



# Orange County Transportation Authority

## Transit Committee Agenda

Thursday, February 12, 2026 at 9:00 a.m.

Board Room, 550 South Main Street, Orange, California

### Committee Members

Fred Jung, Chair  
Vicente Sarmiento, Vice Chair  
Valerie Amezcuia  
Lauren Kleiman  
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](http://www.octa.net) or through the Clerk of the Board's office at the OCTA Headquarters, 600 South Main Street, Orange, California.

### Meeting Access and Public Comments on Agenda Items

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

### In-Person Comment

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

### Written Comment

Written public comments may also be submitted by emailing them to [ClerkOffice@octa.net](mailto:ClerkOffice@octa.net), and

# TRANSIT COMMITTEE MEETING AGENDA

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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

Director Amezcuia

## Closed Session

There are no Closed Session items scheduled.

## Special Calendar

### 1. Committee Meeting 2026 Schedule

Fred Jung

#### **Overview**

Chair Jung will lead a discussion regarding the 2026 meeting schedule for the Transit Committee.

#### **Recommendation(s)**

Approve the 2026 Transit Committee meeting calendar.

#### **Attachments:**

[Calendar](#)

### 2. Roles and Responsibilities of the Transit Committee

Darrell E. Johnson

#### **Overview**

The roles and responsibilities of the Transit Committee are reviewed periodically for any appropriate changes or additions.

#### **Recommendation(s)**

Approve the 2026 Transit Committee Roles and Responsibilities.

#### **Attachments:**

[Roles and Responsibilities](#)

## Consent Calendar (Items 3 and 4)

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.

### 3. Approval of Minutes

Clerk of the Board

#### **Recommendation(s)**

Approve the minutes of the December 11, 2025, Transit Committee meeting.

## TRANSIT COMMITTEE MEETING AGENDA

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### ***Attachments:***

#### [Minutes](#)

#### **4. Sole Source Agreement for the Purchase of Six Cummins Compressed Natural Gas-Powered Engines**

Cliff Thorne/Johnny Dunning, Jr.

#### ***Overview***

The Orange County Transportation Authority operates a fleet of six New Flyer compressed natural gas-powered buses, model year 2018, that require a midlife engine overhaul. The replacement engine has been certified by the State of California as a near-zero emission engine. Only one engine manufacturer is certified by the State of California to meet these emission standards for use in transit buses. Board of Directors' approval is required for this sole source agreement.

#### ***Recommendation(s)***

Authorize the Chief Executive Officer to negotiate and execute Purchase Order No. C255027 between the Orange County Transportation Authority and Cummins, Inc., in the amount of \$463,697 for the purchase of six replacement Cummins 8.9-liter L9N 280HP compressed natural gas-powered engines.

### ***Attachments:***

#### [Staff Report](#)

## Regular Calendar

#### **5. Award the Agreement for the Bus Stop Electronic Signage Expansion Project**

Jeffrey N. Tatro/Johnny Dunning, Jr.

#### ***Overview***

On July 14, 2025, the Orange County Transportation Authority Board of Directors approved the release of a request for proposals to select a firm for the development and implementation of real-time arrival signage at various bus stop locations. Board of Directors' approval is requested to award an agreement for the Bus Stop Electronic Signage Expansion Project.

#### ***Recommendation(s)***

- A. Approve the selection of Urban Solar Corporation as the firm to provide electronic signage for selected bus stop locations.
  
- B. Authorize the Chief Executive Officer to negotiate and execute Agreement No. C-5-4117 between the Orange County Transportation Authority and Urban Solar Corporation, in the amount of \$1,537,918, for a five-year term, to provide electronic signage for selected bus stop locations.

### ***Attachments:***

# TRANSIT COMMITTEE MEETING AGENDA

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[Staff Report](#)

[Attachment A](#)

[Attachment B](#)

[Attachment C](#)

[Presentation](#)

## 6. **Measure M2 Community-Based Transit Circulators Program Project V Ridership Report**

Charvalen Alacar/Rose Casey

### ***Overview***

Measure M2, the voter-approved half-cent sales tax for multimodal transportation improvements in Orange County, includes a program that funds community-based transit circulators known as Project V. The goal of this program is to provide local transit services that complement regional bus and rail service. Funding is awarded to local jurisdictions through a competitive call for projects. Local jurisdictions then implement the awarded services and are required to report on the performance of the Project V-funded services. This report covers the period from April 2025 to September 2025.

### ***Recommendation(s)***

A. Receive and file the Project V Ridership Report.

B. Due to sustained improvements in ridership and financial viability, approve an exception to the Project V program guidelines for the City of Dana Point to waive the requirement for city council action for falling below the performance standard in a prior semi-annual review reporting period.

### ***Attachments:***

[Staff Report](#)

[Attachment A](#)

[Presentation](#)

## **Discussion Items**

### 7. **Bimonthly Transit Performance Report**

Melissa Mungia/Johnny Dunning, Jr.

### ***Overview***

Staff will provide an update on the OC Bus and OC ACCESS services.

### ***Attachments:***

[Presentation](#)

### 8. **Public Comments**

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

### 10. **Committee Members' Reports**

## **TRANSIT COMMITTEE MEETING AGENDA**

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### **11. Adjournment**

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

**9:30 a.m. (pending approval) on Thursday, March 12, 2026**

OCTA Headquarters  
550 South Main Street  
Orange, California



## ORANGE COUNTY TRANSPORTATION AUTHORITY

## 2026 TRANSIT COMMITTEE

JANUARY						
SUN	MON	TUE	WED	THU	FRI	SAT
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FEBRUARY						
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NOVEMBER						
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DECEMBER						
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  OCTA, OCTD, OCLTA, and OCSAFE regular Board meeting  
9:30 a.m.: OCTA Headquarters, 550 South Main Street, Board Room - Conf. Room 07-08, Orange CA

  Transit  
9:30 a.m.

  Holidays

## **2026 Transit Committee Calendar - Proposed Exceptions**

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**Standard monthly meeting dates and times are as follows:**

Transit Committee – 2<sup>nd</sup> Thursday of the month at 9:30 a.m.

<b>Month</b>	<b>Proposed Exceptions to the Standard Meeting Dates</b>
January	No change.
February	No change.
March	No change.
April	No change.
May	No change.
June	No change.
July	No change.
August	No change.
September	No change.
October	No change.
November	No change.
December	No change.

*Committee meeting calendars are pending approval by each committee at their first meeting once assignments are finalized*

# Proposed Transit Committee

## Roles and Responsibilities

### February 12, 2026

1. Develops, reviews, and provides policy recommendations to the Board of Directors (Board) on matters related to the operation of bus, rail, and paratransit services;
2. Reviews and provides recommendations to the Board ~~of Directors~~ on matters pertaining to the planning of bus, rail, and paratransit services;
3. Reviews and provides recommendations to the Board ~~of Directors~~ on transit ridership, schedules, and service policies;
4. Reviews and provides recommendations to the Board ~~of Directors~~ on bus, rail, and paratransit projects, including Orange County Transportation Authority (OCTA) revenue vehicles, support equipment, operations facilities, and Metrolink facilities and stations;
5. Makes recommendations to the Board ~~of Directors~~ on the use and procurement of professional services and contractors to support planning, **marketing, outreach and delivery** of OCTA public transit projects, programs, and services;
6. Reviews and provides recommendations to the Board ~~of Directors~~ on future transit programs;
7. Reviews and provides recommendations to the Board ~~of Directors~~ on matters related to transit technology and innovation, such as mobile ticketing applications and other on-demand service delivery models; and
8. Reviews and provides recommendations to the Board ~~of Directors~~ on the role of transit services in attainment of air quality goals;
9. Provides guidance with public communication program goals, plans and messages, and ensures they cultivate two-way communications with diverse and underserved communities, and are in compliance with Title VI and Environmental Justice requirements for programs and projects within the purview of this committee;
10. Reviews public communications, media relations, and community relations programs in support of programs and projects within the purview of this committee;
11. Reviews marketing and customer engagement programs that are designed to create awareness or promote the use of OCTA programs, projects and services within the purview of this committee;
12. Monitors public and customer feedback, as well as communications program results and recommended course corrections as appropriate for programs, projects and services within the purview of this committee.

**Added**

Moved from another committee

**Removed**



# MINUTES

## Transit Committee Meeting

### **Committee Members Present**

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

### **Staff Present**

Jennifer L. Bergener, Deputy Chief Executive Officer  
Allison Cheshire, Clerk of the Board Specialist, Senior  
Gina Ramirez, Assistant Clerk of the Board  
James Donich, General Counsel  
OCTA Staff

### **Committee Members Absent**

Tam T. Nguyen

### **Call to Order**

The December 11, 2025, meeting of the Transit Committee was called to order by Committee Chair Jung at 9:00 a.m.

### **Consent Calendar (Items 1 through 3)**

#### **1. Approval of Minutes**

A motion was made by Director Amezcua, seconded by Director Klopfenstein, and passed by the members present to approve the minutes of the November 13, 2025, Transit Committee meeting.

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

Public comments were heard from Peter Warner.

A motion was made by Amezcua, seconded by Klopfenstein, and passed by the members present to:

- A. Authorize the Chief Executive Officer to negotiate and execute Contract Change Order No. 83.1 to Agreement No. C-7-1904 with Walsh Construction Company II, LLC, in the amount of \$400,000, for the storage of traction power substations.
- B. Authorize the Chief Executive Officer to negotiate and execute Contract Change Order No. 157.2 to Agreement No. C-7-1904 with Walsh Construction Company II, LLC, in the amount of \$150,000, for additional traffic control.
- C. Authorize the Chief Executive Officer to negotiate and execute Contract Change Order No. 260.1 to Agreement No. C-7-1904 with Walsh Construction Company II, LLC, in the amount of \$120,000, to complete finishes in various areas in the maintenance and storage facility.

Director Janet Nguyen was not present to vote on this item.



## **MINUTES**

### ***Transit Committee Meeting***

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**3. Amendment to Agreement for Compressed Natural Gas Fueling Facility Operation and Maintenance at Irvine Sand Canyon Base**

A motion was made by Director Amezcua, seconded by Director Klopfenstein, and passed by the members present to authorize the Chief Executive Officer to negotiate and execute Amendment No. 2 to Agreement No. C-2-2898 between the Orange County Transportation Authority and Trillium USA Company, LLC to exercise the option term in the amount of \$354,600, to continue providing compressed natural gas fueling facility operation and maintenance effective March 1, 2026, through February 29, 2028. This will increase the maximum cumulative obligation of the agreement to a total contract value of \$873,841.

#### **Regular Calendar**

**4. February 2026 OC Bus Service Change/Public Hearing Preview for the OC Bus Route 862 Title VI Service Evaluation and Fare Equity Analysis**

Dan Phu, Director, Strategic Planning, and Katie Persons, Department Manager, Project Development, provided a presentation.

Public comments were heard from Peter Warner.

A motion was made by Director Amezcua, seconded by Committee Chair Jung, and passed by the members present to:

- A. Receive and file the February 2026 OC Bus service change as an information item.
- B. Receive and file public input on the OC Bus Route 862 Title VI service evaluation and fare equity analysis.
- C. Direct staff to finalize and submit the OC Bus Route 862 Title VI service and fare equity analysis to the Federal Transit Administration, consistent with the full funding grant agreement.

#### **Discussion Items**

**5. OC Streetcar Call for Artists Initiative**

Ryan Armstrong, Department Manager, Marketing and Customer Engagement, provided a presentation on this item.

Public comments were heard from Peter Warner.

No action was taken on this receive and file item.



# **MINUTES**

## ***Transit Committee Meeting***

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### **6. Public Comments**

Public comments were heard from Peter Warner and Paul Hyek.

### **7. Chief Executive Officer's Report**

Jennifer L. Bergener, Deputy Chief Executive Officer, reported on the following:

- New Year's Eve Free Bus Service
- Final Transit Committee Meeting of the year

### **8. Committee Members' Reports**

No reports were offered by the Committee Members.

### **9. Adjournment**

The meeting was adjourned at 9:21 a.m.

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

**9:00 a.m. on Thursday, January 8, 2026**

OCTA Headquarters  
550 South Main Street  
Orange, California

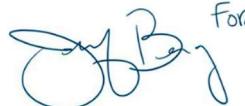


**February 12, 2026**

**To:** Transit Committee

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

**Subject:** Sole Source Agreement for the Purchase of Six Cummins Compressed Natural Gas-Powered Engines



For

### ***Overview***

The Orange County Transportation Authority operates a fleet of six New Flyer compressed natural gas-powered buses, model year 2018, that require a midlife engine overhaul. The replacement engine has been certified by the State of California as a near-zero emission engine. Only one engine manufacturer is certified by the State of California to meet these emission standards for use in transit buses. Board of Directors' approval is required for this sole source agreement.

### ***Recommendation***

Authorize the Chief Executive Officer to negotiate and execute Purchase Order No. C255027 between the Orange County Transportation Authority and Cummins, Inc., in the amount of \$463,697 for the purchase of six replacement Cummins 8.9-liter L9N 280HP compressed natural gas-powered engines.

### ***Discussion***

The Orange County Transportation Authority (OCTA) purchased six New Flyer compressed natural gas (CNG)-powered buses, which were delivered in 2018 to support the February 2019 launch of BRAVO! Route 529, a limited stop service now branded as OC Bus Rapid. Based on age and mileage, these buses are due for a midlife overhaul. The midlife overhaul schedule is based on the life expectancy of major mechanical components, specifically, the engine and transmission, which is currently six years or 300,000 miles (with a variance of ten percent). The replacement engine is the lowest emissions rated engine available and is certified by the California Air Resources Board for use in transit buses. The engine is certified at 0.02 grams of Nitrogen Oxide per brake horsepower-hour.

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Since Cummins Inc. (Cummins) is the only manufacturer with engines certified by the California Air Resources Board for use in transit buses, a sole source agreement is required for purchase of replacement engines. The sole source agreement request includes the purchase of six engines, with a standard two-year, unlimited miles, all-inclusive base warranty.

### ***Procurement Approach***

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

Cummins engines are the only approved and certified engines with near-zero emissions for transit buses in California, and Cummins is the sole supplier and distributor. Therefore, this procurement meets the requirements for a sole source purchase as the engines are only available from one responsible source, and no other suppliers can meet the requirements.

Cummins provided pricing to OCTA for six Cummins 8.9-liter L9N 280HP CNG-powered engines with a two-year, all-inclusive unlimited miles warranty, at a firm-fixed price in the amount of \$463,697. Price per engine is \$77,283.

In accordance with the OCTA's sole source procurement procedures, a sole source agreement over \$50,000 requires OCTA's Internal Audit Department (Internal Audit) to conduct an independent pre-award price review of Cummins' proposed pricing. As is common with these types of vendors, Cummins would not provide a detailed cost breakdown and could not provide comparable contracts for these engines. As such, Internal Audit was unable to apply procedures to the proposed pricing. Therefore, Contracts Administration and Materials Management (CAMM) staff performed a price analysis using the information available, such as the previous sole source per unit purchase price of \$71,158 for the same type of engine under Purchase Order No. C13417 executed in 2021 with applied escalation in accordance to the Consumer Price Index, which resulted in a per unit price of \$84,464 per engine, which is 8.6 percent higher than the price of \$77,283 per engine quoted by Cummins for this purchase. Therefore, the quoted price is deemed fair and reasonable. Based on Cummins' financial status and quoted pricing, CAMM has concluded that Cummins is deemed responsive to OCTA's requirements.

**Fiscal Impact**

The procurement of six Cummins 8.9-liter L9N 280HP CNG-powered engines was included in the approved OCTA Fiscal Year 2025-26 Budget under Account No. 2114-9024-D2108-02A, and is funded through local funds.

**Summary**

Based on the information provided, staff recommends the Board of Directors authorize the Chief Executive Officer to negotiate and execute Purchase Order No. C255027 between the Orange County Transportation Authority and Cummins, Inc., in the amount of \$463,697 for the purchase of six replacement Cummins 8.9-liter L9N 280HP CNG-powered engines.

**Attachment**

None.

**Prepared by:**



Cliff Thorne  
Director, Maintenance Administration  
714-560-5975

**Approved by:**



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



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

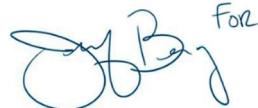


**February 12, 2026**

**To:** Transit Committee

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

**Subject:** Award the Agreement for the Bus Stop Electronic Signage Expansion Project

A handwritten signature in blue ink, appearing to read "D.E. Johnson", is placed next to the "For" label.

### **Overview**

On July 14, 2025, the Orange County Transportation Authority Board of Directors approved the release of a request for proposals to select a firm for the development and implementation of real-time arrival signage at various bus stop locations. Board of Directors' approval is requested to award an agreement for the Bus Stop Electronic Signage Expansion Project.

### **Recommendations**

- A. Approve the selection of Urban Solar Corporation as the firm to provide electronic signage for selected bus stop locations.
- B. Authorize the Chief Executive Officer to negotiate and execute Agreement No. C-5-4117 between the Orange County Transportation Authority and Urban Solar Corporation, in the amount of \$1,537,918, for a five-year term, to provide electronic signage for selected bus stop locations.

### **Discussion**

In 2022, the Orange County Transportation Authority (OCTA) initiated a pilot project to implement 26 electronic signage (eSignage) devices at OC Bus Rapid 553 bus stops. These eSignage devices display near real-time arrival information, are powered by a solar battery, mounted on free-standing poles, Americans with Disabilities Act (ADA)-compliant, managed via a hosted content management system (CMS), and receive updates via cellular service.

Positive passenger feedback from the pilot project has supported securing additional funding to expand the project. By offering timely and reliable bus arrival information, the expanded eSignage network will enhance customer convenience and improve the efficiency and visibility of transit services along OCTA's busiest corridors.

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The Bus Stop eSignage Expansion Project (Project) will be implemented in the following three phases:

Phase one will deploy 39 new eSignage devices along McFadden Avenue between Harbor Boulevard and Grand Avenue in the City of Santa Ana. This corridor received 2021 Regional Early Action Planning (REAP) grant funding for the City of Santa Ana to implement transit signal priority enhancements and transit-focused street improvements, including new shelters, benches, and lighting as part of the City's ongoing bicycle boulevard project. As part of this coordinated effort, a portion of the REAP funding will be used by OCTA to deliver the 39 eSignage devices included in this phase.

Phase two will deploy up to 99 additional devices along the three other OC Bus Rapid routes, which were selected due to their high service frequency and ridership. OCTA has secured State Transportation Improvement Program (STIP) funding to support this expansion. Implementation is expected to begin after Phase One, though concurrent deployment may occur if Phase One schedules are not affected.

Phase three will replace the 26 existing eSignage devices deployed as the pilot project and currently installed at OC Bus Rapid 553 stops. This phase will also be funded through STIP grant funds. Implementation is planned to begin after the pilot project contract expires on May 24, 2027.

The routes included in this project were selected to complement ongoing transit-focused infrastructure projects and to target a wide population of riders, and deployment as noted above is consistent with the grant funding received.

### ***Procurement Approach***

The procurement was handled in accordance with OCTA Board of Directors (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 14, 2025, the Board authorized the release of Request for Proposals (RFP) 5-4117, which was issued electronically on CAMM NET. The Project was advertised in a newspaper of general circulation on July 14 and July 21, 2025. A pre-proposal conference was held on July 23, 2025, with 11 attendees representing six firms. Two addenda were issued to make available the pre-proposal conference registration sheet and presentation, as well as handle issues related to the RFP and provide responses to written questions related to the RFP.

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On August 12, 2025, four proposals were received. An evaluation committee consisting of OCTA staff from the Contracts Administration and Materials Management, Information Systems, Transportation Modeling, and Operations departments, as well as an external representative from the City of Santa Ana met to review all the proposals received.

The proposals were evaluated based on the following Board-approved evaluation criteria and weightings:

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

Several factors were considered in developing the evaluation criteria weightings. The qualifications of the firm criterion was weighted at 20 percent to ensure the firm has prior experience in developing and implementing eSignage devices for similar projects as outlined in the scope of work. Staffing and project organization criterion was weighted at 25 percent to ensure the firm's project team has the requisite expertise for completing a project of similar size. Work plan was weighted at 30 percent to ensure the firm demonstrated their understanding and approach to meeting all task requirements. Cost and price criterion was weighted at 25 percent to ensure that OCTA receives value for the services provided.

On August 26, 2025, the evaluation committee reviewed the proposals based on the Board-approved evaluation criteria and short-listed the two most qualified firms listed below in alphabetical order:

**Firm and Location**

Entourage Partners, LLC doing business as Papercast North America  
(Papercast)  
Headquarters: Saint Petersburg, Florida  
Project Office: Saint Petersburg, Florida

Urban Solar Corporation (Urban Solar)  
Headquarters: Victoria, British Columbia, Canada  
Project Office: Victoria, British Columbia, Canada

On September 3, 2025, the evaluation committee conducted interviews with the two short-listed firms. The interviews consisted of a presentation by each firm to demonstrate the firms' understanding of OCTA's requirements.

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The firms' project managers and key team members had an opportunity to present each team's qualifications and respond to the evaluation committee's questions. Questions were related to the firms' understanding of the scope of work, experience with projects of a similar type, and approach to providing bus stop eSignage services.

At the conclusion of the interviews, a request for a best and final offer (BAFO) was issued to the short-listed firms based on clarifications to the price summary sheet regarding the ongoing maintenance of the 164 deployed eSignage devices and additional spare devices.

Based on the evaluation of the written proposals and the information obtained from the interviews and BAFOs, as well as cost and price, the evaluation committee recommends Urban Solar for consideration of the award to provide bus stop eSignage services. The following is a summary of the proposal evaluation results.

#### Qualifications of the Firm

Urban Solar was founded in 2008. The firm has 15 employees and is headquartered in Victoria, British Columbia, with a manufacturing facility in Beaverton, Oregon. The firm manufactures solar energy systems for lighting and digital amenities. The firm has delivered more than 30,000 bus stop and shelter lighting and information systems across North America, including projects for Long Beach Transit, Santa Monica's Big Blue Bus, Jacksonville Transportation Authority, and OCTA. Urban Solar's proposed subcontractors, which will provide battery-powered display units and iBus CMS, as well as installation and field maintenance have partnered with Urban Solar on several similar projects throughout California. The firm received positive feedback from its references.

Papercast was founded in 2016. The firm has 25 employees and is headquartered in St. Petersburg, Florida. The firm provides turnkey eSignage solutions, including the design, manufacturing, and integration of electronic paper (e-paper) displays, solar power systems, and CMS. Papercast has completed similar installations for Los Angeles County Metropolitan Transportation Authority, Caltrain, and Santa Monica's Big Blue Bus, and OCTA. The firm, serving as a subcontractor to Urban Solar for the OC Bus Rapid 553 project, currently supplies OCTA's existing e-paper displays and CMS. The proposed subcontractor, ITES MEDIA, Inc., will provide the ISO 27001-certified CMS hosted on Microsoft Azure. Additionally, the firm received positive feedback from its references.

### Staffing and Project Organization

Urban Solar proposed a knowledgeable and experienced project team. The proposed project manager has four years of relevant experience. The firm's proposed team has an average of five years of industry experience. The project team includes key staff from Urban Solar's operations, engineering, and customer support divisions, as well as representatives from its subcontractors. The staffing structure reflects a collaborative approach, combining Urban Solar's manufacturing and project management expertise with the subcontractor's technical capabilities and extensive field installation and maintenance experience in Southern California. During the interview, the project team discussed its roles, proposed solution, and implementation process. The team members provided detailed responses to the evaluation committee's questions, which demonstrated their experience and ability to meet OCTA's requirements.

Papercast proposed a qualified and well-structured project team with clearly defined roles and responsibilities. The proposed project manager has 12 years of experience in business development and project management within the transit technology industry. The firm's proposed team has an average of 13 years of industry experience. The firm currently oversees North American operations and managed the deployment of OCTA's existing OC Bus Rapid 553 e-paper signage project. The team includes key personnel responsible for operations, technical integration, and customer support, supported by its subcontractor, which will provide the CMS, and prequalified electrical contractors responsible for field installation and maintenance. During the interview, the project team effectively described their roles, project approach, and implementation plan, demonstrating a strong understanding of OCTA's operational needs and confidence in their ability to successfully deliver the Project.

### Work Plan

Urban Solar presented a comprehensive and well-organized work plan that demonstrated a clear understanding of the scope of work and OCTA's operational requirements. The firm described in detail the specifications and functionality of its proposed battery-powered e-paper display, the Axentia iBus CMS, and the integrated monitoring tools that allow for real-time device performance tracking. The proposal included a detailed project schedule outlining all key milestones, deliverables, and staff assignments for each phase of the Project. As an enhancement, Urban Solar proposed to include its PV Stop+ solar lighting system with the installation of the eSignage devices to improve safety and visibility at bus stops. The firm indicated that the solar lighting option was incorporated into the proposed pricing and would not increase the overall project cost. Additionally, Urban Solar proposed providing spare devices to ensure uninterrupted service in the event that a display requires maintenance or replacement.

Papercast presented a clear and structured work plan that demonstrated a thorough understanding of the scope of work and OCTA's technical and operational requirements. The firm outlined the specifications and capabilities of its proposed e-paper display, solar power components, and the CMS developed by ITES MEDIA. The proposed solution includes an enhanced monitoring platform that allows for centralized management of all display units, providing real-time performance data and device health information. The firm provided a detailed project schedule with defined milestones, deliverables, and staff responsibilities for each phase of implementation. The proposed work plan also includes the integration of existing OCTA e-paper displays into the new CMS, allowing for systemwide consistency and improved operational efficiency.

#### **Cost and Price**

Pricing scores were based on a formula which assigned the highest score to the firm with the lowest total firm-fixed price and scored the other proposals' total firm-fixed price based on its relation to the lowest total firm-fixed price. Urban Solar proposed the lowest total firm-fixed price. Additionally, the total price is below the OCTA project manager's independent cost estimate and therefore deemed fair and reasonable.

#### **Fiscal Impact**

This Project was approved in OCTA's Fiscal Year 2025-26 Budget and will be fully funded with two different grants sources. Phase One (39 devices along the McFadden Avenue corridor) will be funded from the REAP Grants of 2021. Phases two and three (99 new and replacement of the existing 26 devices) will be from STIP funds.

#### ***Summary***

Staff is recommending the Board of Directors authorize the Chief Executive Officer to negotiate and execute Agreement No. C-5-4117 between the Orange County Transportation Authority and Urban Solar Corporation, in the amount of \$1,537,918, for a five-year term, to provide bus stop electronic signage for various bus stops.

**Attachments**

- A. Review of Proposals RFP 5-4117 Bus Stop Electronic Signage Expansion Project
- B. Proposal Evaluation Criteria Matrix (Short-Listed Firms) RFP 5-4117 Bus Stop Electronic Signage Expansion Project
- C. Contract History for the Past Two Years RFP 5-4117 Bus Stop Electronic Signage Expansion Project

**Prepared by:**



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**Approved by:**



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Pia Veesapen  
Director, Contracts Administration and  
Materials Management  
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**Review of Proposals**  
**RFP 5-4117 Bus Stop Electronic Signage Expansion Project**  
Presented to Transit Committee - December 11, 2025  
4 firms proposed, 2 firms were interviewed, 1 firm is being recommended

**ATTACHMENT A**

Overall Ranking	Proposal Score	Firm & Location	Sub-Contractors	Evaluation Committee Comments	Total Firm-Fixed Price
1	83	Urban Solar Corporation Victoria, British Columbia	Axentia Technologies AB ShelterCLEAN Services, Inc.	<p>Higher-ranked firm.</p> <p>Relevant experience providing solar units and electronic signage (eSignage) devices for similar projects.</p> <p>Proposed the same team that implemented in the current 26 devices, including the Chief Executive Officer and President.</p> <p>Proposed to use two subcontractors for digital displays (military grade) and with local staff to provide support/maintenance.</p> <p>Proposed to continue to use ShelterCLEAN for onsite maintenance services.</p> <p>Proposed project manager has four years of experience and has been with the firm for four years.</p> <p>Proposed key staff has relevant and current experience.</p> <p>Proposed a clear, well-organized work plan demonstrating a strong understanding of the scope and OCTA's operational requirements.</p> <p>Demonstrated experience with existing Orange County Transportation Authority (OCTA) project and solar concerns.</p> <p>Demonstrated an understanding of the level of effort required for the project.</p> <p>Presented approach and provided responses to questions.</p> <p>Received positive responses from references.</p> <p>Proposed lowest total firm-fixed price.</p>	\$1,537,918
2	79	Entourage Partners, LLC, doing business as Papercast North America Saint Petersburg, Florida	ITES MEDIA, Inc. Triangle Services, LLC, doing business as Shelter Clean NEXIEN, LLC Peacock Systems, LLC	<p>Relevant experience providing solar units and eSignage devices for similar projects.</p> <p>Currently provides eSignage devices and hosted Content Management System.</p> <p>Proposed a qualified project team with clear roles, including a Quality Control Manager from the prior implementation.</p> <p>Proposed to use several subcontractors, for ITEStransit Content Management System, to provide installation and maintenance.</p> <p>Proposed project manager has 12 years of experience.</p> <p>Proposed key staff has relevant experience, including the Quality Control Manager who was part of the prior implementation.</p> <p>Proposed a clear, well-organized work plan demonstrating a strong understanding of the scope and OCTA's operational requirements.</p> <p>Proposed a detailed project schedule with defined milestones, deliverables, and staff responsibilities for each phase of implementation.</p> <p>Presented approach and answered questions during the interview.</p> <p>Received positive responses from references.</p> <p>Proposed higher total firm-fixed price.</p>	\$2,287,029

**Evaluation Panel:**

**Internal:**

Contracts Administration and Materials Management (1)

Information Systems (1)

Transportation Modeling (1)

Operations (1)

**External:**

City of Santa Ana (1)

**Proposal Criteria**

**Weight Factors**

Qualifications of the Firm	20%
Staffing and Project Organization	25%
Work Plan	30%
Cost and Price	25%

**PROPOSAL EVALUATION CRITERIA MATRIX (Short-Listed Firms)  
RFP 5-4117 Bus Stop Electronic Signage Expansion Project**

Urban Solar Corporation					Weights	Overall Score	
Evaluator Number	1	2	3	4	5		
Qualifications of Firm	4.0	4.0	4.0	4.0	4.0	4	16.0
Staffing/Project							
Organization	4.0	4.0	3.5	3.5	4.0	5	19.0
Work Plan	4.0	4.0	3.5	3.5	4.0	6	22.8
Cost and Price	5.0	5.0	5.0	5.0	5.0	5	25.0
Overall Score	85.0	85.0	79.5	79.5	85.0		83
Entourage Partners, LLC doing business as Papercast North America					Weights	Overall Score	
Evaluator Number	1	2	3	4	5		
Qualifications of Firm	4.0	4.0	4.0	4.0	4.0	4	16.0
Staffing/Project							
Organization	4.0	4.5	4.5	4.0	4.5	5	21.5
Work Plan	4.0	4.0	4.0	4.0	4.0	6	24.0
Cost and Price	3.4	3.4	3.4	3.4	3.4	5	17.0
Overall Score	77.0	79.5	79.5	77.0	79.5		79

Range of scores for non-short-listed firms was 56 to 65.

CONTRACT HISTORY FOR THE PAST TWO YEARS

## RFP 5-4117 Bus Stop Electronic Signage Expansion Project

Prime and Subconsultants	Contract No.	Description	Contract Start Date	Contract End Date	Subconsultant Amount	Total Contract Amount
<b>Urban Solar Corporation</b>						
Contract Type: Firm-Fixed	C-1-3589	Electronic Signage for Bus Stops	December 22, 2021	December 31, 2026		\$ 277,039
<i>Subconsultants:</i>						
<i>Papercast Ltd.</i>					\$ 79,353	
<i>ShelterCLEAN Services, Inc.</i>					\$ 4,595	
Contract Type: Time and Expense	C-2-3052	Solar Lighting Units	August 31, 2023	May 31, 2026		\$ 75,000
<i>Subconsultants:</i>						
<i>None</i>						
					<b>Total</b>	<b>\$ 352,039</b>
<b>Entourage Partners, LLC doing business as Papercast North America</b>						
Contract Type: N/A	None	N/A	N/A	N/A	N/A	N/A
<i>Subconsultants:</i>						
					<b>Total</b>	<b>N/A</b>



# Award the Agreement for the Bus Stop Electronic Signage Expansion Project





# Real Time Bus Arrivals

## Improved Passenger Experience

- Improves convenience and enhances service.
- Signs can convey important information to passengers.

## GPS-Based Bus Arrival Times

- Signs use real-time GPS information to display predictive real time bus arrivals.

## Multiple Route Display

- All routes that serve the selected stop are displayed, allowing users to easily see every transit option available at that location.



\*GPS – Global Positioning System



# Rapid Route 553 Pilot Project

## Bus Rapid Transit (BRT) Feature

- Real-time arrival information is a hallmark feature of BRT service.
- Rapid routes are OCTA's version of BRT.

## Five Year Pilot Project

- Pilot project started in May 2022 and will conclude in April 2027.
- eSigns were placed at 26 stop locations on Route 553.

## Pilot Project Observations

- eSigns were monitored for quality and reliability.
- Positive customer comments were received.



\*OCTA – Orange County Transportation Authority

\*eSigns – eSignage



# Bus Stop eSignage Expansion Project

## Expansion of the eSignage Project

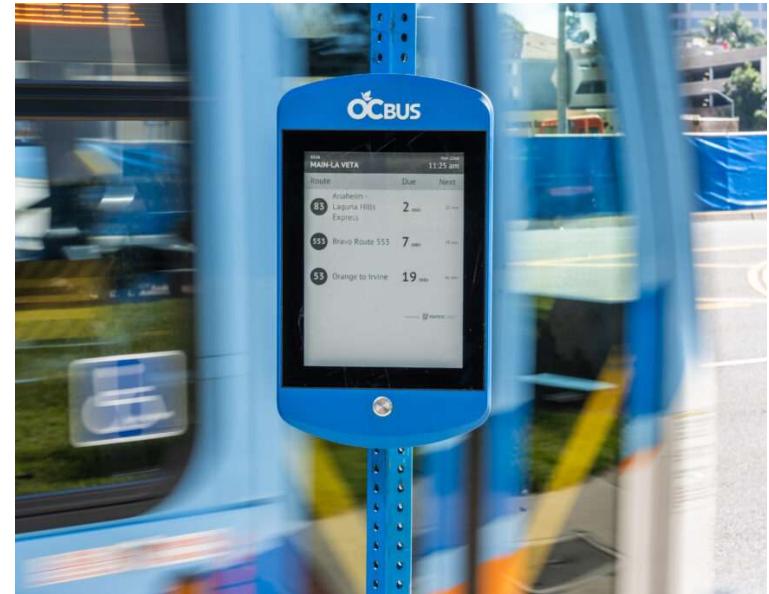
- Based on positive feedback and an improved passenger experience, OCTA will expand the eSignage project.

## Grant Funded

- Two grants were secured for the project
- Regional Early Action Planning grant.
- State Transportation Improvement Program grant.

## Implementation

- Approximately 160 bus stop locations will receive new eSigns.
- Installation will be done in three phases.





## Three Phase Implementation

### Phase 1 - McFadden Avenue Corridor

- 39 signs will be installed at all bus stops between Harbor Boulevard and Grand Avenue.

### Phase 2 - Three Additional Rapid Routes

- Approximately 100 signs will be installed along Rapid routes 529, 543, and 560.

### Phase 3 - Replace Rapid Route 553 Pilot Project

- Pilot Project eSigns will be replaced at the conclusion of the project.





## Next Steps

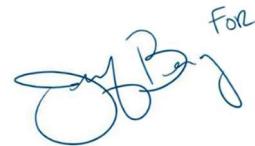
- Approval to contract with the proposed eSignage vendor.
- Implementation of the proposed three-phased installation process.





**February 12, 2026**

**To:** Transit Committee

A handwritten signature in blue ink, appearing to read "D. E. Johnson", with the word "For" written above it in a smaller, handwritten font.

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

**Subject:** Measure M2 Community-Based Transit Circulators Program  
Project V Ridership Report

### **Overview**

Measure M2, the voter-approved half-cent sales tax for multimodal transportation improvements in Orange County, includes a program that funds community-based transit circulators known as Project V. The goal of this program is to provide local transit services that complement regional bus and rail service. Funding is awarded to local jurisdictions through a competitive call for projects. Local jurisdictions then implement the awarded services and are required to report on the performance of the Project V-funded services. This report covers the period from April 2025 to September 2025.

### **Recommendations**

- A. Receive and file the Project V Ridership Report.
- B. Due to sustained improvements in ridership and financial viability, approve an exception to the Project V program guidelines for the City of Dana Point to waive the requirement for city council action for falling below the performance standard in a prior semi-annual review reporting period.

### **Background**

The Measure M2 (M2) Community-Based Transit Circulators Program, known as Project V, is a competitive grant program that provides funding to local jurisdictions to develop and implement local transit services. Funded services include seasonal, special-event, commuter, fixed-route, and demand-responsive services intended to complement and not compete with regional transit, while meeting specific local needs.

Project V services are required to adhere to established minimum performance standards related to ridership and financial viability and are evaluated on a quarterly basis. This ridership report provides information on boardings per revenue vehicle hour, cost per boarding, and achievement of local jurisdictions' customer satisfaction and on-time performance standards for the fourth quarter for fiscal year (FY) 2024-25 and the first quarter for FY 2025-26. During this reporting period, these services combined carried 573,888 total passengers, provided 36,313 hours of service, and traveled 430,112 miles.

Consistent with the established program guidelines, Project V-funded services are expected to operate within a maximum cost per boarding standard, which is set at twice the M2 Project V per boarding subsidy. This standard is a combined measure of ridership and financial viability for services. Local jurisdictions are responsible for costs beyond the Orange County Transportation Authority (OCTA) subsidy. Services not meeting this standard are required to disclose the cost per boarding information to their governing board and seek direction on whether to continue, restructure, or cancel the service. This approach provides local jurisdictions with the flexibility to deliver Project V services with metrics that are context sensitive, yet financially sustainable, and locally driven. For FY 2024-25 and FY 2025-26, the maximum cost per boarding was established at \$21.63 (M2 Project V subsidy per boarding is \$10.81).

### ***Discussion***

Active Project V services during this reporting period, April 2025 through September 2025, included a combination of seasonal, special-event, commuter, fixed-route local circulator, and demand-responsive services, which serve a variety of community needs.

During this reporting period, five services funded with 2024 grants were initiated:

- County of Orange – Expanded Ranch Ride Transit Service Program,
- Laguna Beach – Laguna Canyon Road/El Toro Road Laguna Local Service,
- Laguna Niguel – Summer Trolley Program,
- Newport Beach – Balboa Peninsula Trolley Service Continuation, and
- San Clemente – On-Demand Transit Programs.

While the following grants from the 2016 and 2018 calls have been completed and their funds fully expended, the services originally supported by these grants are continuing, and in some cases expanding, with funding awarded in 2024:

- County of Orange Ranch Ride Service (2016 grant),
- Laguna Beach Summer Breeze (2018 grant),
- Newport Beach Balboa Peninsula Trolley (2016 grant),
- Newport Beach Balboa Peninsula Trolley Expansion (2018 grant),
- San Clemente Summer Weekend and Seasonal Trolley (2016 grant),
- San Clemente Summer Weekday Trolley and Seasonal Service Expansion (2018 grant), and
- San Clemente Rideshare Programs (2016 grant).

During this reporting period, all currently funded Project V services were in operation and are listed below. Performance information is provided in Attachment A.

- Anaheim Canyon Metrolink Connector Service (2020 grant),
- County of Orange Ranch Ride Service (2016 grant),
- County of Orange Expanded Ranch Ride Transit Service Program (2024 grant),
- Dana Point Trolley Continuity (2020 grant),
- Huntington Beach Southeast Rideshare Pilot Program (2020 grant),
- Irvine Special Event and Circulator (2024 grant),
- Laguna Beach Summer Breeze (2018 grant),
- Laguna Beach Off-Season Weekend Trolley Service (2020 grant),
- Laguna Beach Off-Season Weekend and Seasonal Services (2024 grant),
- Laguna Beach Laguna Canyon Road/El Toro Road Local Service (2024 grant),
- Laguna Niguel Summer Trolley – Southern Section (2018 grant),
- Laguna Niguel Summer Trolley (2024 grant),
- Mission Viejo Community Circulator (2024 grant),
- Newport Beach Balboa Peninsula Trolley Service Continuation (2024 grant),
- San Clemente Summer Weekend and Seasonal Trolley (2016 grant),
- San Clemente Summer Weekday Trolley and Seasonal Expansion (2018 grant),
- San Clemente Summer Weekday Trolley and Seasonal Service Expansion (2020 grant),
- San Clemente Trolley Continuation and Expansion Program (2024 grant),
- San Clemente Rideshare Programs (2016 grant),
- San Clemente On-Demand Transit Program (2024 grant), and
- San Juan Capistrano Special Event and Weekend Summer Trolley (2024 grant).

Nearly all services successfully met the cost per boarding standard, with one exception from the City of Laguna Beach (City). The City's Laguna Canyon Road/El Toro Road Laguna Local Service, which provides on-demand microtransit service from downtown Laguna Beach to neighborhoods around Laguna Canyon Road and El Toro Road, performed with a cost per boarding of \$48.04 which is approximately 122 percent higher than the OCTA Board of Directors (Board)-established maximum of \$21.63. As a result, OCTA issued a notification letter to the City, advising the City that the service is exceeding the maximum cost per boarding. Consistent with the program guidelines and the cooperative agreement for service, OCTA requested that the Laguna Beach City Council be notified of the cost per boarding and make a determination on whether to continue, restructure, suspend, or cancel the service. Staff anticipates receiving a response from the City in early 2026. The City's response will be reported back to the Board through a future Project V ridership update. Regardless of the actual cost per boarding, OCTA's subsidy is capped at \$10.81 per boarding.

While some local jurisdictions are still developing strategies and tools to meet the on-time performance and customer satisfaction standards, all Project V services successfully met their on-time performance standard and most achieved their customer satisfaction standard except for two services in the cities of Laguna Niguel and Mission Viejo. If on-time performance or customer satisfaction are found to be below local operating objectives, local jurisdictions are required to develop a service improvement plan to address the underperformance, as well as reassess the set thresholds, as appropriate. Explanations for the two services not meeting their customer satisfaction thresholds are provided in Attachment A.

#### **Dana Point Trolley Continuity Program – Revised Cost Per Boarding for Prior Ridership Report, FY 2024-25 Quarter 2 and Quarter 3**

In the prior semi-annual review ridership report covering the period of October 2024 through March 2025, staff reported that while all active services met ridership and performance standards, Dana Point's Trolley Continuity Program exceeded the maximum cost per boarding, initially calculated at \$31.38. Upon submission of additional documentation, which determined that certain capital costs had been included in the calculation, the cost per boarding was determined to actually be \$22.78, which is still greater than the maximum cost per boarding of \$21.63. Historically, this service typically has an average cost per boarding of approximately \$12.03. The City of Dana Point has explained that construction being carried out at the harbor was the primary cause for the reduced ridership during the previous reporting period which was a temporary condition. Because the cost per boarding was temporary and the service met the cost per boarding requirement for the current reporting term at \$12.11 per

boarding, consistent with the City's request, staff recommends waiving the city council action required under Cooperative Agreement C-3-2753. This recommendation is supported by the service's high level of ridership, immediate improvement in the subsequent quarter, and sustained improvement through the first quarter of FY 2025-26, suggesting the cost per boarding overage was a one-off occurrence and thereby reducing the need for additional corrective actions.

### **Summary**

A ridership and status report on Project V services covering the period of April 2025 through September 2025 is provided. The services combined carried 573,888 passengers, provided 36,313 hours of service, and traveled 430,112 miles during the reporting period. Most of the active services met the ridership and service performance standards, with the exception of the City of Laguna Beach, which has been notified and has indicated they will follow the required remedy.

Staff is also recommending that the Board of Directors waive the requirement for city council action for the Dana Point Trolley Continuity Service's cost per boarding in the prior ridership report based on the explanation that temporary construction impacted ridership which was further verified by the performance of the service from October 2024 to March 2025.

Staff will continue to work with local jurisdictions and monitor these services. A status report on Project V services will continue to be provided to the Board of Directors on a semi-annual basis with the next update scheduled for July 2026.

### **Attachment**

A.      Project V Services – Semi-Annual Review Ridership Report

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**Project V Services**  
**Semi-Annual Review Ridership Report**

**ATTACHMENT A**

Reporting Period: Q4 of FY 2024-25 and Q1 of FY 2025-26

No.	Agency	Service Description	Call Cycle Awarded	Measure M2 Total Grant	Service Type	Total Boardings	Total RVH	Total RVM	Boardings per RVH (B/RVH) <sup>1,2</sup>	Cost Per Boarding (O&M/B) <sup>1,2</sup>	Met CS Threshold (Y/N/NA)	Met OTP Threshold (Y/N/NA)
1	Anaheim	Anaheim Canyon Circulator	2020	\$ 1,141,864	Commuter Service	3,186	512	6,400	6.2	\$ 18.31	Y	Y
2	County of Orange	Local Circulator and Special Event Service (OC Ranch Ride)	2016	\$ 2,041,547	Local Circulator and Special Event	2,833	130	2,009	21.8	\$ 9.07	Y	Y
3	County of Orange	Expanded Ranch Ride Transit Service Program	2024	\$ 1,219,784	Local Circulator and Special Event	4,032	249	4,150	16.2	\$ 16.96	Y	Y
4	Dana Point	Dana Point Trolley Continuity <sup>3</sup>	2020	\$ 2,209,739	Seasonal Service	81,213	6,264	47,750	13.0	\$ 12.11	Y	Y
5	Irvine	Irvine Special Event and Circulators	2024	\$ 4,471,421	Seasonal and Special Event, Local Circulator	5,148	428	5,267	12.0	\$ 12.10	Y	Y
6	Laguna Beach	Summer Breeze Bus Service	2018	\$ 634,357	Seasonal Service	20,165	728	12,151	27.7	\$ 4.16	Y	Y
7	Laguna Beach	Off-Season Weekend Trolley Service	2020	\$ 3,850,000	Seasonal and Special Event	55,853	2,467	23,316	22.6	\$ 3.37	Y	Y
8	Laguna Beach	Off-Season Weekend and Seasonal Services	2024	\$ 5,212,250	Seasonal and Special Event	8,641	524	6,462	16.5	\$ 4.01	Y	Y
9	Laguna Niguel	Laguna Niguel Summer Trolley - Southern Section <sup>3</sup>	2018	\$ 886,082	Seasonal and Special Event	10,228	576	40,551	17.8	\$ 10.87	N	Y
10	Laguna Niguel	Summer Trolley Program	2024	\$ 3,455,785	Seasonal and Special Event	18,447	849	59,770	21.7	\$ 8.90	Y	Y
11	Mission Viejo	Circulator and Special Event Service <sup>4</sup>	2024	\$ 4,423,545	Local Circulator and Special Event	20,596	2,088	30,393	9.9	\$ 9.51	N	Y
12	Newport Beach	Balboa Peninsula Trolley Service Continuation	2024	\$ 3,274,720	Seasonal and Special Event	22,173	1,390	10,132	16.0	\$ 13.82	Y	Y
13	San Clemente	Summer Weekend Trolley and Seasonal Service	2016	\$ 1,181,393	Seasonal and Special Event	43,550	1,038	8,070	42.0	\$ 1.83	Y	Y
14	San Clemente	Summer Weekday Trolley and Seasonal Service Expansion	2018	\$ 1,537,200	Seasonal and Special Event	24,838	1,434	13,860	17.3	\$ 4.43	Y	Y
15	San Clemente	Downtown Route Continuation Project	2020	\$ 969,536	Seasonal and Special Event	129,538	4,660	42,448	27.8	\$ 2.84	Y	Y
16	San Clemente	Trolley Continuation and Expansion Program	2024	\$ 8,235,081	Seasonal and Special Event	46,101	2,662	23,472	17.3	\$ 5.88	Y	Y
17	San Juan Capistrano	Expanded Summer Weekend and Special Event Trolley Service	2024	\$ 2,526,012	Seasonal and Special Event	22,297	1,326	6,901	16.8	\$ 11.68	Y	Y
18	Huntington Beach	HB Southeast Rideshare Pilot Program	2020	\$ 806,240	Shared-Ride Hailing	32,864	4,380	27,204	7.5	\$ 7.31	Y	Y
19	Laguna Beach	Laguna Canyon Road/EI Toro Road Laguna Local Service <sup>5</sup>	2024	\$ 2,024,489	On-Demand, Microtransit	3,306	2,324	14,072	1.4	\$ 48.04	TBD	TBD
20	San Clemente	SC Rides On-Demand Service	2016	\$ 2,014,200	Shared-Ride Hailing	9,545	1,136	22,692	8.4	\$ 7.58	Y	N/A
21	San Clemente	On-Demand Transit Programs	2024	\$ 3,264,428	Shared-Ride Hailing, Microtransit	9,334	1,148	23,043	8.1	\$ 8.16	Y	N/A
						<b>Total</b>	<b>573,888</b>	<b>36,313</b>	<b>430,112</b>			

NOTE: Services below the minimum performance standard, CS threshold, or OTP threshold are shaded.

NOTE: Service above the maximum cost per boarding limit is shaded.

1. Average of Q4 and Q1 rounded to next whole number

2. FY 2024-25 and FY 2025-26 maximum cost per boarding is \$21.63

3. CS threshold set by the City of Laguna Niguel (City): 90 percent of all survey responses indicate satisfaction with service. Reported CS was 78 percent satisfactory. Because the survey was anonymous and did not include open-ended questions, the City was unable to determine specific reasons for rider dissatisfaction or follow up with individual respondents. The City added free-form response options to key survey questions to better understand rider dissatisfaction moving forward, including questions on trolley cleanliness, likelihood of riding again, and overall experience.

4. CS threshold set by the City of Mission Viejo (City): Minimum score of 4.5 on a five-point scale. Reported CS was 4.3. Largely impacted by one negative survey due to limited number of completed surveys. To improve and address rider concerns, the City is analyzing feedback, collaborating with the service provider on targeted improvements, increasing survey outreach, and training drivers to assist riders with completing surveys onboard.

5. The City of Laguna Beach exceeded the FY 2024-25 maximum cost per boarding of \$21.63—twice the allowable OCTA subsidy rate of \$10.81—with a reported O&M cost per boarding of \$48.04, primarily due to the canyon road traffic delays and limited advertising during the initial launch of the service.

NA - data not applicable for current reporting period (i.e., service provides real-time ETA information, service did not operate with a fixed schedule)

TBD - refinement to target threshold in progress.

**Minimum Performance Standards for Cost Per Boarding, O&M/B**

- Maintain O&M/B below maximum cost per boarding limit.

-\$21.63 maximum cost per boarding set at twice the allowable per boarding OCTA subsidy rate of \$10.81 for FY 2024-25 and FY 2025-26.

**Acronyms**

BRVH - Boardings per Revenue Vehicle Hour

Call - Call for Projects

CS - Customer Satisfaction

ETA - Estimated Time of Arrival

FY - Fiscal Year

HB - Huntington Beach

N/A - Not Applicable

O&M - Operations and Maintenance

O&MB - Operations and Maintenance Cost per Boarding

OC - Orange County

OCTA - Orange County Transportation Authority

OTP - On-Time Performance

Q4 - Quarter 4 (April 2025 - June 2025)

Q1 - Quarter 1 (July 2025 - September 2025)

RVH - Revenue Vehicle Hours

RVM - Revenue Vehicle Miles

SC - San Clemente

TBD - To Be Determined

Y/N - Yes/No



# Measure M2 Community-Based Transit Circulators Program Project V Ridership Report

Semi-Annual Ridership Report:  
April 2025 through September 2025





## Project V Program Objectives

- Encourage new, well-coordinated, flexible transportation systems customized to each community's needs
- Develop local bus transit services such as community-based circulators, shuttles, and bus trolleys that complement regional bus and rail service
- Competitively fund effective and user-friendly services that do not duplicate or compete with existing transit services



Regional Transit – OC Bus Routes 1-99



## Project V History



Over \$99.4 million awarded for 50 projects and ten planning studies



Five calls to date, most recently in 2024



Special event and seasonal services have been the most successful (based on ridership)



2024 call provides for 11 existing Project V services to be extended to June 2031

Call – Call for Projects



## Overview

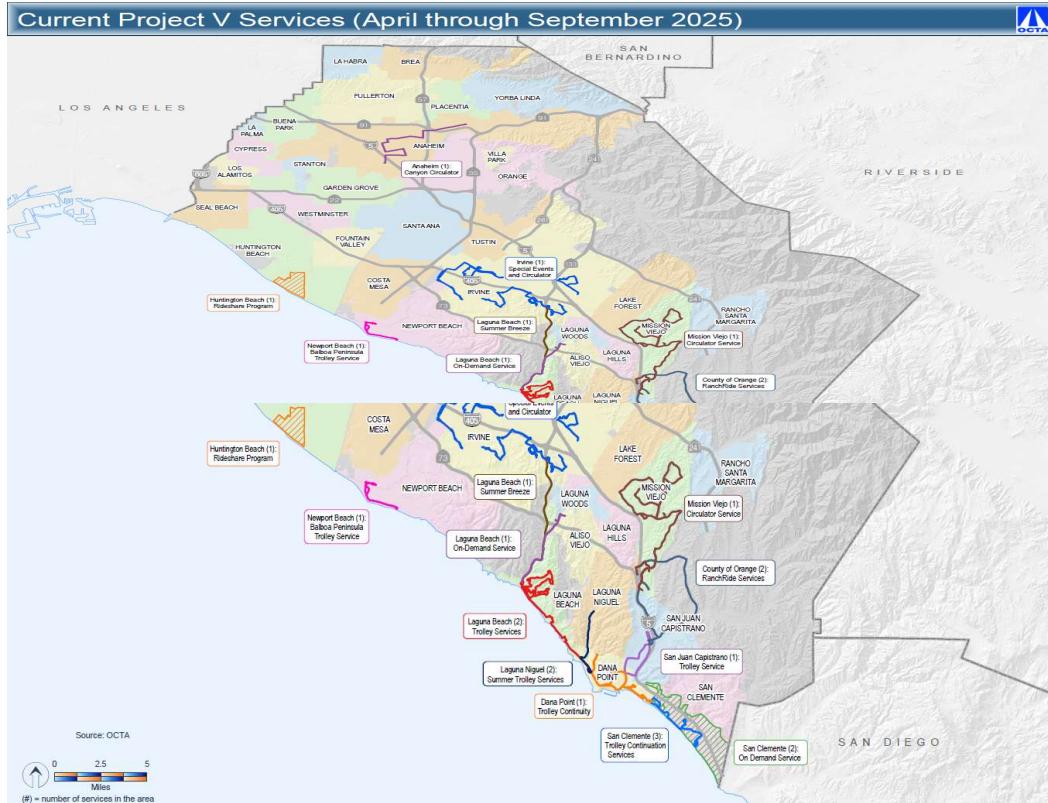
- Two percent of M2 net revenues
- 2024 Call: Board awarded \$45.13 million to fund 11 existing projects and three new projects
- Key Performance Indicators:
  - OCTA subsidy per boarding: \$10.81
  - Maximum cost per boarding: \$21.63
  - On-time performance and customer satisfaction thresholds met
- Underperforming services subject to city council determination
- Semi-annual ridership reports are provided to the OCTA Board

M2 – Measure M2  
OCTA – Orange County Transportation Authority  
Board – Board of Directors





# Regional Overview



## • Project V Grants

- 21 grant-funded services in operation from April 2025 to September 2025

## • Overall Ridership Statistics

- 573,888 total passengers
- 36,313 hours of transit service
- 430,112 revenue vehicle miles



# Grants in Operation: April 2025 to September 2025

## Seasonal & Special Event (12 grants)

- Dana Point (2020 grant)
- Laguna Beach (2018, 2020, and 2024 grants)
- Laguna Niguel (2018 and 2024 grants)
- Newport Beach (2024 grant)
- San Clemente (2016, 2018, 2020, and 2024 grants)
- San Juan Capistrano (2024 grant)

## Local Circulator (Four grants)

- County of Orange (2016 and 2024 grants)
- Irvine (2024 grant)
- Mission Viejo (2024 grant)

## On-Demand (Four grants)

- Huntington Beach (2020 grant)
- Laguna Beach (2024 grant)
- San Clemente (2016 and 2024 grant)

## Commuter (One grant)

- Anaheim (2020 grant)





## Performance Standards

- **Services evaluated for adherence to established performance standards:**
  - 21 out of the 21 active Project V services were in operations
- **Services that did not meet customer satisfaction standard:**
  - Laguna Niguel Summer Trolley – Southern Section (2018 grant)
  - Mission Viejo Community Circulator (2024 grant)
- **Services that exceeded cost per boarding maximum standard:**
  - Laguna Beach Laguna Canyon Road/El Toro Road Local Service (2024 grant)



## Dana Point Trolley Continuity Program

- **Dana Point Trolley Continuity Program – Ridership (October 2024 to March 2025)**
  - Revised cost per boarding: \$22.78
  - Exceeded OCTA maximum cost per boarding (\$21.63)
  - Low ridership due to temporary impacts from harbor construction
  - Typical cost per boarding: \$10.47 to \$14.25
  - Most recent cost per boarding (April 2025 to September 2025): \$12.11
- **Recommendation**
  - Approve exception to waive city council action for the Dana Point Trolley Continuity Program's cost per boarding due to temporary impacts to ridership which have since been resolved



## Next Steps



- Continue to work with local jurisdictions and monitor service performance
- Return to the Transit Committee and the Board with the next ridership update in July 2026



# Bimonthly Transit Performance Report

February 2026





OCTA

OCTA | OCBUS OCTA | OCACCESS

## What do we measure?



**Service Demand**  
Measures boarding activity on OC Bus and OC ACCESS.



**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.

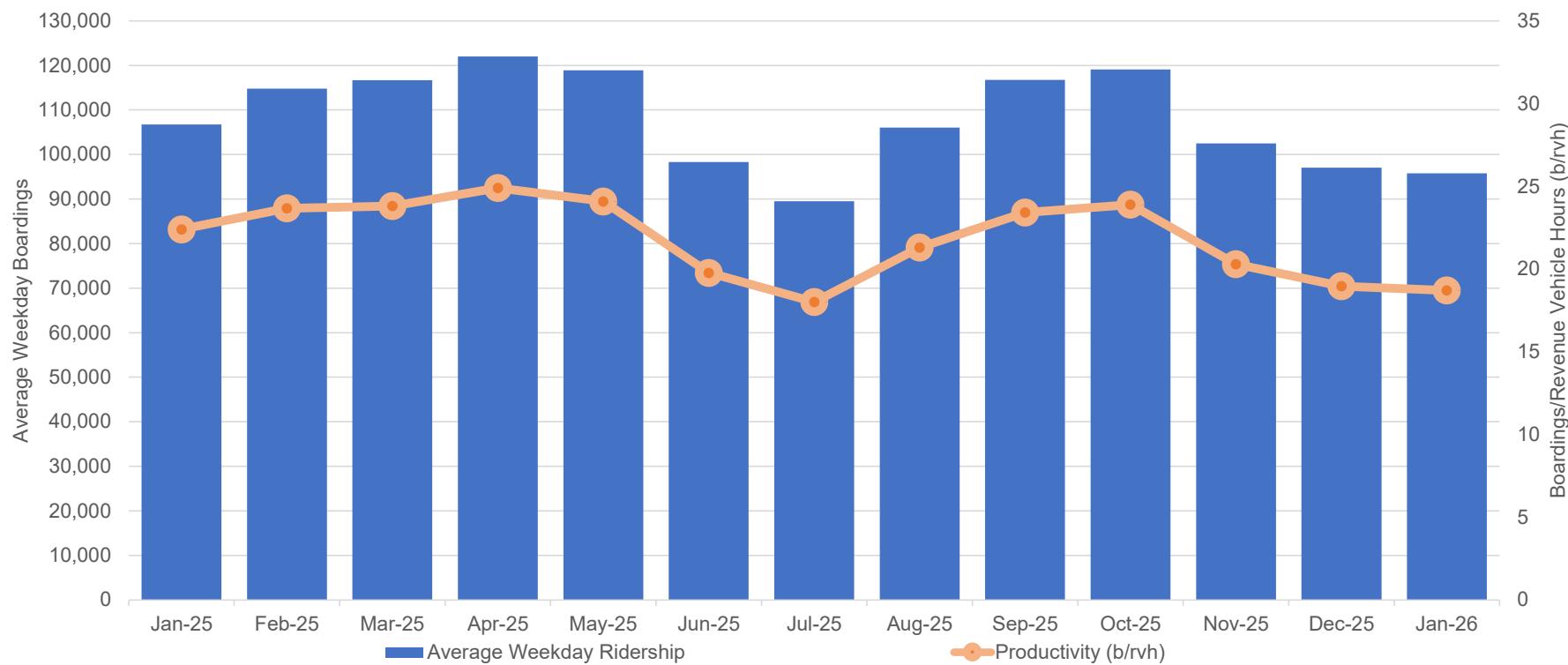


**Courtesy**  
Measures customer feedback and is typically normalized by boardings.



# 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.

Data reported through January 14<sup>th</sup>, 2026

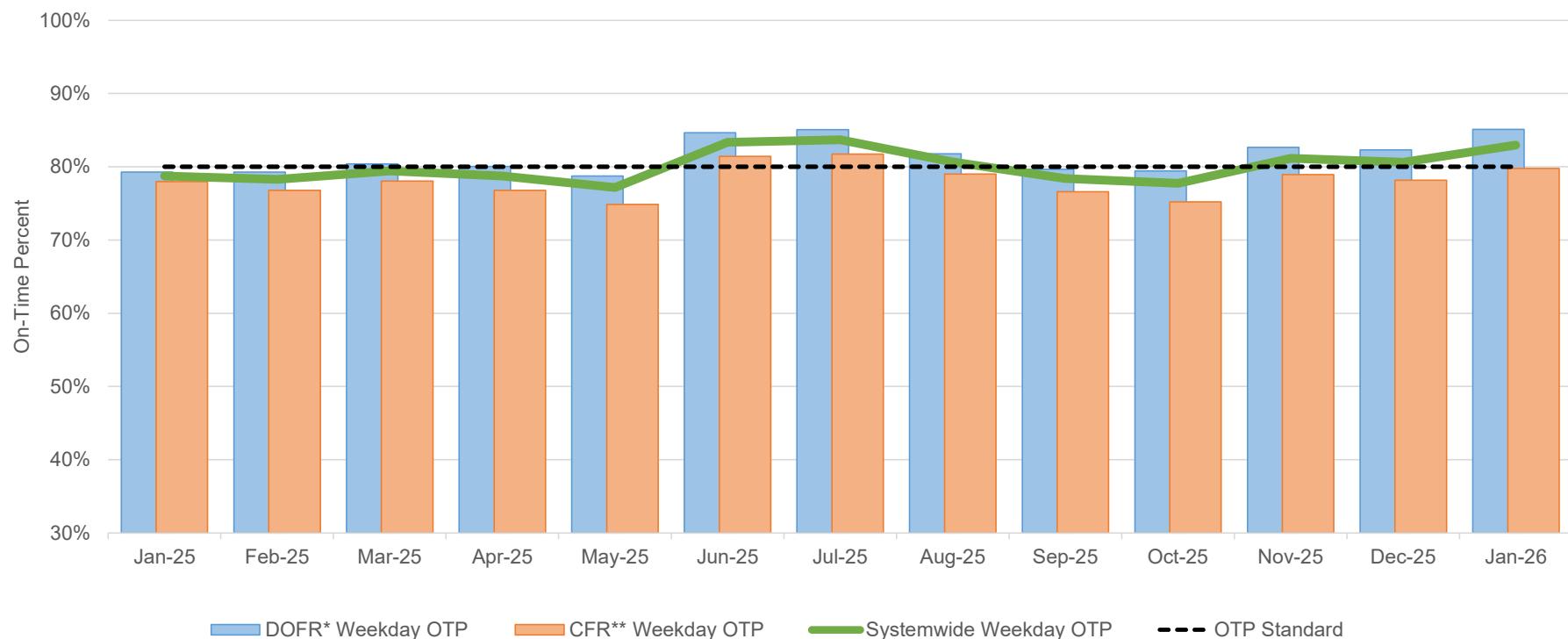
Orange County Transportation Authority

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# OC BUS

## Service Reliability – On-Time Performance



**On-time Performance (OTP):** 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%.

Data reported through January 14<sup>th</sup>, 2026

\*DOFR – Directly Operated Fixed Route \*CFR – Contracted Fixed Route

Orange County Transportation Authority

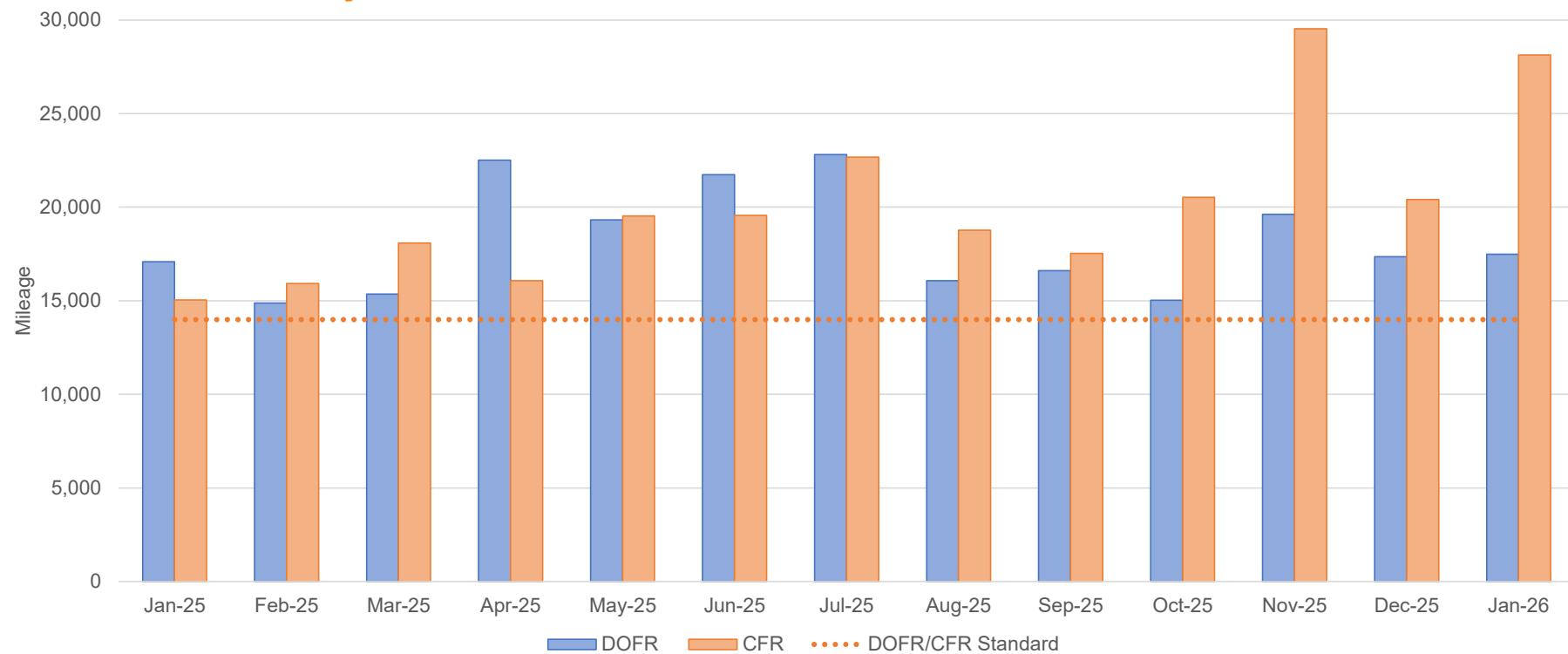
4



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.

Data reported through January 14<sup>th</sup>, 2026

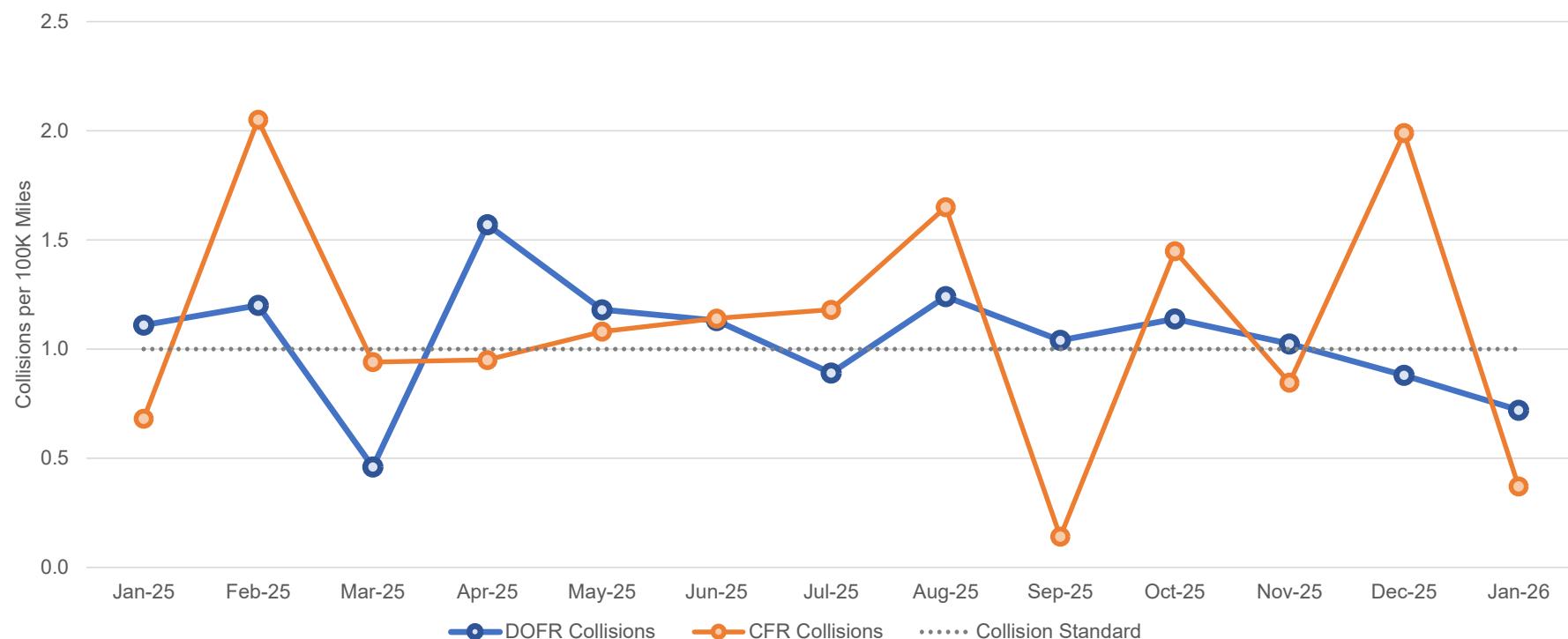
Orange County Transportation Authority



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.

Data reported through January 14<sup>th</sup>, 2026

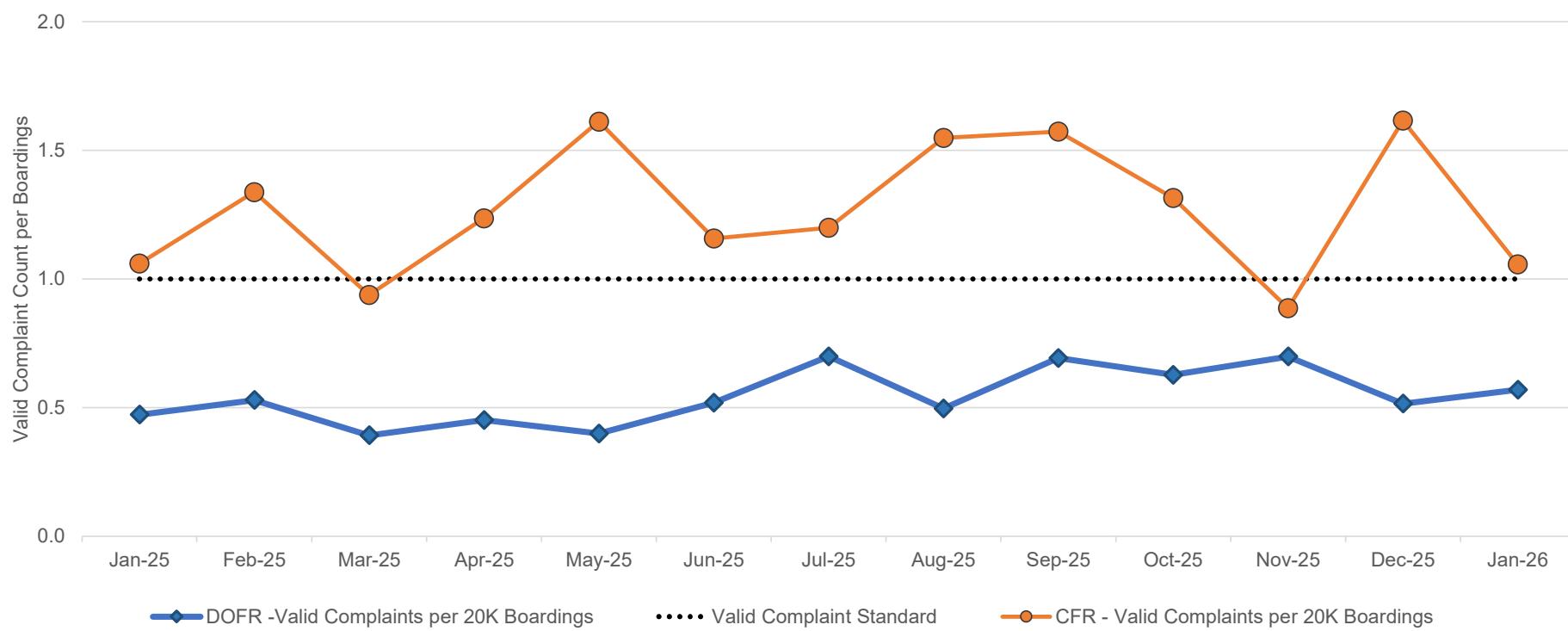
Orange County Transportation Authority



OC BUS



## Service Quality – Customer Satisfaction



**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.

Data reported through January 14<sup>th</sup>, 2026

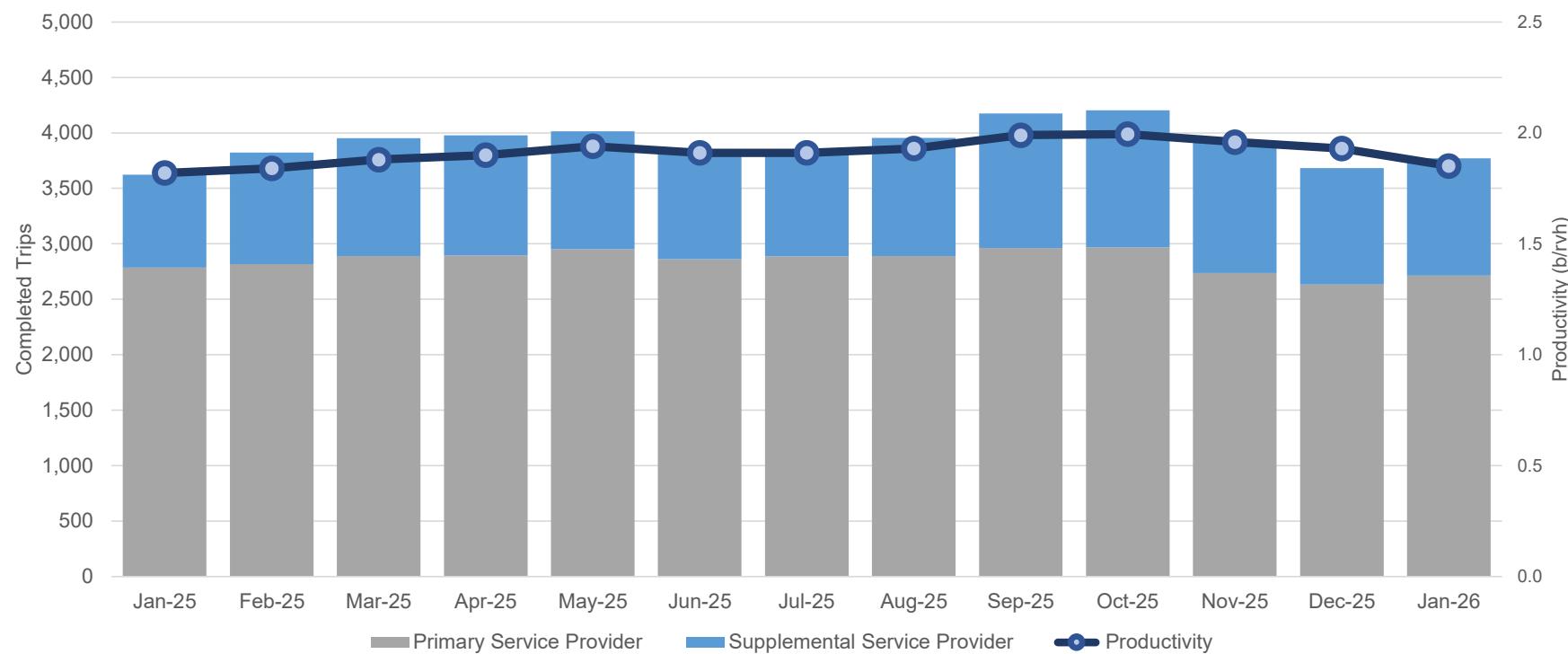
Orange County Transportation Authority



# 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.

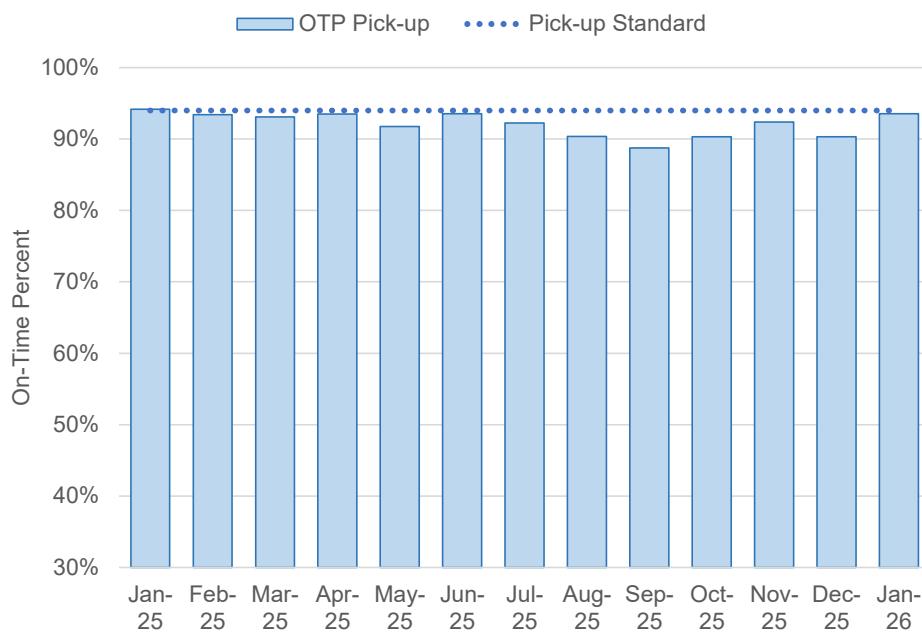
Data reported through January 14<sup>th</sup>, 2026

Orange County Transportation Authority



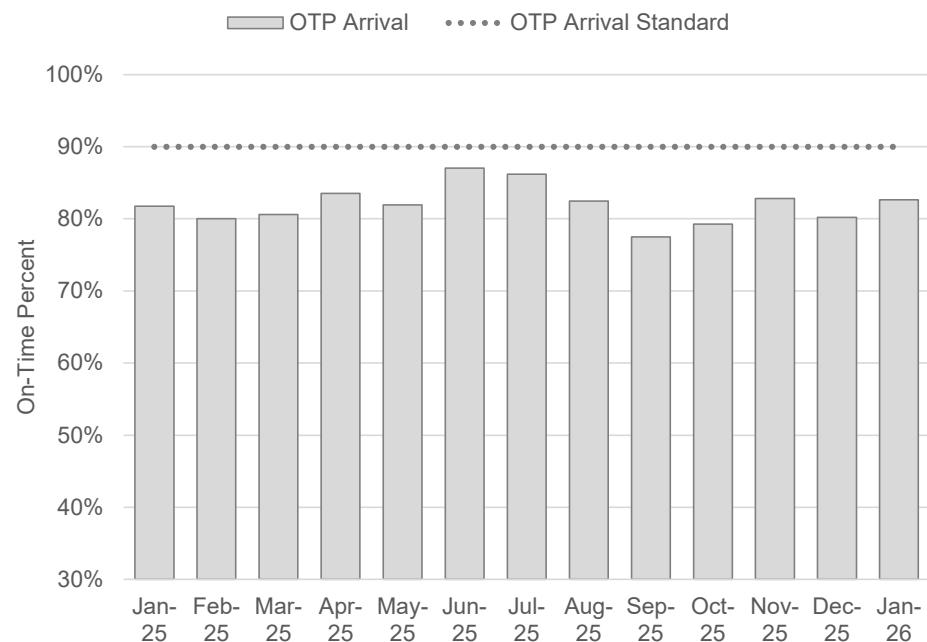
# OC ACCESS

## 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.

Data reported through January 14<sup>th</sup>, 2026



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

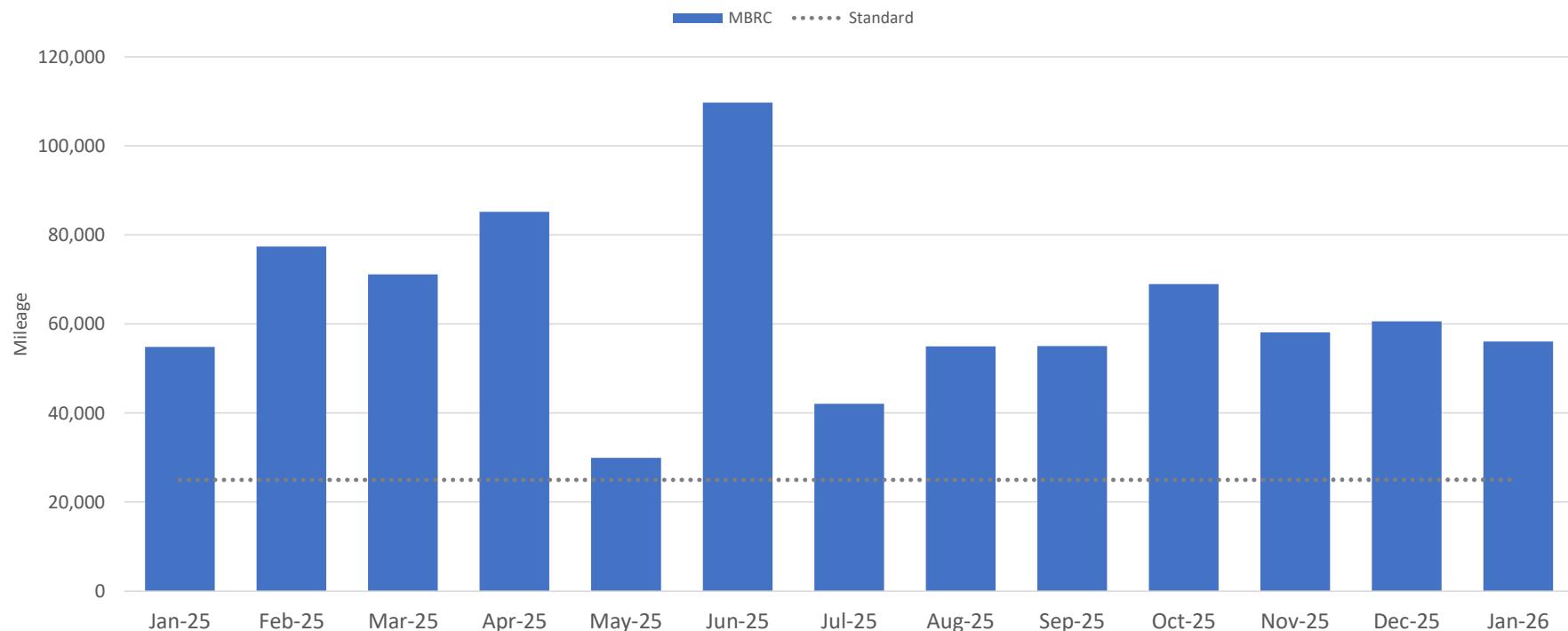


# OC ACCESS



OC ACCESS

## Service Reliability – Miles Between Road Calls



Data reported through January 14<sup>th</sup>, 2026

Orange County Transportation Authority

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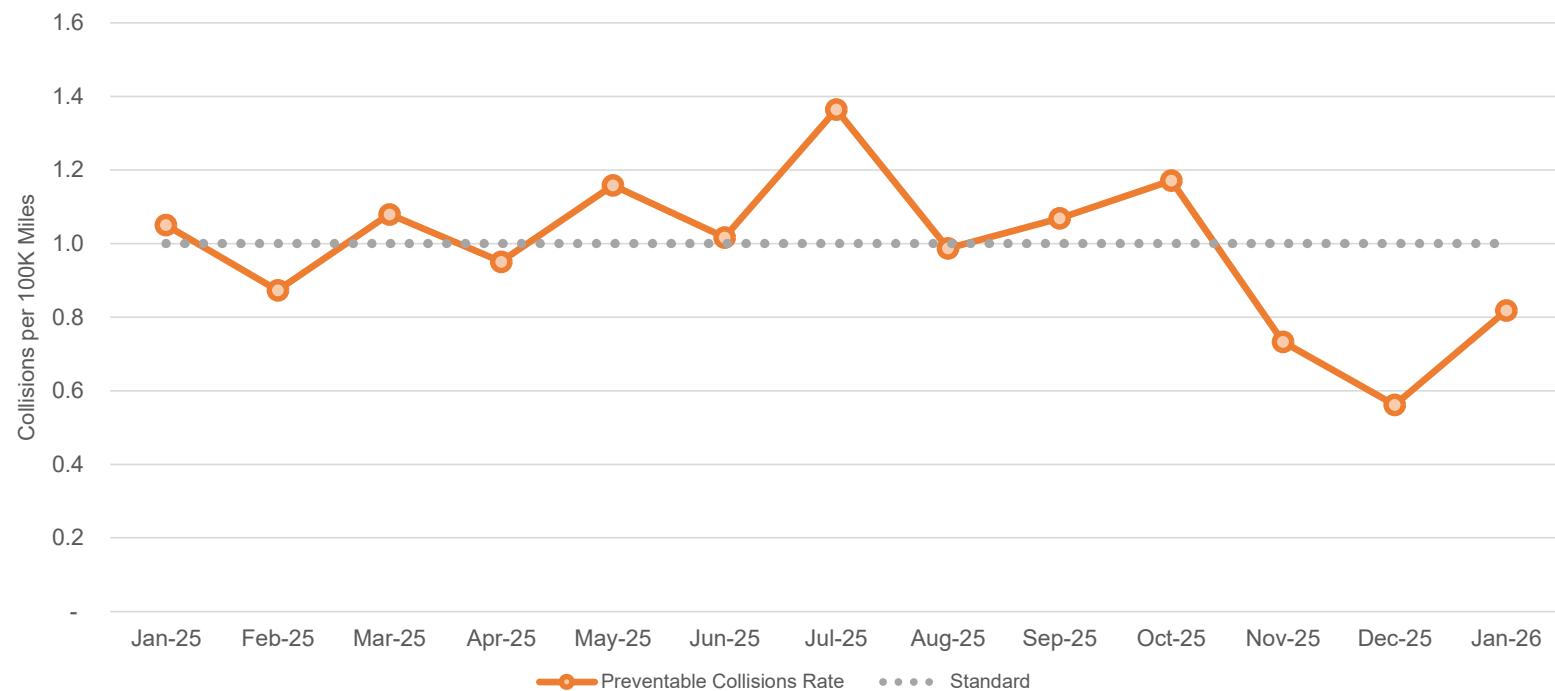


# OC ACCESS



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.

Data reported through January 14<sup>th</sup>, 2026

Orange County Transportation Authority

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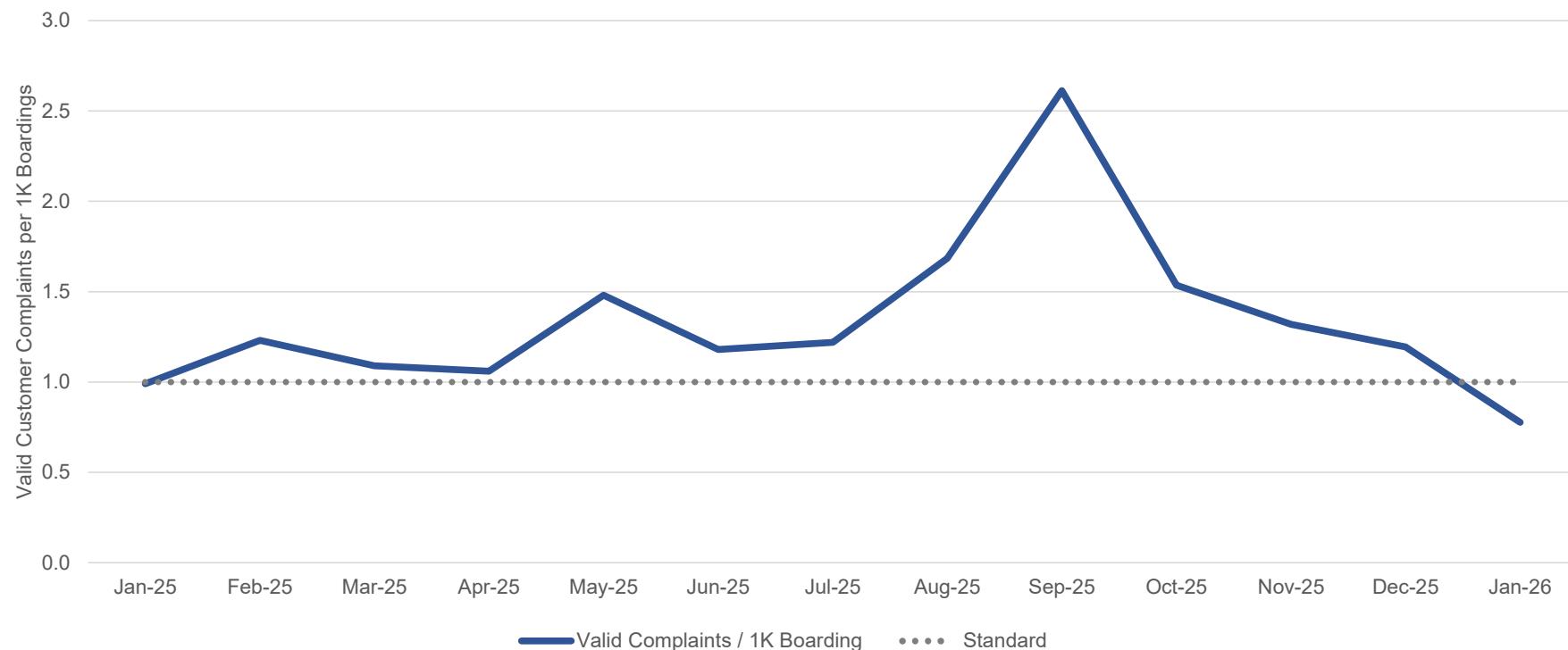


# OC ACCESS



OC ACCESS

## Service Quality – Customer Satisfaction



**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.

Data reported through January 14<sup>th</sup>, 2026

Orange County Transportation Authority

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## Upcoming Activities



### Service Changes

- OC Bus Service Change Implementation – May 10, 2026

### Future Board Items

- Bimonthly Performance Report – March 12, 2026