliverables, operations, and support services in accordance with the updated implementation plan.

Recommendation(s)

Authorize the Chief Executive Officer to negotiate and execute Amendment No. 2 to Agreement No. C-1-3279 between the Orange County Transportation Authority and INIT

TRANSIT COMMITTEE MEETING AGENDA

Innovations in Transportation, Inc., in the amount of \$373,743, to support hosting, software, and equipment maintenance based on the updated project schedule for the ticket vending machine system. This will increase the maximum cumulative payment obligation to a total contract value of \$2,660,082.

Attachments:

[Staff Report](#)

[Attachment A](#)

3. Amendment to Agreement for Transit Training Services

Denise Capistran/Johnny Dunning, Jr.

Overview

On May 23, 2022, the Orange County Transportation Authority Board of Directors approved an agreement with Mobility Management Partners, Inc. to provide transit training services for an initial three-year term with one, two-year option term. Board of Directors' approval is requested to exercise the option term effective August 1, 2025, through July 31, 2027.

Recommendation(s)

Authorize the Chief Executive Officer to negotiate and execute Amendment No. 2 to Agreement No. C-2-2187 between the Orange County Transportation Authority and Mobility Management Partners, Inc. to exercise the option term in the amount of \$778,384, to continue providing transit training services effective August 1, 2025, through July 31, 2027. This will increase the maximum cumulative obligation of the agreement to a total contract value of \$1,895,188.

Attachments:

[Staff Report](#)

[Attachment A](#)

Regular Calendar

4. Cooperative Agreement with the Southern California Regional Rail Authority and the City of San Clemente to Replace and Rehabilitate the Pedestrian Audible Warning System

Jason Lee/James G. Beil

Overview

The City of San Clemente has requested assistance from the Orange County Transportation Authority to replace and rehabilitate the Pedestrian Audible Warning System which provides for safe operations through seven at-grade pedestrian railroad crossings in San Clemente. To support this request and to maintain continued safe rail operations, Board of Directors' authorization is requested to enter into a cooperative agreement which defines the roles and responsibilities of the Orange County Transportation Authority, Southern California Regional Rail Authority, and the City of San Clemente for the implementation of the Pedestrian Audible Warning System Rehabilitation Project.

TRANSIT COMMITTEE MEETING AGENDA

Recommendation(s)

- A. Authorize the Chief Executive Officer to negotiate and execute Cooperative Agreement No. C-5-4115 between the Orange County Transportation Authority, the Southern California Regional Rail Authority, and the City of San Clemente.
- B. Authorize the use of up to \$1,818,000 in SB 125 (Chapter 54, Statutes of 2023) Transit Program for the replacement and rehabilitation of the controller system for the Pedestrian Audible Warning System Rehabilitation Project.
- C. Authorize staff to process all necessary amendments to the Federal Transportation Improvement Program and execute or amend all necessary agreements to facilitate the above actions.

Attachments:

[Staff Reports](#)

[Attachment A](#)

[Attachment B](#)

5. Agreement for Paratransit and Microtransit Software

Jack Garate/Johnny Dunning, Jr.

Overview

On July 8, 2024, the Board of Directors approved the release of a request for proposals to select a firm to provide paratransit and microtransit software. Proposals were received in accordance with the Orange County Transportation Authority's procurement procedures for professional and technical services. Board of Directors' approval is requested to execute an agreement for this software.

Recommendation(s)

- A. Approve the selection of Spare Labs Inc. as the firm to provide paratransit and microtransit software.
- B. Authorize the Chief Executive Officer to negotiate and execute Agreement No. C-5-3930 between the Orange County Transportation Authority and Spare Labs Inc., in the amount of \$969,524, for a two-year initial term with one, five-year option term to provide paratransit and microtransit software.

Attachments:

[Staff Report](#)

[Attachment A](#)

[Attachment B](#)

[Attachment C](#)

TRANSIT COMMITTEE MEETING AGENDA

Discussion Items

6. Bimonthly Transit Performance Report

Kim Tucker/Johnny Dunning, Jr.

Overview

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

Attachments:

[Presentation](#)

7. Public Comments

8. Chief Executive Officer's Report

9. Committee Members' Reports

10. Adjournment

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

9:00 a.m. on Thursday, August 14, 2025

OCTA Headquarters
550 South Main Street
Orange, California



MINUTES

Special Transit Committee Meeting

Committee Members Present

Fred Jung, Chair
Valerie Amezcua
Janet Nguyen
Tam T. Nguyen

Staff Present

Darrell E. Johnson, Chief Executive Officer
Jennifer L. Bergener, Deputy Chief Executive Officer
Gina Ramirez, Assistant Clerk of the Board
Cassie Trapesonian, Assistant General Counsel
OCTA Staff

Committee Members Absent

Vicente Sarmiento, Vice Chair
Stephanie Klopfenstein
Carlos A. Leon

Call to Order

The June 18, 2025, special meeting of the Transit Committee was called to order by Committee Chair Jung at 9:00 a.m.

Consent Calendar

1. Approval of Minutes

A motion was made by Director Amezcua, seconded by Director Tam T. Nguyen, and passed by those present to approve the minutes of the May 8, 2025, Transit Committee meeting.

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

A motion was made by Director Amezcua, seconded by Director Tam T. Nguyen, and passed by those present to:

- A. Authorize the Chief Executive Officer to negotiate and execute Contract Change Order No. 93.1 to Agreement No. C-7-1904 with Walsh Construction Company II, LLC, in the amount of \$97,000, for modifications to cranes at the maintenance and storage facility.
- B. Authorize the Chief Executive Officer to negotiate and execute Contract Change Order No. 175.1 to Agreement No. C-7-1904 with Walsh Construction Company II, LLC, in the amount of \$200,000, for additional work for fencing to minimize trespassing in the Pacific Electric Right of Way.
- C. Authorize the Chief Executive Officer to negotiate and execute Contract Change Order No. 250.1 to Agreement No. C-7-1904 with Walsh Construction Company II, LLC, in the amount of \$50,000, for additional work to connect pumps to the appropriate systems in the maintenance and storage facility.



- D. Authorize the Chief Executive Officer to negotiate and execute Contract Change Order No. 268.1 to Agreement No. C-7-1904 with Walsh Construction Company II, LLC, in the amount of \$70,000, for additional work to install alternative anchorage equipment to support various systems housed on the roof of the maintenance and storage facility.

3. Amendment to Agreement for Technical Consulting Services for a Next-Generation Fare Collection System, OC Streetcar Ticket Vending Machines, and Farebox Replacement Project

A motion was made by Director Amezcua, seconded by Director Tam T. Nguyen, and passed by those present to authorize the Chief Executive Officer to negotiate and execute Amendment No. 6 to Agreement No. C-0-2047 between the Orange County Transportation Authority and Jacobs Engineering Group, Inc. to extend the term of the agreement an additional two years to continue to provide support for the implementation of the Rider Validation System, OC Streetcar Ticket Vending Machines, and farebox replacement project at no increase in the maximum obligation of the agreement.

Director Janet Nguyen voted in opposition to this item.

4. Amendments to Agreements with Cooperative Agencies for the Provision of Transportation Services

A motion was made by Director Amezcua, seconded by Director Tam T. Nguyen, and passed by those present, to:

- A. Authorize the Chief Executive Officer to negotiate and execute Amendment No. 1 to Cooperative Agreement No. C-4-2287 between the Orange County Transportation Authority and North County Senior Services, LLC, doing business as Acacia Adult Day Services, for continued services in the amount of \$210,429, and to adjust the per trip rate to \$25.75, effective July 1, 2025, through June 30, 2026. This will increase the maximum obligation of the agreement to a total contract value of \$414,729.
- B. Authorize the Chief Executive Officer to negotiate and execute Amendment No. 1 to Cooperative Agreement No. C-4-2288 between the Orange County Transportation Authority and Alzheimer's Family Center for continued services in the amount of \$252,479 and to adjust the per trip rate to \$25.75, effective July 1, 2025, through June 30, 2026. This will increase the maximum obligation of the agreement to a total contract value of \$497,604.



- C. Authorize the Chief Executive Officer to negotiate and execute Amendment No. 1 to Cooperative Agreement No. C-4-2289 between the Orange County Transportation Authority and Community SeniorServ, doing business as Meals on Wheels Orange County, for continued services in the amount of \$380,019, and to adjust the per trip rate to \$25.75, effective July 1, 2025, through June 30, 2026. This will increase the maximum obligation of the agreement to a total contract value of \$748,969.
- D. Authorize the Chief Executive Officer to negotiate and execute Amendment No. 2 to Cooperative Agreement No. C-4-2290 between the Orange County Transportation Authority and SoCal Senior Services, LLC, for continued services in the amount of \$446,042 and to adjust the per trip rate to \$25.75, effective July 1, 2025, through June 30, 2026. This will increase the maximum obligation of the agreement to a total contract value of \$879,092.
- E. Authorize the Chief Executive Officer to negotiate and execute Amendment No. 2 to Cooperative Agreement No. C-4-2291 between the Orange County Transportation Authority and Orange County Adult Achievement Center, doing business as My Day Counts, for continued services in the amount of \$1,702,539 and adjusting the per trip rate to \$25.75, effective July 1, 2025, through June 30, 2026. This will increase the maximum obligation of the agreement to a total contract value of \$3,336,614.

5. Amendment to Cooperative Agreements with Non-Profit Agencies to Provide Senior Mobility Program Services

A motion was made by Director Amezcua, seconded by Director Tam T. Nguyen, and passed by those present to:

- A. Authorize the Chief Executive Officer to negotiate and execute Amendment No. 4 to Cooperative Agreement No. C-1-3259 between the Orange County Transportation Authority and Abrazar, Inc., in the amount of \$91,560 to provide funding through June 30, 2026.
- B. Authorize the Chief Executive Officer to negotiate and execute Amendment No. 5 to Cooperative Agreement No. C-1-3260 between the Orange County Transportation Authority and Korean American Senior Association of Orange County, in the amount of \$112,566 to provide funding through June 30, 2026.



- C. Authorize the Chief Executive Officer to negotiate and execute Amendment No. 4 to Cooperative Agreement No. C-1-3261 between the Orange County Transportation Authority and Southland Integrated Services, Inc., in the amount of \$98,976, to provide funding through June 30, 2026.

6. Amendment to Agreement for Coach Operator, Training Instructor, and Field Supervisor Uniforms

A motion was made by Director Amezcua, seconded by Director Tam T. Nguyen, and passed by those present to Authorize the Chief Executive Officer to negotiate and execute Amendment No. 1 to Agreement No. C-1-3928 between the Orange County Transportation Authority and Becnel Uniforms, to exercise the option term in the amount of \$611,000, to continue providing uniform services for coach operators, training instructors, and field supervisors effective July 1, 2025, through June 30, 2027. This will increase the maximum obligation of the agreement to a total contract value of \$1,285,468.

Regular Calendar

7. Agreement for Installation of Battery Electric Bus Chargers and Electrical Infrastructure at the Santa Ana Bus Base

George Olivo, Program Manager, Capital Programs, provided a report.

A motion was made by Director Tam T. Nguyen, seconded by Director Amezcua, and passed by those present to authorize the Chief Executive Officer to negotiate and execute Agreement No. C-5-3922 between the Orange County Transportation Authority and Asplundh Construction, LLC, the lowest responsive, responsible bidder, in the amount of \$2,790,147, for the installation of battery electric bus chargers and electrical infrastructure at the Santa Ana Bus Base.

8. Replacing and Expanding Mobile Routers on OC ACCESS and OC Bus Vehicles and at Non-Vehicle Locations

Josh Duke, Department Manager, Information Systems, provided a report.

A motion was made by Director Tam T. Nguyen, seconded by Director Amezcua, and passed by those present to authorize the Chief Executive Officer to negotiate and execute Purchase Order No. C54142 between the Orange County Transportation Authority and CDCE, Inc., in the amount of \$4,207,826, for the purchase of hardware and services necessary to replace existing Cradlepoint IBR1100 and IBR1700 mobile routers on 509 OC Bus vehicles, 31 non-revenue vehicles, and nine non-vehicle locations with new



Cradlepoint R1900 mobile routers, to add 252 new Cradlepoint R1900 mobile routers on OC ACCESS vehicles, and to procure nine additional routers to be used as spares and for testing purposes.

9. August 2025 OC Bus Service Change

Dan Phu, Executive Director, Planning, provided a report.

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

Discussion Items

10. Ridership Update Discussion

Kim Tucker, Interim Director, Operations, provided a presentation.

No action was taken on this item.

11. Public Comments

No public comments were received.

12. Chief Executive Officer's Report

Darrell E. Johnson, Chief Executive Officer, reported on upcoming community events for OCTA to receive public feedback on Measure M.

13. Committee Members' Reports

There were no Committee Member's reports.

14. Adjournment

The meeting adjourned at 9:14 a.m.

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

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

OCTA Headquarters
550 South Main Street
Orange, California



July 10, 2025

To: Transit Committee

From: Darrell E. Johnson, Chief Executive Officer

Subject: Amendment to Agreement for the Ticket Vending Machine System for the OC Streetcar

Overview

On May 23, 2022, the Orange County Transportation Authority Board of Directors approved an agreement with INIT Innovations in Transportation, Inc. to develop, install, and implement the OC Streetcar ticket vending machine system. On February 24, 2025, the Board of Directors approved updates to the OC Streetcar project schedule and capital systems. To align with the updated schedule and ensure the ticket vending machine system meets the updated project scope and added functionality, a contract amendment with INIT Innovations in Transportation, Inc. is required. This amendment will adjust deliverables, operations, and support services in accordance with the updated implementation plan.

Recommendation

Authorize the Chief Executive Officer to negotiate and execute Amendment No. 2 to Agreement No. C-1-3279 between the Orange County Transportation Authority and INIT Innovations in Transportation, Inc., in the amount of \$373,743, to support hosting, software, and equipment maintenance based on the updated project schedule for the ticket vending machine system. This will increase the maximum cumulative payment obligation to a total contract value of \$2,660,082.

Discussion

An amendment to Agreement No. C-1-3279 with INIT Innovations in Transportation, Inc. (INIT) is required to increase the maximum obligation to cover ongoing monthly costs related to project delays, as well as to fund added functionality to the ticket vending machines (TVM). A total of 28 TVMs, including two spares, are planned for installation across 16 platforms at ten stations. Due to changes in construction timelines, the machines cannot be deployed as originally

scheduled and must instead be stored and maintained off-site. As a result, the Orange County Transportation Authority (OCTA) will incur monthly charges for storage, maintenance, and extended warranties. These costs are expected to continue through January 2026.

To protect the equipment and keep it ready for future deployment, the 28 machines must be kept in secure, climate-controlled storage. This involves monthly warehousing fees that help prevent damage, wear, or theft. In addition, support systems, such as software hosting and security, must continue operating each month to ensure the machines remain up-to-date and ready for installation. Keeping these systems active helps avoid further delays or rework when the project resumes.

Software and hardware warranties must also be extended monthly to ensure that support and repairs remain available during the extended project timeline. These warranties help OCTA avoid unexpected costs if issues arise with the equipment or system.

This amendment also adds a new feature to the project. Riders will be able to use the TVMs to purchase and reload passes directly onto their Wave cards. This improvement will make it easier for customers to manage their fare payments and supports OCTA's broader goals for a more convenient and flexible fare system. Each transaction will be recorded and shared with the central system to keep all account information accurate and current.

Summary of key impacts:

- Monthly costs for storage, maintenance, and extended warranties through December 2026
- Ongoing monthly support for system hosting and security during the delay
- New feature allowing bus pass purchases and reloads to Wave cards at TVMs
- Increase to the maximum contract obligation with INIT

Procurement Approach

The original procurement was handled in accordance with OCTA's Board of Directors (Board)-approved policies and procedures for professional and technical services. On May 23, 2022, the Board approved the award of the agreement with INIT for development, installation, and implementation of the OC Streetcar TVM system. The original agreement was awarded on a competitive basis and includes a five-year initial term in the amount of

\$2,107,765 and one, five-year option term. The agreement has been previously amended as described in Attachment A.

The proposed Amendment No. 2 is for additional support, hosting, software, and equipment maintenance required to align with the revised operations period, which has been extended due to adjustments in the project timeline and implementation plan. The increase of \$373,743 is based on the extended duration of services and additional level of effort necessary to continue support through the updated schedule consistent with current and past contract pricing, as well as market rates. Amending this agreement will bring the total contract value to \$2,660,082.

Fiscal Impact

Funding for this amendment is included in OCTA's Fiscal Year 2025-26 Budget, Capital Programs Division, Account No. 0051-TS010-Z56-9017.

Summary

Staff requests Board of Directors' approval for the Chief Executive Officer to negotiate and execute Amendment No. 2 to Agreement No. C-1-3279 with INIT Innovations in Transportation, Inc., in the amount of \$373,743, to support hosting, software, and equipment maintenance based on the updated project schedule, bringing the total contract amount to \$2,660,082.

Attachment

- A. INIT Innovation in Transportation, Inc., Agreement No. C-1-3279 Fact Sheet

Prepared by:



Isaac Herrera
Section Manager II,
Revenue and Grant Administration
714-560-5870

Approved by:



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



Pia Veasapen
Director
Contracts Administration and
Materials Management
714-560-5619

**INIT Innovations in Transportation, Inc.
Agreement No. C-1-3279
Fact Sheet**


1. May 23, 2022, Agreement No. C-1-3279, \$2,107,765, approved by the Board of Directors (Board).
 - Agreement for the development, installation, and implementation of the OC Streetcar ticket vending machines (TVM) system.
 - Five-year initial term effective through June 30, 2027, with one, five-year option term.
2. January 1, 2025, Amendment No. 1 to Agreement No. C-1-3279, \$178,574, approved by the Contracts Administration and Materials Management Department.
 - Amendment to revise the scope of work to add additional features to the TVM system.
3. July 14, 2025, Amendment No. 2 to Agreement No. C-1-3279, \$373,743, pending approval by the Board.
 - Amendment for support hosting, software, new system feature and equipment maintenance over revised operations period.

Total committed to INIT Innovations in Transportation, Inc., Agreement No. C-1-3279: \$2,660,082.



July 10, 2025

To: Transit Committee

From: Darrell E. Johnson, Chief Executive Officer 

Subject: Amendment to Agreement for Transit Training Services

Overview

On May 23, 2022, the Orange County Transportation Authority Board of Directors approved an agreement with Mobility Management Partners, Inc. to provide transit training services for an initial three-year term with one, two-year option term. Board of Directors' approval is requested to exercise the option term effective August 1, 2025, through July 31, 2027.

Recommendation

Authorize the Chief Executive Officer to negotiate and execute Amendment No. 2 to Agreement No. C-2-2187 between the Orange County Transportation Authority and Mobility Management Partners, Inc. to exercise the option term in the amount of \$778,384, to continue providing transit training services effective August 1, 2025, through July 31, 2027. This will increase the maximum cumulative obligation of the agreement to a total contract value of \$1,895,188.

Discussion

The Orange County Transportation Authority (OCTA) launched the Mobility Management Program in 2017 to help people understand how to navigate and use the OC Bus system independently. The program offers transit training for OC ACCESS riders, seniors, individuals with disabilities, college students, new riders, and those with limited English skills. Training is available in English, Chinese, Korean, Mandarin, Spanish, and Vietnamese, and covers trip planning, reading schedules, navigating bus routes, and the use of fare systems. The program aims to promote independence, expand access to public transit, boost OC Bus ridership, and reduce reliance on OC ACCESS paratransit.

On May 23, 2022, the OCTA Board of Directors (Board) approved an agreement with Mobility Management Partners, Inc. (MMP) to provide transit training services. The agreement includes a flexible service structure with an initial three-year term and one, two-year extension option.

As of April 2025, MMP had performed 104 workshops, providing training to approximately 1,700 participants on how to use the OC Bus system. These sessions were held at senior centers, assisted living facilities, adult day centers, social service centers, and high schools.

In addition to group workshops, 362 customized one-on-one transit training sessions were completed. These sessions were initiated through a combination of workshop participation, community outreach efforts, and referrals provided by the OC ACCESS eligibility contractor.

Procurement Approach

The original procurement was handled in accordance with OCTA's Board-approved policies and procedures for professional and technical services. On May 23, 2022, the Board approved the award of the agreement with MMP to provide transit training services. The original agreement was awarded on a competitive basis and includes a three-year initial term in the amount of \$1,116,804 and one, two-year option term. The agreement has been previously amended as shown in Attachment A.

The proposed Amendment No. 2 is to exercise the option term of the agreement through July 31, 2027, consistent with the firm-fixed price negotiated in the original agreement. Amending this agreement will increase the maximum cumulative payment obligation by \$778,384, which is the total firm-fixed price for the option term. Exercising the option term will allow MMP to continue providing transit training services effective August 1, 2025, through July 31, 2027, bringing the total contract value to \$1,895,188.

Fiscal Impact

Funding for Amendment No. 2 is included in OCTA's Fiscal Year 2025-26 Budget, Operations Division, Specialized Transit Services Department, Account No. 2147-7519-D1503-THP, and will be funded through the Local Transportation Fund.

Summary

Staff requests the Board of Directors authorize the Chief Executive Officer to negotiate and execute Amendment No. 2 to Agreement No. C-2-2187 with Mobility Management Partners, Inc., in the amount of \$778,384, for continued transit training services through July 31, 2027. This will increase the maximum obligation of the agreement to a total contract value of \$1,895,188.

Attachment

- A. Mobility Management Partners, Inc., Agreement No. C-2-2187 Fact Sheet

Prepared by:



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Section Manager,
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Approved by:



Jack Garate
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Pia Veasapen
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Johnny Dunning, Jr.
Chief Operating Officer, Operations
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**Mobility Management Partners, Inc.
Agreement No. C-2-2187 Fact Sheet**

1. May 23, 2022, Agreement No. C-2-2187, \$1,116,804, for a three-year initial term with one, two-year option term approved by the Board of Directors (Board).
 - Agreement was executed August 1, 2022, with Mobility Management Partners, Inc. to provide transit training services.
 - Three-year initial term effective August 1, 2022, through July 31, 2025, with one, two-year option term.
2. April 21, 2023, Amendment No. 1 to Agreement No. C-2-2187, \$0.00, approved by the Contracts Administration and Materials Management Department.
 - Revised the key personnel.
3. July 14, 2025, Amendment No. 2 to Agreement No. C-2-2187, \$778,384, pending approval by the Board.
 - To exercise the option term of the agreement effective August 1, 2025, through July 31, 2027.

Total committed to Mobility Management Partners, Inc., after approval of Amendment No. 2 to Agreement No. C-2-2187: \$1,895,188.



July 10, 2025

To: Transit Committee

From: Darrell E. Johnson, Chief Executive Officer

Subject: Cooperative Agreement with the Southern California Regional Rail Authority and the City of San Clemente to Replace and Rehabilitate the Pedestrian Audible Warning System

Overview

The City of San Clemente has requested assistance from the Orange County Transportation Authority to replace and rehabilitate the Pedestrian Audible Warning System which provides for safe operations through seven at-grade pedestrian railroad crossings in San Clemente. To support this request and to maintain continued safe rail operations, Board of Directors' authorization is requested to enter into a cooperative agreement which defines the roles and responsibilities of the Orange County Transportation Authority, Southern California Regional Rail Authority, and the City of San Clemente for the implementation of the Pedestrian Audible Warning System Rehabilitation Project.

Recommendations

- A. Authorize the Chief Executive Officer to negotiate and execute Cooperative Agreement No. C-5-4115 between the Orange County Transportation Authority, the Southern California Regional Rail Authority, and the City of San Clemente.
- B. Authorize the use of up to \$1,818,000 in SB 125 (Chapter 54, Statutes of 2023) Transit Program for the replacement and rehabilitation of the controller system for the Pedestrian Audible Warning System Rehabilitation Project.
- C. Authorize staff to process all necessary amendments to the Federal Transportation Improvement Program and execute or amend all necessary agreements to facilitate the above actions.

Discussion

In August 2013, the Orange County Transportation Authority (OCTA) and the City of San Clemente (City) entered into Cooperative Agreement No. C-3-1528 to implement the Rail-Highway Grade Crossing Safety Enhancement Program to enhance safety at the seven pedestrian at-grade crossings and allow the use of the Pedestrian Audible Warning System (PAWS). At the City's request, these enhancements were applied to seven at-grade pedestrian crossings along the San Clemente Beach Trail, including Dije, El Portal, Corto, San Clemente Pier, T-Street, Lost Winds, and Calafia (Attachment A). PAWS provides a locally directed artificial horn sound at each of the crossings in lieu of the routine sounding of horns by approaching trains. The PAWS safety improvements allow the railroads to operate under a train horn sounding waiver from the Federal Railroad Administration. The agreement also established a cost-sharing formula of 88 percent provided by OCTA and 12 percent provided by the City for the construction of the PAWS project. OCTA owns the railroad right-of-way, commonly referred to as the Los Angeles – San Diego – San Luis Obispo rail corridor, and through agreement Metrolink operates and maintains the railroad on behalf of OCTA. The City and Southern California Regional Rail Authority (SCRRA) entered into a separate construction and maintenance agreement in May 2016, to define their roles and responsibilities for the PAWS system during and post construction.

In March 2025, the City informed OCTA that the existing PAWS had exceeded its useful life and has become technologically obsolete, making spare parts difficult or impossible to obtain, consequently compromising the system's future reliability and maintenance viability. The existing PAWS is currently operational and if they incur failure or are damaged, depending on the specific component, they may not be able to be repaired. To ensure continuation of safe rail operations throughout the City and to maintain the use of the PAWS in lieu of train horn warnings, staff recommends that OCTA fund the necessary PAWS replacement and rehabilitation which includes new software and hardware that controls the PAWS. OCTA and the City are proposing the same 88 – 12 percent cost-sharing formula as was in the original PAWS cooperative agreement with the City. The rehabilitated PAWS should be serviceable for approximately ten years and will be maintainable and have replacement hardware available for repairs as needed. The City will continue to be responsible for maintaining the PAWS in accordance with the cooperative agreement.

SB 125 amended the Budget Act of 2023, creating a formula funding program which is distributed to regional transportation planning agencies (RTPA) by the California State Transportation Agency and is referred to as the SB 125 Transit

Program. Designated as an RTPA for this purpose, OCTA is responsible for using or further distributing these funds to qualifying transit operators.

The use of SB 125 Transit Program funds is consistent with the Board of Directors (Board)-approved SB 125 Transit Program, which recommended funding towards several project categories, including Critical Rail Infrastructure. The City has prepared the plans, specifications, and estimates for the necessary replacement and upgrades of the PAWS, and the replacement and rehabilitation will be delivered by SCRRA utilizing their on-call signal contractor to install and integrate the upgraded system with the railroad signalization system. SCRRA has the expertise and is well-suited to construct the upgrades, including testing and acceptance of new and modified mission critical signal and communication systems. Additionally, SCRRA will manage the project and their contractor and coordinate with OCTA and the City. The work will utilize the existing planned railroad work windows, and no additional rail service impacts are anticipated with the proposed work; however, intermittent sounding of the train horns is expected during construction and testing. OCTA will work with City to assist in notifying the residents. The work is expected to begin in fall 2025 and completed within three months.

Fiscal Impact

The project is in OCTA's Fiscal Year 2025-26 Budget, Capital Programs Division, Account No. 0018-7831-C5075-447. The Project is funded by the SB 125 Transit Program and the City's local contribution with a total cost of \$1,818,000.

Attachment B provides the updated Capital Funding Plan which provides summarized funding information for all OCTA capital projects.

Summary

Staff requests Board approval for the Chief Executive Officer to negotiate and execute Cooperative Agreement No. C-5-4115 between OCTA, SCRRA, and the City, in the amount of \$1,818,000, and authorize the use of up to \$1,818,000 in SB 125 Transit Program funds for the replacement and rehabilitation of hardware and software for the Pedestrian Audible Warning System Project.

Attachments

- A. Pedestrian Audible Warning System (PAWS) Project
- B. Capital Funding Programming Report

Prepared by:



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Delivery
(714) 560-5833

Approved by:



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



Pedestrian Audible Warning System (PAWS) Project





Capital Funding Program Report

ATTACHMENT B

Pending Approval by OCTA Board of Directors - July 14, 2025

Rail Project											
Project Title	M Code	Total Funding	Federal Funds			State Funds			Local Funds		
			STBG/CMAQ	FTA	Other Fed.	STIP	SB1	Other State	M1	M2	Other Local
OC Streetcar (New Starts)	M1/S	\$649,000	\$130,132	\$171,961				\$175,427		\$171,480	
OC Streetcar (non-New Starts)	M1/S	\$16,702		\$342					\$6,904	\$9,313	\$143
OC Streetcar (operations and potential future capital needs)	M1/S	\$0	\$0								
Anaheim Canyon Station	R	\$34,200	\$30,432							\$2,000	\$1,768
Coastal Rail Infrastructure Resiliency Project Environmental Phase 2	R	\$10,220			\$8,176					\$2,044	
Coastal Rail Stabilization Priority Project	R	\$313,580			\$103,824		\$80,000	\$128,800		\$956	
Cyprus Shore Initial Track Stabilization Projects (MP 206.8)	R	\$8,000								\$7,000	\$1,000
Cyprus Shore Track Stabilization Projects (MP 206.8)	R	\$14,110	\$6,000		\$1,210	\$6,000		\$200		\$700	
Fullerton Transportation Center stair rehabilitation	R	\$1,065		\$1,030							\$35
Future VSS	R	\$217		\$174							\$43
Inland Slope Rehabilitation Phase II	R	\$8,170					\$2,400			\$5,770	
Irvine Station Improvement Project	R	\$6,330						\$6,330			
Laguna Niguel to San Juan Capistrano passing siding	R	\$35,956	\$24,652	\$1,015		\$3,000		\$6,734			\$555
Metrolink fare revenue loss	R	\$135,745						\$135,745			
Metrolink new capital	R	\$11,249	\$2,121	\$9,128							
Metrolink rehabilitation/renovation - FY 2021-22 to FY 2025-26	R	\$199,302		\$199,302							
Metrolink station and track improvements, and rehabilitation	R	\$3,063		\$2,617							\$446
MP 204.2 Mariposa Point	R	\$9,200				\$9,200					
OC Maintenance Facility	R	\$91,428		\$198		\$20,000		\$71,230			
Orange Olive Wye connection	R	\$16,000				\$16,000					
Placentia Commuter Rail Station	R	\$34,825	\$50			\$2,500		\$400		\$8,000	\$23,875
Preventive maintenance (SCRRA - Metrolink)	R	\$92,953		\$92,953							
Rail track and structures	R	\$88,504						\$88,504			
San Clemente Track Protection (MP 204.6)	R	\$5,500				\$3,000	\$2,500				
San Juan Creek Bridge replacement	R	\$65,670	\$908	\$39,833	\$913		\$5,578	\$17,059		\$1,379	
SCRRA operating subsidy assistance	R	\$2,510								\$2,510	
Slope and culvert improvements	R	\$300		\$300							
Slope stabilization Laguna Niguel-Lake Forest	R	\$5,168		\$4,834						\$334	
Tactile tile project	R	\$1,569		\$1,538						\$31	
VSS at commuter rail stations	R	\$4,409		\$3,594				\$56			\$759
M2 Project S Transit extensions to Metrolink (Rubber Tire)	S	\$733								\$733	
OC Streetcar operations	S	\$78,874	\$19,500					\$59,374			
Pedestrian Audible Warning System (PAWS)		\$2,036						\$1,818			\$218
ARTIC environmental, ROW, program management support, site plan	M1	\$41,369							\$8,869		\$32,500
Rail Project Totals		\$1,987,957	\$213,795	\$528,819	\$114,123	\$59,700	\$90,478	\$691,677	\$15,773	\$212,250	\$61,342



Capital Funding Program Report

Pending Approval by OCTA Board of Directors - July 14, 2025

Rail Project												
			Federal Funds			State Funds			Local Funds			
Project Title	M Code	Total Funding	STBG/CMAQ	FTA	Other Fed.	STIP	SB1	Other State	M1	M2	Other Local	
Federal Funding Total		\$856,737										
State Funding Total		\$841,855										
Local Funding Total		\$289,365										
Total Funding (000's)		\$1,987,957										

Rail Project Completed												
			Federal Funds			State Funds			Local Funds			
Project Title	M Code	Total Funding	STBG/CMAQ	FTA	Other Fed.	STIP	SB1	Other State	M1	M2	Other Local	
Fullerton Transportation Center parking expansion	M1/R	\$33,667				\$11,250		\$11,035	\$9,718		\$1,664	
Laguna Niguel-Mission Viejo Station parking improvements and expansion (ADA ramps)	M1/R	\$5,581	\$3,204	\$732					\$1,645			
Metrolink Grade Crossing safety improvements (OCX)	M1/R	\$80,618						\$18,250	\$7,600	\$30,710	\$24,058	
Metrolink rolling stock	M1/R	\$158,009	\$42,230	\$35,390				\$36,300	\$44,089			
Metrolink service track expansion	M1/R	\$119,957						\$51,399	\$68,558			
Orange Transportation Center parking structure	M1/R	\$31,003	\$2,555	\$2,644		\$13,762			\$1,850	\$420	\$9,772	
Sand Canyon Avenue grade separation	M1/R	\$62,050	\$10,536					\$28,192	\$3,116	\$5,352	\$14,854	
M2 Project S Fixed-Guideway Anaheim Rapid connection	M1/S	\$9,924		\$1,516					\$6,000	\$1,286	\$1,122	
Anaheim Regional Intermodal Transportation Center (ARTIC) construction	M1/T	\$184,164	\$33,250	\$37,253	\$3,501	\$29,219			\$43,900	\$35,291	\$1,750	
Fullerton Transportation Station expansion planning, environmental PSR	M1/T	\$0	\$0						\$0			
Santa Ana grade separation planning and environmental PSR	M1/T	\$1,333	\$1,180						\$153			
Santa Ana Transportation Station planning and environmental PSR	M1/T	\$1,003	\$888						\$115			
17th Street grade separation environmental	R	\$2,476								\$2,476		
Control Point at 4th Street	R	\$2,985		\$2,985								
Control Point Stadium crossover	R	\$6,490		\$3,245				\$3,245				
LOSSAN Corridor grade separations PSR in Anaheim, Orange, and Santa Ana	R	\$2,699								\$2,699		
Metrolink grade crossing safety improvements ROW	R	\$3,025								\$3,025		
North Beach crossings safety enhancements	R	\$348						\$166		\$182		
Positive Train Control (Metrolink)	R	\$39,916		\$4,492	\$1,234			\$34,190				
Rail Crossing signal lights and pedestrian gates	R	\$252						\$252				
Rail station platform safety improvements (Fullerton, Irvine, and Tustin)	R	\$553						\$553				
Safety repairs for San Clemente Pier Station	R	\$122						\$122				
San Clemente Beach Trail crossings safety enhancements	R	\$4,999						\$2,170		\$2,251	\$578	
Ticket vending machines	R	\$6,857									\$6,857	
Transit Rail Security (monitors, fencing, video surveillance)	R	\$163						\$163				
Go Local	S	\$7,730							\$7,730			
Fiber Optics installation (Metrolink)	M1	\$23,183		\$10,903				\$10,479	\$1,801			
Laguna Niguel-Mission Viejo Station parking expansion (south lot)	M1	\$4,135						\$695	\$3,440			



Capital Funding Program Report

Pending Approval by OCTA Board of Directors - July 14, 2025

Rail Project Completed											
			Federal Funds			State Funds			Local Funds		
Project Title	M Code	Total Funding	STBG/CMAQ	FTA	Other Fed.	STIP	SB1	Other State	M1	M2	Other Local
Tustin Rail Station parking expansion	M1	\$15,390				\$1,100		\$7,181	\$7,109		
Rail Project Completed Totals		\$808,632	\$93,843	\$99,160	\$4,735	\$55,331		\$204,392	\$206,824	\$83,692	\$60,655
Federal Funding Total		\$197,738									
State Funding Total		\$259,723									
Local Funding Total		\$351,171									
Total Funding (000's)		\$808,632									



Capital Funding Program Report

Pending Approval by OCTA Board of Directors - July 14, 2025

- A. Authorize the Chief Executive Officer to negotiate and execute Cooperative Agreement No. C-5-4115 between the Orange County Transportation Authority, the Southern California Regional Rail Authority, and the City of San Clemente.
- B. Authorize the use of up to \$1,818,000 in SB 125 Transit Program for the replacement and rehabilitation of the controller system for the Pedestrian Audible Warning System project.
- C. Authorize staff to process all necessary amendments to the Federal Transportation Improvement Program and execute or amend all necessary agreements to facilitate the above actions.


Acronyms:

ADA - Americans with Disabilities Act
Board - Board of Directors
CMAQ - Congestion Mitigation Air Quality Improvement Program
FFY - Federal Fiscal Year
FTA - Federal Transit Administration
FY - Fiscal Year
LOSSAN - Los Angeles-San Diego-San Luis Obispo Rail Corridor
M Code - Project Codes in Measure M1 and M2
M1 - Measure M1
M2 - Measure M2
MP - Mile Post
OC - Orange County
OCTA - Orange County Transportation Authority
OCX - Rail-Highway Grade Crossing/Safety Enhancement Project
PSR - Project Study Report
ROW - Right-of-Way
SB 1 - SB 1 (Chapter 5, Statutes of 2017)
SCRRA - Southern California Regional Rail Authority/Metrolink
STBG - Surface Transportation Block Grant
STIP - State Transportation Improvement Program
VSS - Video Surveillance System



July 10, 2025

To: Transit Committee

From: Darrell E. Johnson, Chief Executive Officer 

Subject: Agreement for Paratransit and Microtransit Software

Overview

On July 8, 2024, the Board of Directors approved the release of a request for proposals to select a firm to provide paratransit and microtransit software. Proposals were received in accordance with the Orange County Transportation Authority's procurement procedures for professional and technical services. Board of Directors' approval is requested to execute an agreement for this software.

Recommendations

- A. Approve the selection of Spare Labs Inc. as the firm to provide paratransit and microtransit software.
- B. Authorize the Chief Executive Officer to negotiate and execute Agreement No. C-5-3930 between the Orange County Transportation Authority and Spare Labs Inc., in the amount of \$969,524, for a two-year initial term with one, five-year option term to provide paratransit and microtransit software.

Discussion

The Americans with Disabilities Act of 1990 (ADA) requires public transportation agencies operating fixed-route services to also provide complementary paratransit services for individuals who are unable to use those fixed routes due to a disability. In response to this requirement, the Orange County Transportation Authority (OCTA) implemented OC ACCESS service in 1993. OC ACCESS differs from traditional fixed-route services by offering door-to-door transportation that must be reserved at least one day in advance. Additionally, individuals must complete an in-person functional assessment to determine their eligibility before using the service.

OCTA has used Trapeze Group software for OC ACCESS scheduling, route optimization, and dispatching since 1999. The software is composed of multiple modules installed on 25 application servers maintained by OCTA staff. These modules require numerous software licenses per server and user, all of which must be renewed annually.

Although Trapeze supports trip reservations and basic trip batching for productivity, scheduling and service optimization remain largely manual. Newer, more integrated solutions with enhanced capabilities are now available and better aligned with the evolving mobility needs of OC ACCESS riders.

In addition to Trapeze, OCTA currently utilizes two additional software: one for managing OC ACCESS eligibility and another for supporting the Same-Day Taxi service and other same-day transportation options provided through various Senior Mobility Programs. OC Flex trip reservations and service delivery.

On July 8, 2022 the OCTA Board authorized to procure a single SaaS to replace three existing software. The new SaaS will offer:

- Unified Service Platform: Deliver a single SaaS solution that consolidates all services available to OC ACCESS-eligible riders into one application, with integration to the existing OC Bus app and the Transit App provided by vendors.
- Flexible Service Support: Enable individual service-level scheduling for programs like Same-Day Taxi and the Senior Mobility Programs.
- Multi-Channel Trip Booking: Allow riders to book trips via website, mobile app, or by calling the OC ACCESS reservation line, and view all transportation options available to them (e.g., OC ACCESS, Same-Day Taxi, Senior Mobility Program) based on their unique eligibility status.
- Automated Scheduling and Dispatching: Improve service efficiency and accuracy through automation and continuous optimization of demand-response operations.

The annual cost of the new SaaS will be lower than the combined costs of the existing three software systems used and will reduce the need for onsite servers, further lowering infrastructure and support demands.

Procurement Approach

This procurement was handled in accordance with OCTA's Board-approved procedures for professional and technical services. Various factors are considered in the award for professional and technical services. Award is recommended to the firm offering the most comprehensive overall proposal considering such factors as prior experience with similar projects, staffing and project organization, work plan, as well as cost and price.

On July 8, 2024, the Board authorized the release of Request for Proposals (RFP) 4-2258 and the proposed evaluation criteria and weightings, which was issued electronically on CAMM NET.

A pre-award protest was received and upon review by the Director of the Contracts Administration and Materials Management Department. The protest was upheld resulting in a re-procurement of this project under RFP 5-3930, which was issued on February 27, 2025.

The RFP 5-3930 was advertised in a newspaper of general circulation on February 27 and March 3, 2025. A pre-proposal conference was held on March 5, 2025, with 13 attendees representing seven firms. Two addenda were issued to make available the pre-proposal conference presentation and registration sheets, provide responses to questions received, and handle administrative issues related to the RFP.

On April 7, 2025, six proposals were received. An evaluation committee consisting of members from Information Systems, Specialized Transit Services, and Program Management Office departments met to review all submitted proposals. The proposals were evaluated based on the following Board-approved evaluation criteria and weightings:

- | | |
|-------------------------------------|------------|
| • Qualifications of the Firm | 25 percent |
| • Staffing and Project Organization | 20 percent |
| • Work Plan | 30 percent |
| • Cost and Price | 25 percent |

Several factors were considered in developing the evaluation criteria weightings. Qualifications of the firm was weighted at 25 percent to emphasize the importance of the proposing firms having relevant experience in developing, implementing, maintaining, and supporting paratransit and microtransit scheduling software. Staffing and project organization was weighted at 20 percent to ensure that the proposed staff possess the necessary expertise for completing a project of similar size. Work plan was weighted at 30 percent to allow firms to demonstrate their understanding and approach in the proposed software, ensuring it meets OCTA's requirements and successfully accomplishes the tasks specified in the scope of work. Cost and price was weighted at 25 percent to ensure that OCTA receives value for the services provided.

The evaluation committee reviewed all proposals based on the Board-approved evaluation criteria and shortlisted the two most qualified firms listed below in alphabetical order:

Firm and Location

RideCo US Inc. (RideCo)
Headquarters: Waterloo, Ontario, Canada
Project Office: Los Angeles, California

Spare Labs Inc. (Spare Labs)
Headquarters: Vancouver, British Columbia, Canada
Project Office: Vancouver, British Columbia, Canada

On May 7, 2025, the evaluation committee interviewed the short-listed firms. During the interview, each firm had the opportunity to present its approach for delivering the required software, project team qualifications, and respond to evaluation committee questions. Questions were focused on the functionalities of the proposed software, such as managing on-time performance, addressing no-shows, and ensuring trips comply with regulatory requirements and OCTA's contract performance standards. Both firms were asked specific clarification questions related to OCTA's requirements outlined in the scope of work and were asked to conduct a demonstration of their proposed software during the interviews.

Based on the evaluation of the written proposals and information obtained from the interviews, the evaluation committee recommends Spare Labs for consideration of the award. The following is a brief summary of the proposal evaluation results.

Qualifications of the Firm

Founded in 2015, Spare Labs is headquartered in Vancouver, British Columbia, where it also operates a project office and employs 167 staff members. The company specializes in providing microtransit, paratransit, and on-demand transit platforms and has successfully completed several service implementations for various transit agencies. Notably, Spare Labs has facilitated transitions from legacy systems such as Trapeze, which is currently used by OCTA, for transit agencies including the Capital Metropolitan Transportation Authority (CapMetro), the Pinellas Suncoast Transit Authority, and Dallas Area Rapid Transit. The firm demonstrated experience with both emerging operators and established transit agencies which demonstrates its flexibility and capacity to deliver scalable, effective solutions across varying operational contexts. Positive references were received for the firm.

Founded in 2013, RideCo provides modern cloud-based paratransit and microtransit software and services. The firm operates a project office in Los Angeles, California, with its headquarters located in Waterloo, Ontario, Canada. RideCo launched its first application-based, on-demand public transit service in 2015 and has since implemented numerous paratransit and microtransit services across more than 65 cities in North America. RideCo

employs 124 staff members and has demonstrated strong capabilities in partnering with large service providers and developing custom features to meet the operational needs of transit agencies. The firm demonstrated experience with Trapeze Pass migrations for transit agencies including the Southeastern Pennsylvania Transportation Authority, Metropolitan Transit Authority of Harris County for the City of Houston, and Regional Transportation Commission of Southern Nevada in the City of Las Vegas, which operates same-day paratransit and microtransit services. Positive references were received for the firm.

Staffing and Project Organization

Spare Labs proposed a project team with extensive experience in both paratransit and microtransit operations, demonstrating a deep understanding of the complexities involved in these service models. The proposed project team played a key role in CapMetro's transition from Trapeze, a project comparable in size and scope to OCTA's. This experience highlights their capability to successfully manage large-scale transit system deployments. The proposed project manager has over ten years of relevant experience in overseeing transit technology projects. During the interview process, the team clearly articulated its expertise in system transition and integration, emphasizing its ability to manage platform migrations and operational continuity.

RideCo submitted a detailed staffing plan as part of its proposal, outlining a project team with direct experience in delivering on-demand microtransit and paratransit services to public transit agencies. The proposed project manager has 13 years of relevant experience, supporting the team's capability to manage service implementation within the public transportation sector. The staffing plan includes a clear breakdown of minimum hours allocated to each task, providing a framework for enhanced accountability and measurable progress throughout the project timeline. During the interview process, the project team delivered well-prepared and comprehensive responses, demonstrating a strong understanding of the operational and technical requirements necessary to support a successful deployment for OCTA.

Work Plan

Spare Labs proposed a cloud-based platform designed specifically for paratransit, microtransit, and demand-response services. The software provides a unified interface, allowing users to access all operational functionalities in one interface which leads to streamlining workflows and improving usability for transit agency staff. The company presented a comprehensive work plan that meets OCTA's current and future operational and technical requirements outlined in the scope of work. The platform incorporates advanced features, including artificial intelligence-driven real-time fleet management, third-party provider integration, and predictive tools designed to improve service reliability and operational efficiency. The firm demonstrated its software's capacity to address common transit agency challenges—such as vehicle breakdowns—using proprietary

tools like the “Breakdown Wizard” and “Duty Time Travel” functionalities. Also demonstrated was the platform’s integration with Google Real-Time Traffic, enabling routing that will dynamically and proactively avoid traffic congestion to minimize delays. The proposal also included a well-defined timeline and robust support for change management, demonstrating the firm’s capabilities to deliver a successful project, timely transition, implementation, and long-term sustainability. Spare Lab’s platform is the only proposed solution that meets all OCTA’s required software features as identified in the scope of work.

During the interview, Spare Labs conducted a real-time demonstration of its proposed software, showcasing its functionality across all service types, including OC ACCESS, Same-Day Taxi, and the Senior Mobility Program. The platform’s integrated architecture enables the management of rider eligibility management workflows and service operations within a single, centralized system, streamlining administrative processes and improving service coordination. Additionally, the system supports multiple trip-booking methods, enhancing accessibility and convenience for a diverse rider base while meeting all of OCTA’s business requirements.

RideCo proposed a comprehensive, web-based cloud platform that includes essential tools for transit operations, such as core dispatching software, rider profile management, a reservation portal, operations dashboards, a centralized data repository, data visualization tools, customer support ticketing, and data export capabilities. The platform is designed to support OCTA’s on-demand transit services. However, RideCo’s proposal identified four of OCTA’s required software features as future enhancements not currently available as of proposal submission, which would make OCTA one of the first customers to utilize these new features. These business requirements identified as future enhancements include the ability for the driver to add additional passengers to a trip, ability for the driver to remove additional passengers from a trip, ability for the driver to add additional fares, and the ability to perform queries that would generate editable charts.

While the work plan addresses most of OCTA’s service and technical requirements, concerns remain regarding the platform’s flexibility – specifically its capabilities for trip data reconciliation and end-user-driven custom report generation.

Cost and Price

Firms were required to submit a firm-fixed price for project implementation, along with a total cost based on a per-trip rate for three projected trip volume ranges. The cost evaluation is based on the assumption that completed trips will range between one million and 1.5 million during fiscal year 2025-26 based on actual completed trips. Therefore, this range was used for calculating the price and cost score.

Pricing scores were based on a formula, which assigned the highest score to the firm with the lowest total pricing and scored the other proposals' total pricing based on the relation to the lowest total pricing. Spare Labs proposed the lower total price of the short-listed firms and is lower than the OCTA project manager's independent cost estimate of \$1,575,990 and is therefore considered fair and reasonable.

Procurement Summary

Based on the evaluation of the written proposals, the firms' qualifications, work plan approach, and the information obtained from the interviews, the evaluation committee recommends the selection of Spare Labs as the top-ranked firm to provide paratransit and microtransit software. The firm demonstrated a thorough understanding of OCTA's requirements for the requested system and submitted a comprehensive proposal that is responsive to all requirements of the RFP.

Fiscal Impact

The costs associated with this project were included in OCTA's Fiscal Year 2025-26 Budget, Finance and Administration Division, Account No. 1286-7669-IT109-N5N.

Summary

Staff is recommending the Board of Directors authorize the Chief Executive Officer to negotiate and execute Agreement No. C-5-3930 between the Orange County Transportation Authority and Spare Labs Inc., in the amount of \$969,524, for a two-year initial term with one, five-year option term to provide paratransit and microtransit software.

Attachments

- A. Review of Proposals, RFP 5-3930 Paratransit and Microtransit Software
- B. Proposal Evaluation Criteria Matrix (Short-Listed Firms), RFP 5-3930 Paratransit and Microtransit Software
- C. Contract History for the Past Two Years, RFP 5-3930 Paratransit and Microtransit Software

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Review of Proposals
RFP 5-3930 Paratransit and Microtransit Software

ATTACHMENT A

Presented to Transit Committee - July 10, 2025

Six proposals received, Two firms were interviewed, One firm is being recommended

Overall Ranking	Proposal Score	Firm & Location	Sub-Contractors	Evaluation Committee Comments	Total Price for Initial Two-Year Term	
1	80	Spare Labs Inc. Vancouver, BC, Canada	None	<p>Demonstrated extensive experience in implementing transit services across microtransit, paratransit, and on-demand transit platforms, including transitions from the Trapeze system for agencies.</p> <p>Proposed a highly experienced team with a strong background in both microtransit and paratransit systems.</p> <p>The proposed project team has direct experience in project transition from the Trapeze system and integration.</p> <p>Presented a comprehensive work plan that meets the project requirements and meets all business requirements specified in the scope of work.</p> <p>Proposed a cohesive single platform system that has access to all functionalities across all services, including OC ACCESS, same-day service, and the senior mobility program.</p> <p>Positive references were received for the firm.</p> <p>Proposed lower price for both the initial term and option term.</p>	<p>Project Implementation:</p> <p>Trip Cost based on 1 million to 1.5 million trips:</p> <p>Total:</p>	<p>\$527,524</p> <p>\$442,000</p> <p>\$969,524</p>
2	72	RideCo US Inc. Los Angeles, California	None	<p>Implemented on-demand paratransit and microtransit software services across North America.</p> <p>Experienced in working with large service providers such as the Southeastern Pennsylvania Transportation Authority.</p> <p>Proposed a knowledgeable and experienced project team with experience in Trapeze system conversions.</p> <p>Identified four features in its proposal as future enhancements based on OCTA's business requirements.</p> <p>Positive references were received for the firm</p> <p>Proposed higher price for both the initial term and option term.</p>	<p>Project Implementation:</p> <p>Trip Cost based on 1 million to 1.5 million trips:</p>	<p>\$885,994</p> <p>\$598,430</p> <p>\$1,484,424</p>

Evaluation Panel:

Information Systems (2)
Program Management Office (1)
Specialized Transit Services (2)

Proposal Criteria

Qualifications of the Firm
Staffing and Project Organization
Work Plan
Cost and Price

Weight Factors

25%
20%
30%
25%

PROPOSAL EVALUATION CRITERIA MATRIX (Short-Listed Firms)
RFP 5-3930 Paratransit and Microtransit Software

Spare Labs Inc.							
Evaluator Number	1	2	3	4	5	Weights	Criteria Score
Qualifications of Firm	4.00	4.00	4.00	4.50	4.50	5	21.0
Staffing/Project Organization	4.50	4.50	4.50	4.50	4.50	4	18.0
Work Plan	4.50	4.50	4.00	4.00	4.50	6	25.8
Cost	3.01	3.01	3.01	3.01	3.01	5	15.1
Overall Score	80	80	77	80	83		80
RideCo US Inc.							
Evaluator Number	1	2	3	4	5	Weights	Criteria Score
Qualifications of Firm	4.00	4.00	4.00	4.00	4.00	5	20.0
Staffing/Project Organization	4.00	4.00	4.00	4.00	4.00	4	16.0
Work Plan	4.00	4.00	4.00	4.50	4.00	6	24.6
Cost	2.27	2.27	2.27	2.27	2.27	5	11.4
Overall Score	71	71	71	74	71		72

The range of scores for the non-short-listed firms was 48-64

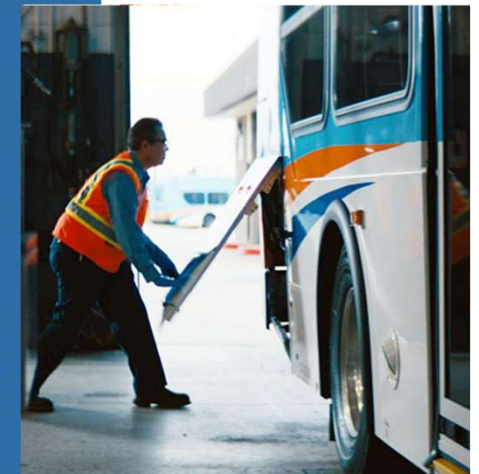
ATTACHMENT C**CONTRACT HISTORY FOR THE PAST TWO YEARS**
RFP 5-3930 Paratransit and Microtransit Software

Prime and Subconsultants	Contract No.	Description	Contract Start Date	Contract End Date	Subconsultant Amount	Total Contract Amount
Spare Labs Inc.						
Contract Type: N/A	None	N/A	N/A	N/A	N/A	\$ -
Subconsultants: N/A						
Sub Total						\$ -
RideCo US Inc.						
Contract Type: N/A	None	N/A	N/A	N/A	N/A	\$ -
Subconsultants: N/A						
Sub Total						\$ -



Bimonthly Transit Performance Report

July 2025



What do we measure?



Service Demand

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



Reliability

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



Safety

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



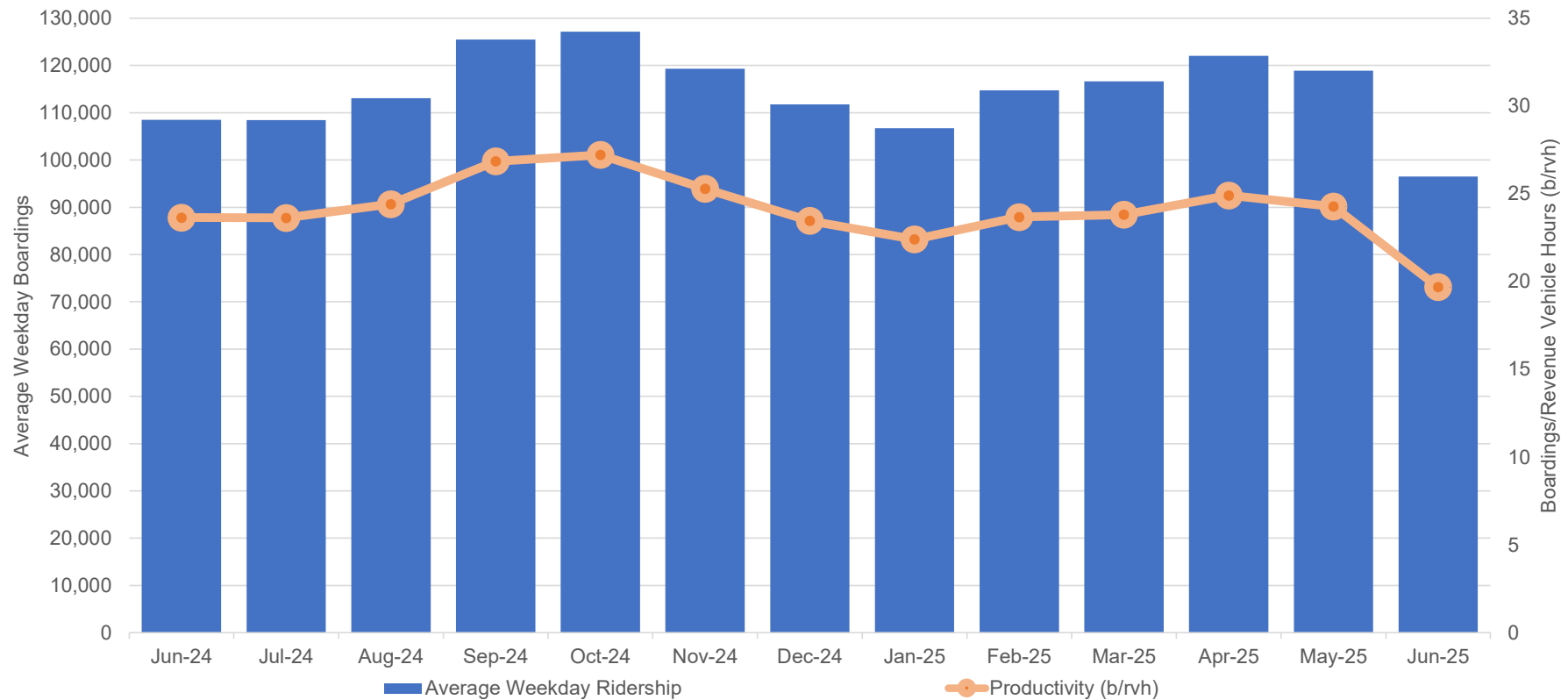
Courtesy

Measures customer feedback and is typically normalized by boardings.

OC Bus



Service Demand - Ridership Snapshot

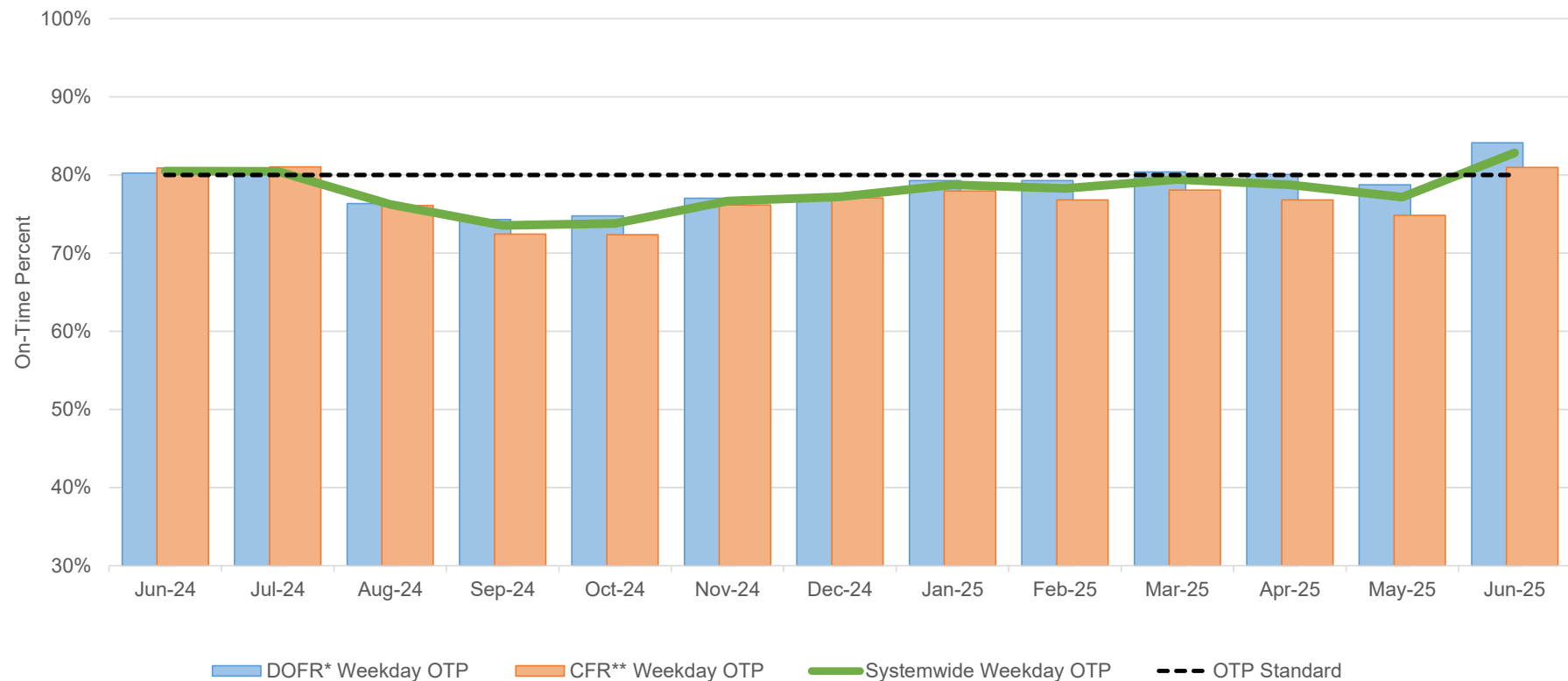


Service Demand: Ridership (or boardings) is the number of rides passengers take using public transit. The average weekday boarding activity is used to measure OC Bus service demand. Productivity is an industry measure that counts the average number of boardings for each revenue vehicle hour (RVH) that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

OC Bus Performance



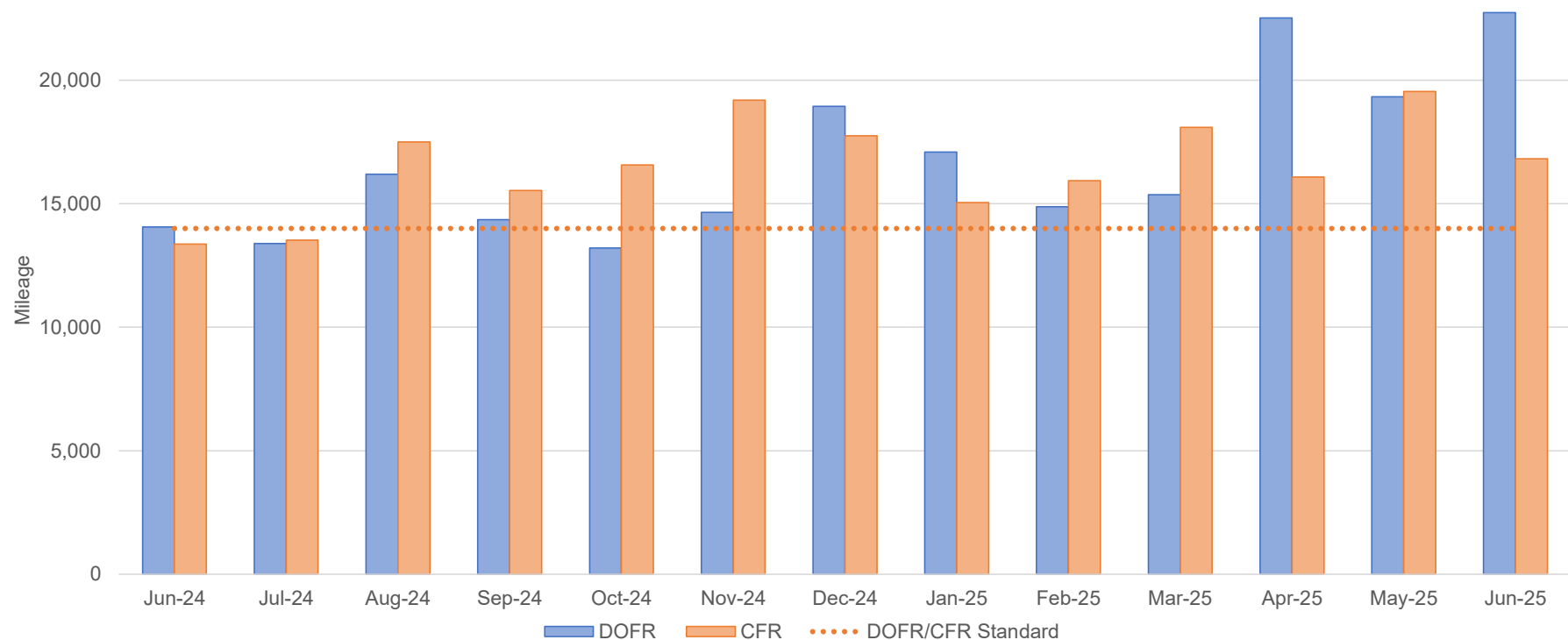
Service Reliability – On-Time Performance (OTP)



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

OC Bus

Service Reliability – Vehicle Performance

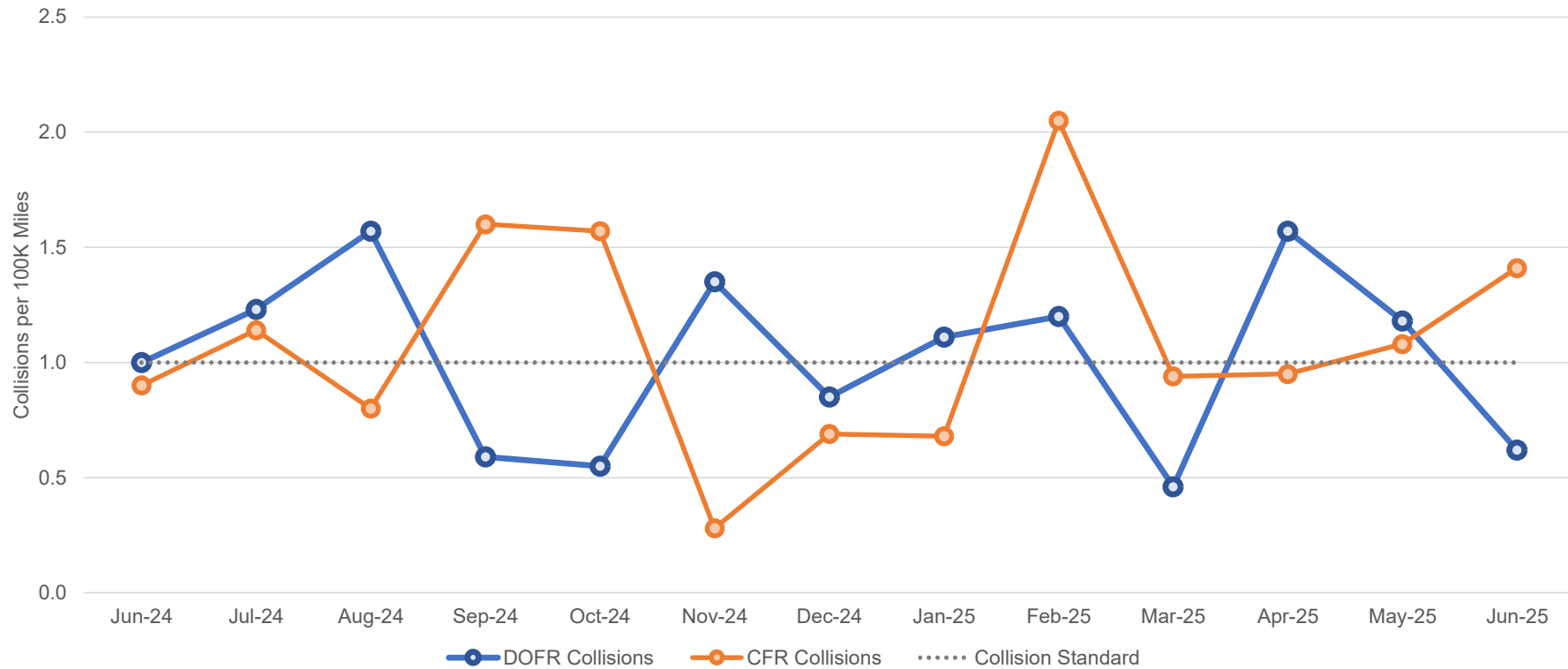


Miles Between Road Calls: MBRC is determined by the total vehicle mileage divided by the total road calls or disruptions due to mechanical failures in revenue service. The MBRC standard for DOFR and CFR is 14,000 miles.

OC Bus



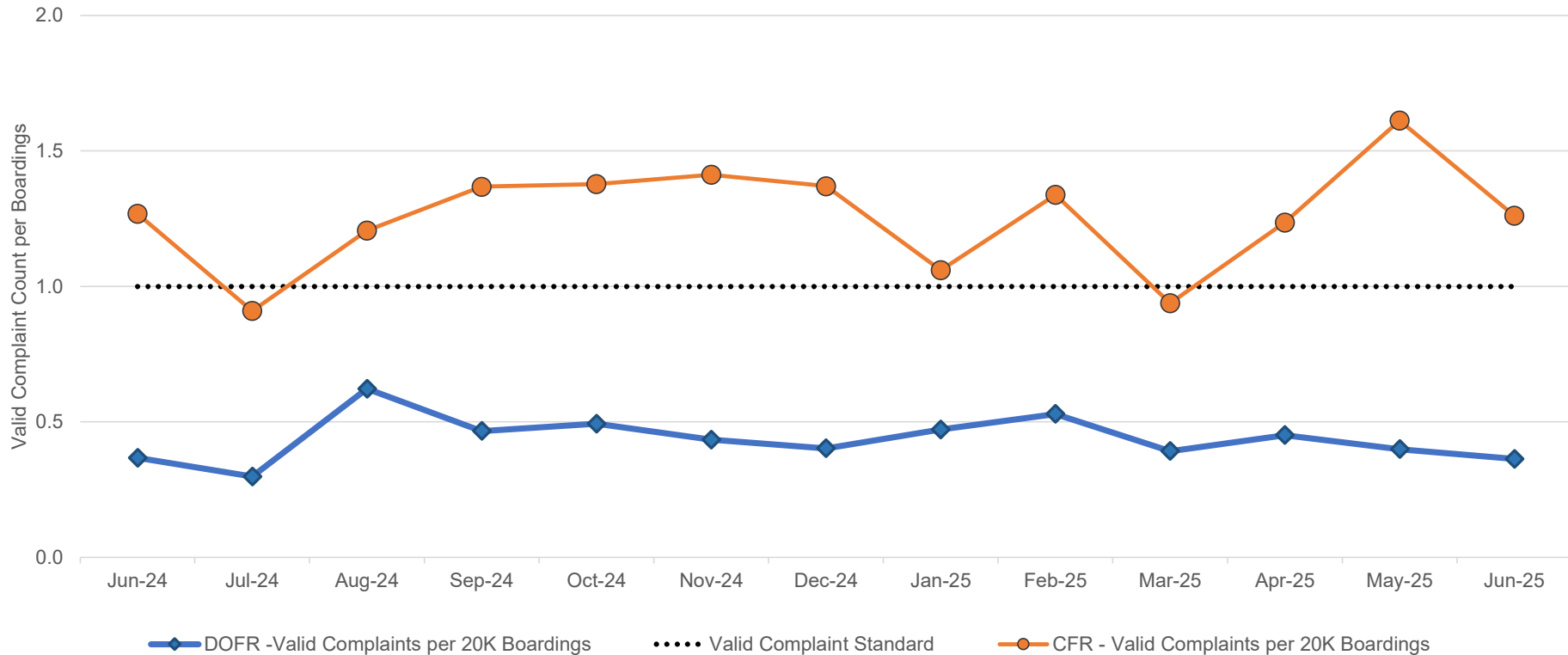
Safety – Preventable Collisions



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

OC Bus

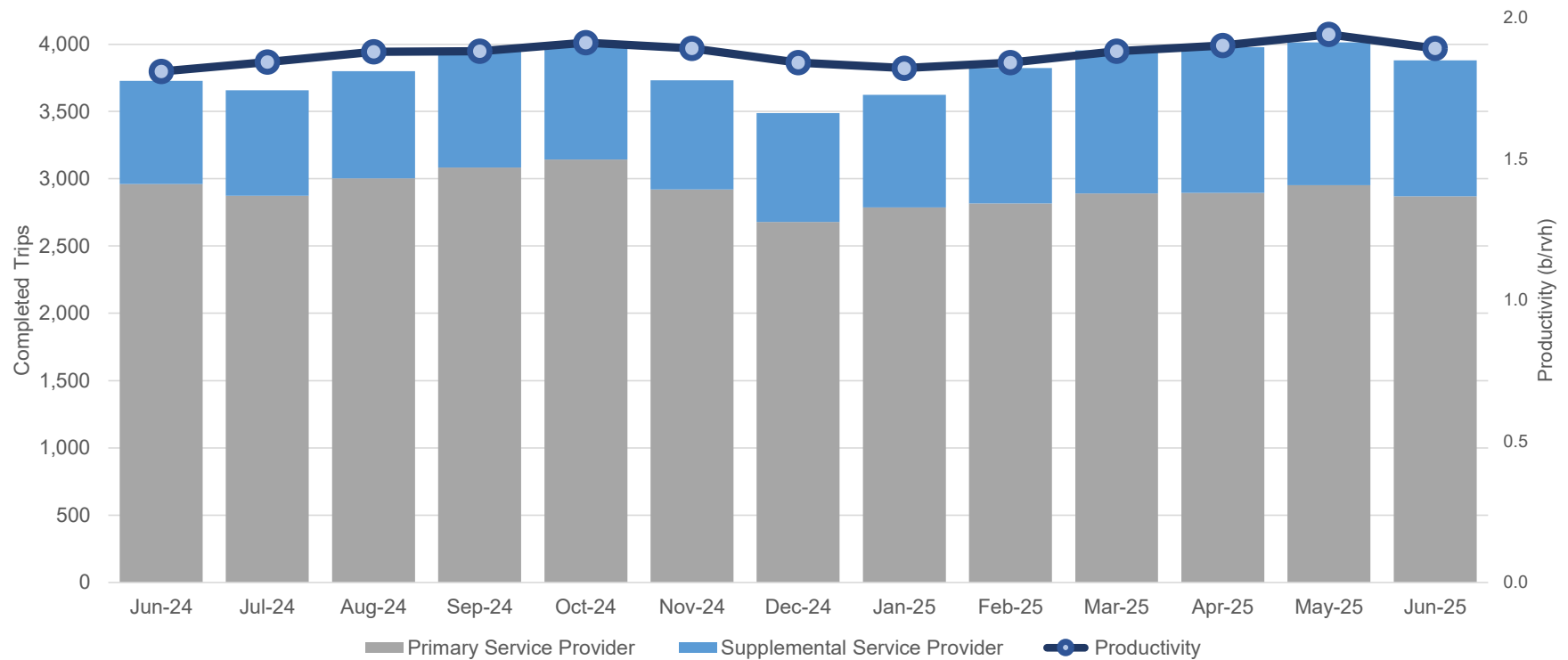
Service Quality – Customer Complaints



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

OC ACCESS

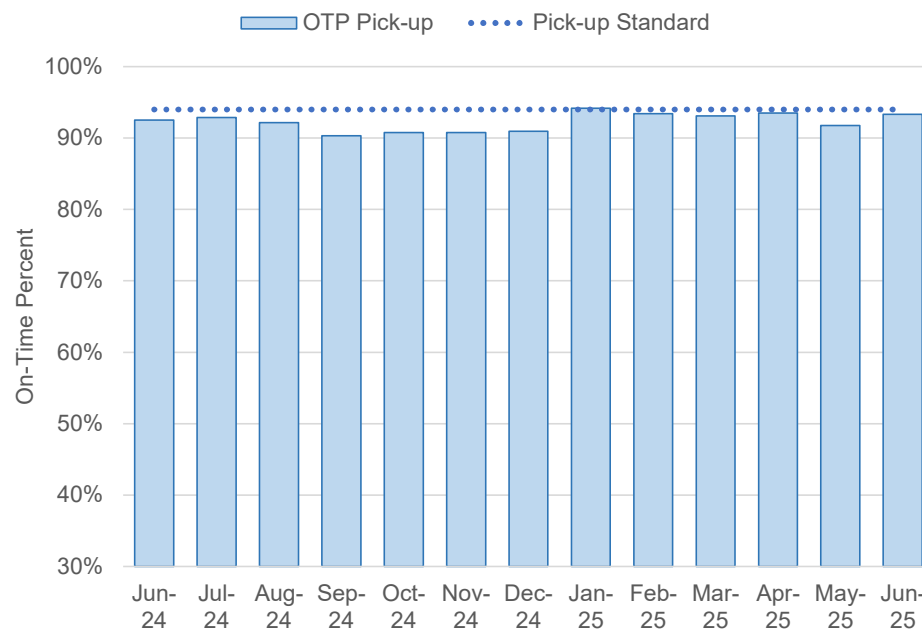
Service Demand – Ridership Snapshot



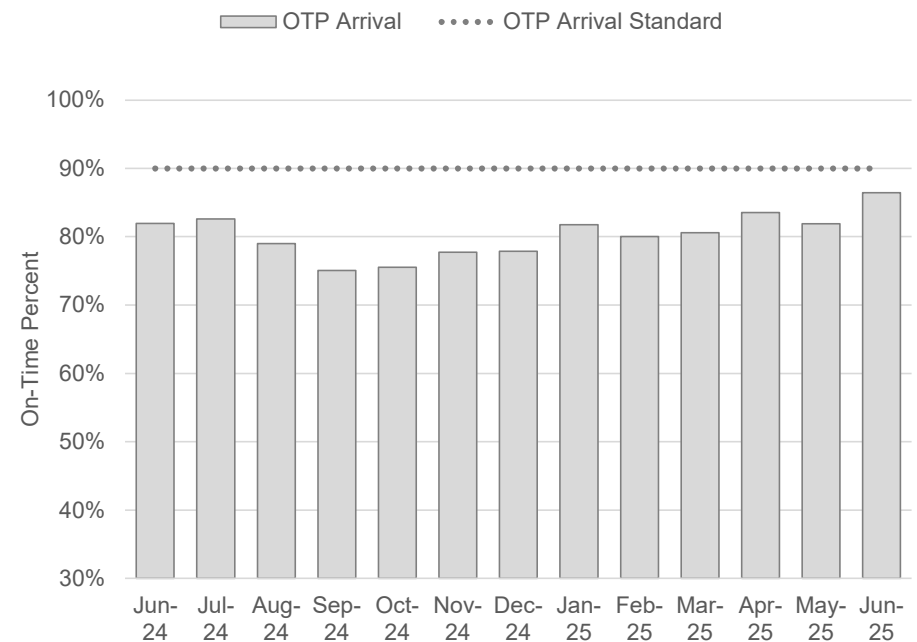
Service Provider Demand: OCTA has a primary service provider, First Transit, Inc., and supplemental providers which are contracted to meet demand on the network.

OC ACCESS

Service Reliability – On-Time Performance



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

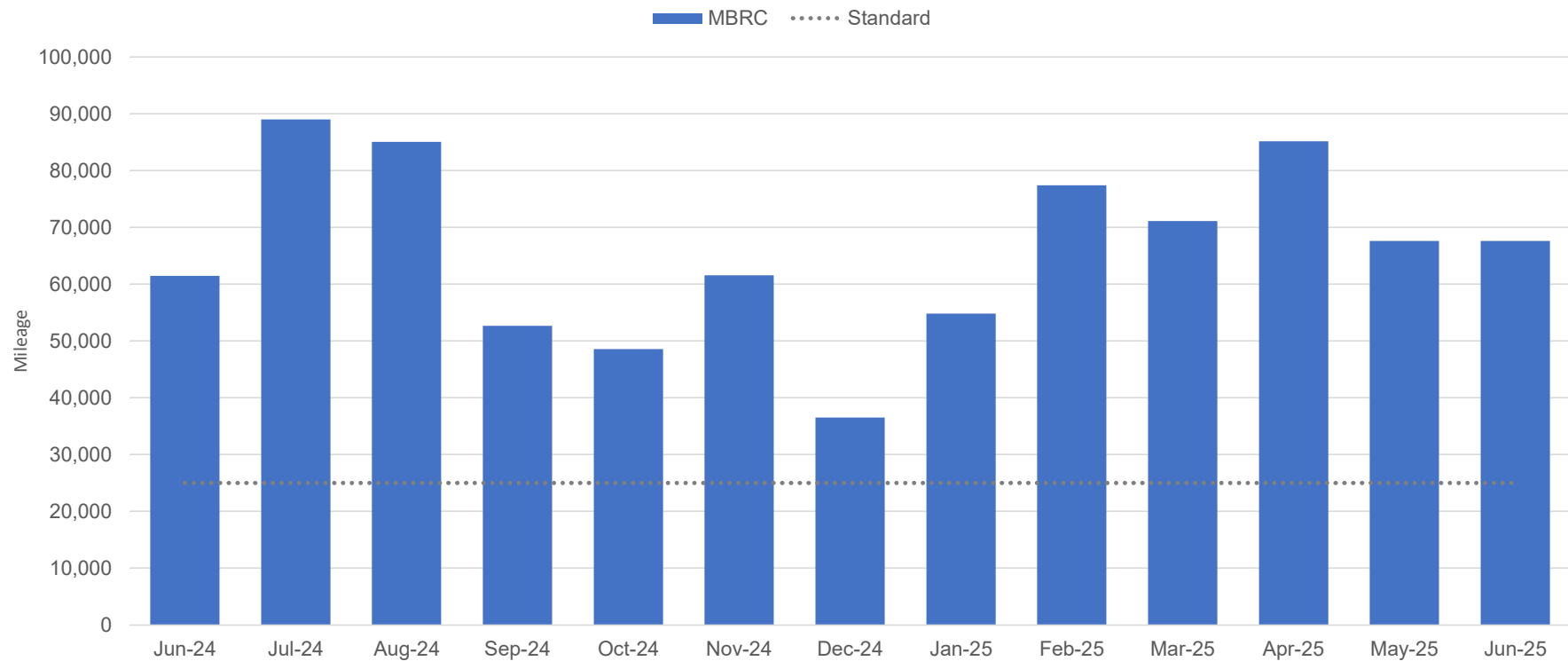


Arrival OTP: The percentage of trips when the passenger arrived at their destination by or before the scheduled arrival time.

OC ACCESS



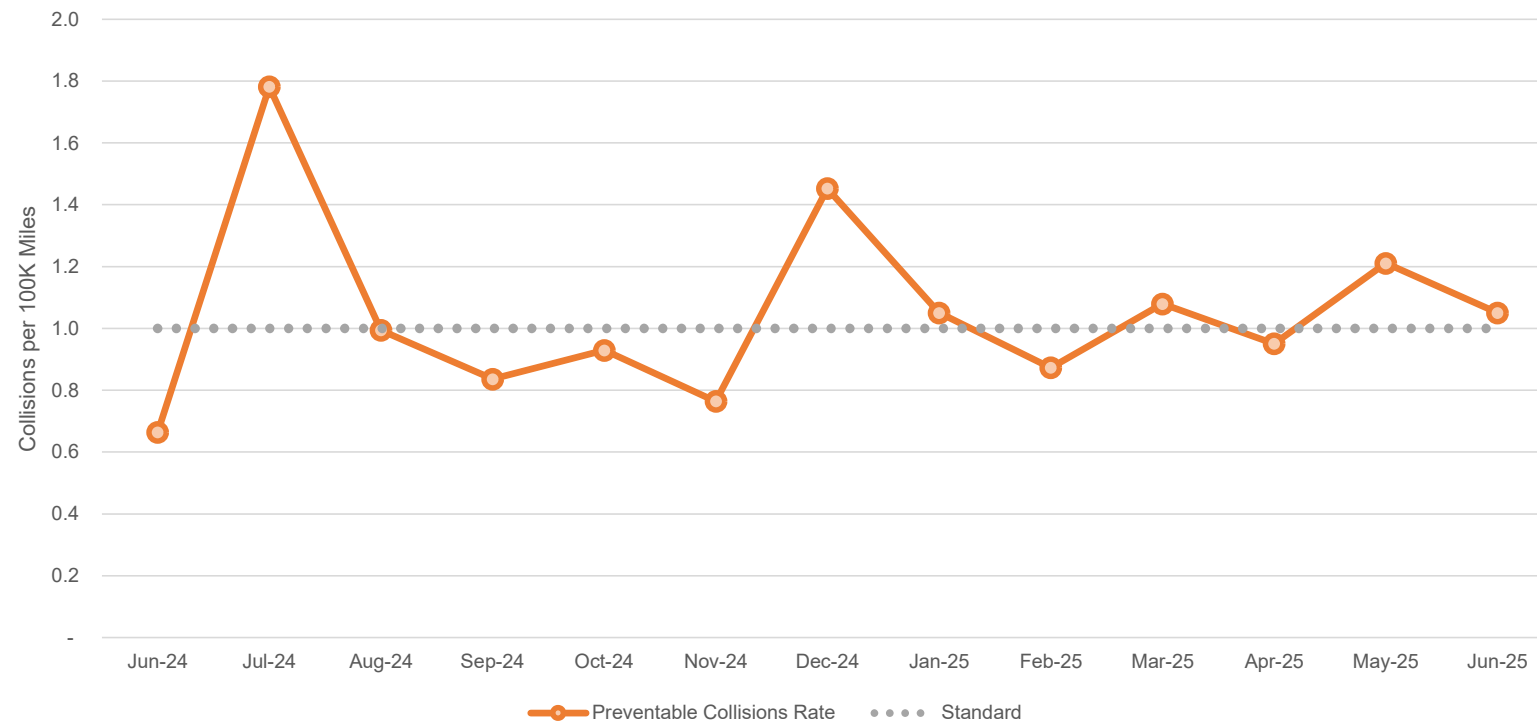
Service Reliability – Miles Between Road Calls



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

OC ACCESS

Safety – Preventable Collisions

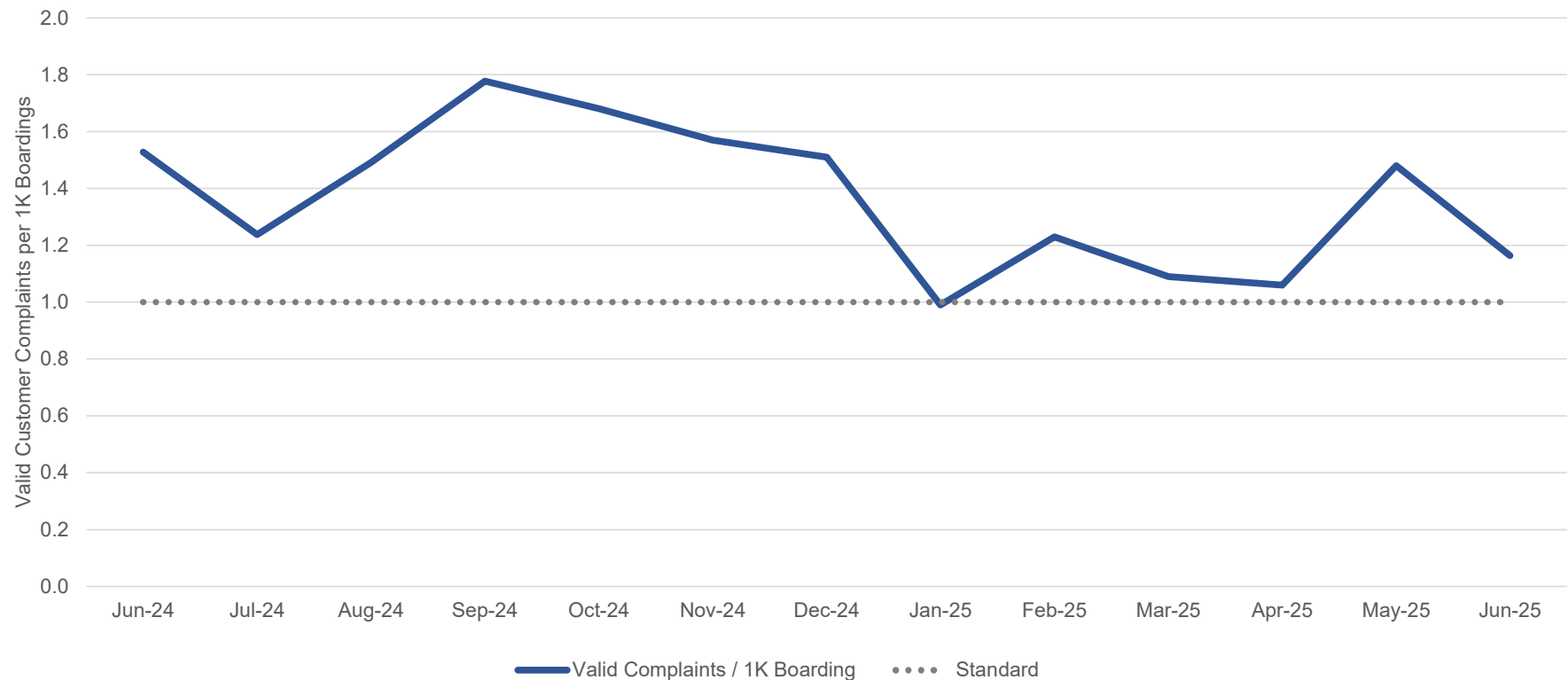


Preventable Collisions: A preventable collision is defined as an event where a driver providing revenue service could have been reasonably avoided by the driver. The performance standard is no more than one vehicle accident per 100,000 miles.

OC ACCESS



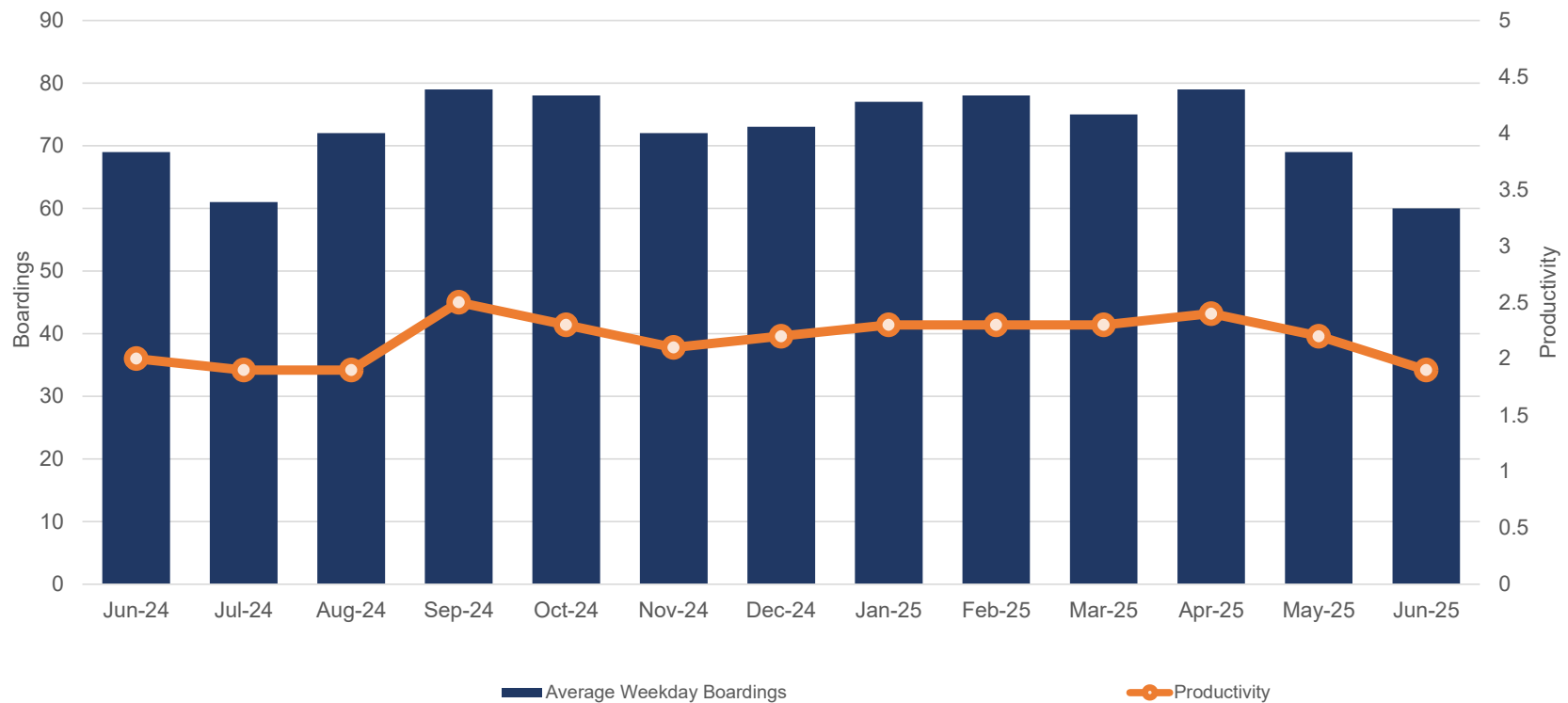
Service Quality – Customer Complaints



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

OC Flex

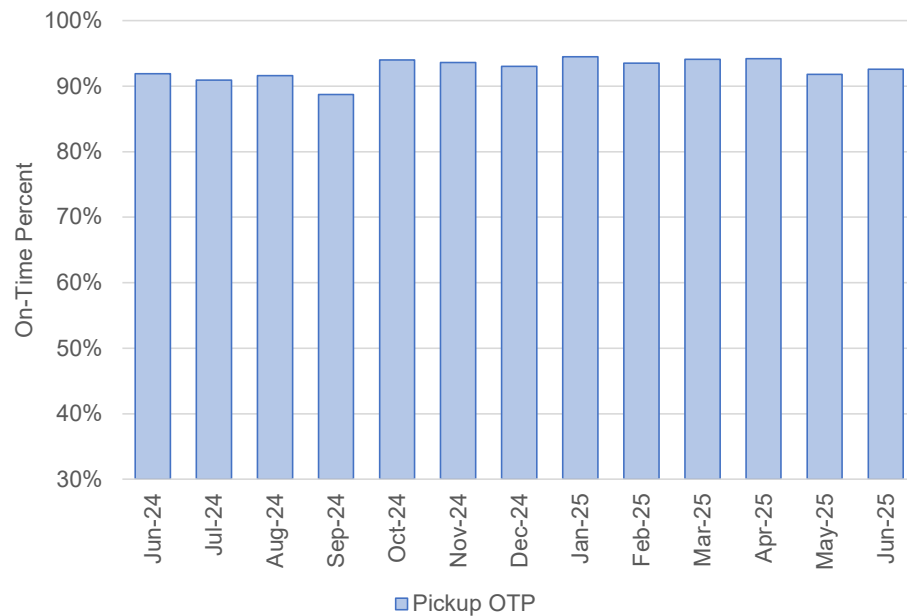
Service Demand – Ridership Snapshot



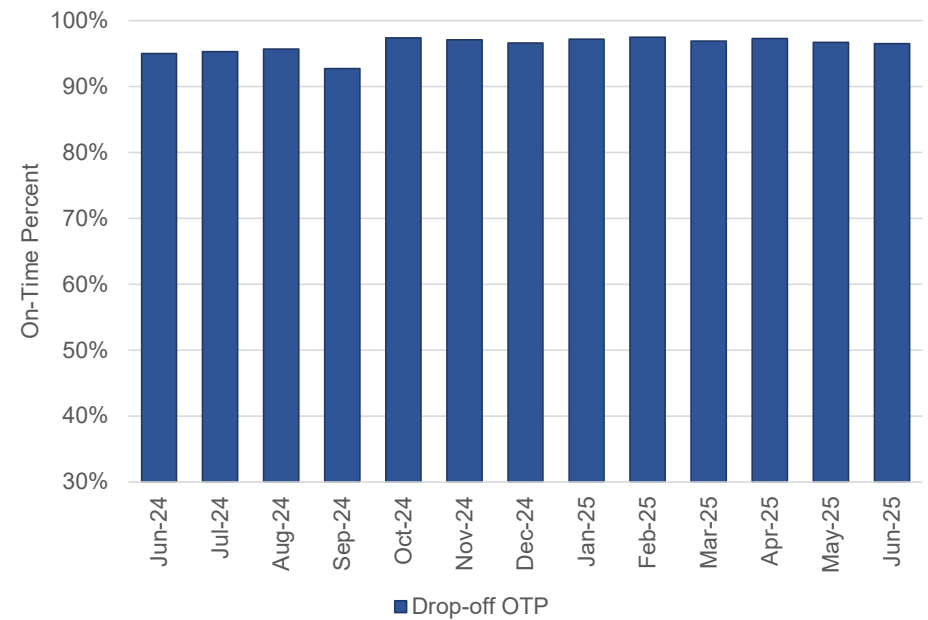
Service Demand: The sum of completed passenger boardings on average per weekday within the existing service area.

OC Flex

Service Reliability – On-Time Performance



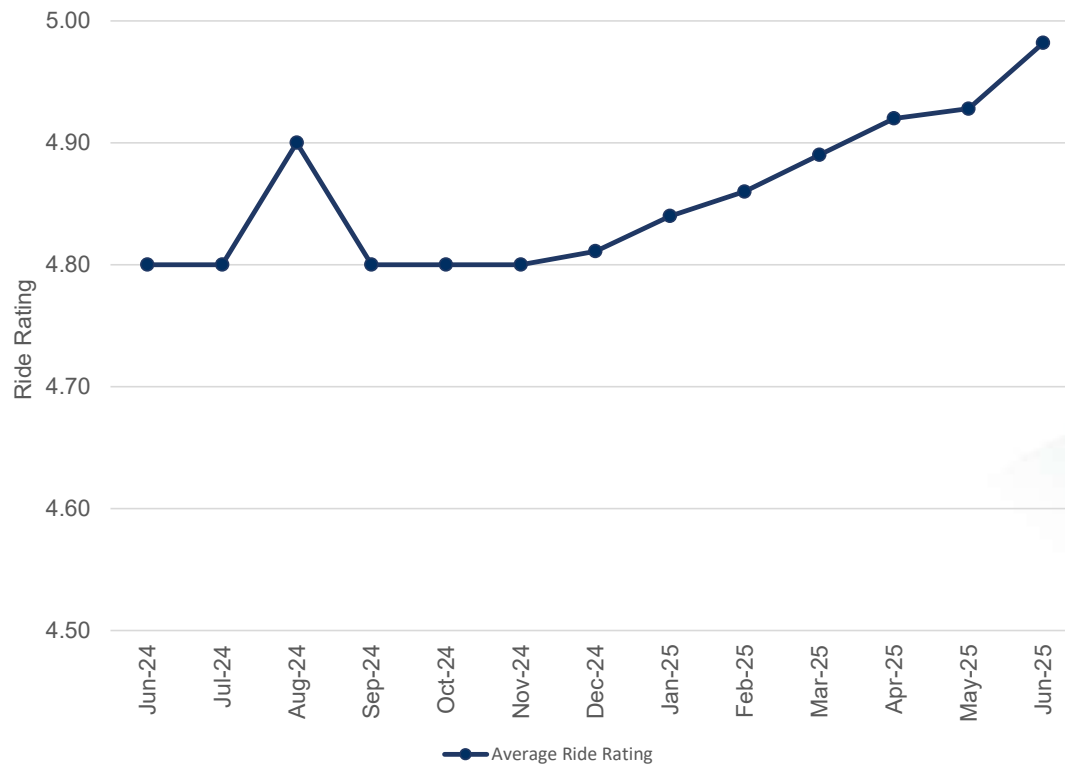
Pick-up OTP: The percentage of completed rides in which the rider was picked up within the ten-minute pick-up window that was provided at booking.



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

OC Flex

Service Quality – Average Ride Rating



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

OC Flex

Pilot Service Discontinuation



- On March 24, 2025, the Board authorized staff to initiate the steps necessary to discontinue the OC Flex service effective July 1, 2025
- Riders were notified via targeted email, in-app messages, and push notifications beginning late April through June 30th
- Alternatives for riders are the MV Shuttle and RideMatch

Upcoming Activities



Service Changes

- OC Fair Express: Five consecutive weekends beginning July 19, 2025
 - Service from five locations: Fullerton, Anaheim, Santa Ana, Huntington Beach, and Laguna Hills
- OC Bus Service Change Implementation – August 10, 2025

Future Board Items

- Bimonthly Performance Report – September 11, 2025
- Award contract for OC ACCESS Eligibility and Transit Support Services – September 2025