



Orange County Transportation Authority

Transit Committee Agenda Thursday, July 11, 2024 at 9:00 a.m.

Board Room, 550 South Main Street, Orange, California

Committee Members

Fred Jung, Chair
Vicente Sarmiento, Vice Chair
Ashleigh Aitken
Valerie Amezcua
Andrew Do
Patrick Harper
Stephanie Klopfenstein

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 listen to audio live streaming of the Board and 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

Director Aitken

Closed Session

There are no Closed Session items scheduled.

Special Calendar

There are no Special Calendar matters.

Consent Calendar

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

Approve the minutes of the June 13, 2024, Transit Committee meeting.

Attachments:

[Minutes](#)

Regular Calendar

2. OC Streetcar Project Quarterly Update

Jeff Mills/James G. Beil

Overview

The Orange County Transportation Authority is implementing the OC Streetcar project, and updates are provided to the Board of Directors on a quarterly basis. This report covers OC Streetcar project activities from April 2024 through June 2024.

Recommendation(s)

Receive and file as an information item.

Attachments:

[Staff Report](#)

[Presentation](#)

TRANSIT COMMITTEE MEETING AGENDA

Discussion Items

3. Bimonthly Transit Performance Report

Kim Tucker/Damon Blythe

Overview

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

Attachments:

[Presentation](#)

4. Specialized Transit Services Overview

Jack Garate/Johnny Dunning, Jr.

Overview

Staff presentation to provide an overview of services administered by the Specialized Transportation Services Department, including OC ACCESS, Same Day Taxi, Cooperative Transit Agreements, Senior Mobility Programs, and Senior Non-Emergency Medical Transportation.

Attachments:

[Presentation](#)

5. Public Comments

6. Chief Executive Officer's Report

7. Committee Members' Reports

8. Adjournment

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

9:00 a.m. on Thursday, August 8, 2024

OCTA Headquarters
550 South Main Street
Orange, California



Committee Members Present

Fred Jung, Chair
Vicente Sarmiento, Vice Chair
Andrew Do
Patrick Harper
Stephanie Klopfenstein

Staff Present

Darrell E. Johnson, Chief Executive Officer
Gina Ramirez, Assistant Clerk of the Board
Sara Meisenheimer, Clerk of the Board Specialist
James Donich, General Counsel
David Aguirre, Employee Rotation Program
OCTA Staff

Committee Members Absent

Ashleigh Aitken
Valerie Amezcua

Call to Order

The June 13, 2024, regular meeting of the Transit Committee was called to order by Committee Chair Jung at 9:00 a.m.

Consent Calendar (Items 1 through 6)

1. Approval of Minutes – May 9, 2024

A motion was made by Director Do, seconded by Director Klopfenstein, and passed by those present to approve the minutes of the May 9, 2024, Transit Committee meeting.

Committee Vice Chair Sarmiento was not present to vote on this item

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

A motion was made by Director Do, seconded by Director Klopfenstein, and passed by those present to:

- A. Authorize the Chief Executive Officer to negotiate and execute Contract Change Order No. 89.1 to Agreement No. C-7-1904 with Walsh Construction Company II, LLC, in the amount of \$750,000, for additional security modifications.
- B. Authorize the Chief Executive Officer to negotiate and execute Contract Change Order No. 89.1 to Agreement No. C-7-1904 with Walsh Construction Company II, LLC, in the amount of \$750,000, for additional security modifications.
- C. Authorize the Chief Executive Officer to negotiate and execute Contract Change Order No. 89.1 to Agreement No. C-7-1904 with Walsh Construction Company II, LLC, in the amount of \$750,000, for additional security modifications.



- D. Authorize the Chief Executive Officer to negotiate and execute Contract Change Order No. 89.1 to Agreement No. C-7-1904 with Walsh Construction Company II, LLC, in the amount of \$750,000, for additional security modifications.

Committee Vice Chair Sarmiento was not present to vote on this item

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

A motion was made by Director Do, seconded by Director Klopfenstein, and passed by those present to Authorize the Chief Executive Officer to negotiate and execute Amendment No. 4 to Agreement No. C 0 2047 between the Orange County Transportation Authority and Jacobs Engineering Group, Inc., to exercise the second option term, in the amount of \$374,539, to continue providing technical consulting services for the next generation fare collection system, effective from August 1, 2024, through May 31, 2025. This will increase the maximum obligation of the agreement to a contract value of \$1,244,539.

Committee Vice Chair Sarmiento was not present to vote on this item

4. Cooperative Transit Agreements for the Provision of Special Transit Services

A motion was made by Director Do, seconded by Director Klopfenstein, and passed by those present to:

- A. Authorize the Chief Executive Officer to negotiate and execute Cooperative Agreement No. C-4-2287 between the Orange County Transportation Authority and Acacia Adult Day Services, in the amount of \$204,300, effective July 1, 2024, through June 30, 2029.
- B. Authorize the Chief Executive Officer to negotiate and execute Cooperative Agreement No. C-4-2288 between the Orange County Transportation Authority and Alzheimer's Family Services Center, in the amount of \$245,125, effective July 1, 2024, through June 30, 2029.
- C. Authorize the Chief Executive Officer to negotiate and execute Cooperative Agreement No. C-4-2290 between the Orange County Transportation Authority and SoCal Senior Services, LLC, in the amount of \$433,050, effective July 1, 2024, through June 30, 2029.



- D. Authorize the Chief Executive Officer to negotiate and execute Cooperative Agreement No. C-4-2289 between the Orange County Transportation Authority and Community SeniorServ, doing business as Meals on Wheels Orange County, in the amount of \$368,950 effective July 1, 2024, through June 30, 2029
- E. Authorize the Chief Executive Officer to negotiate and execute Cooperative Agreement No. C-4-2291 between the Orange County Transportation Authority and the Orange County Adult Achievement Center, doing business as My Day Counts, in the amount of \$1,384,075, effective July 1, 2024, through June 30, 2029.

Committee Vice Chair Sarmiento was not present to vote on this item

5. Cooperative Agreement with Regional Center of Orange County

A motion was made by Director Do, seconded by Director Klopfenstein, and passed by those present to Authorize the Chief Executive Officer to negotiate and execute Cooperative Agreement No. C-4-2328 between the Orange County Transportation Authority and the Regional Center of Orange County, in the amount of \$9,799,154 for a term of two years, effective July 1, 2024 through June 30, 2026, with two, two-year option terms, to share in the cost of providing paratransit services to persons served by the Regional Center of Orange County.

Committee Vice Chair Sarmiento was not present to vote on this item

6. August 2024 Bus Service Change

A motion was made by Director Do, seconded by Director Klopfenstein, and passed by those present to Authorize the Chief Executive Officer to receive and file as an information item.

Committee Vice Chair Sarmiento was not present to vote on this item

Regular Calendar

7. Agreement for Building Repairs at the Santa Ana Bus Base

George Olivo, Program Manager, Facilities Engineering, provided a report on this item.

A motion was made by Director Sarmiento, seconded by Director Do, and passed by those present to Authorize the Chief Executive Officer to negotiate and execute Agreement No. C-4-2093 between the Orange County Transportation Authority and Ankor Associates, Inc., the lowest responsive, responsible bidder, in the amount of \$1,560,200, for building repairs at the Santa Ana Bus Base.

8. Award the Purchase of Battery Electric Vans

Dayle Withers, Department Manager, Maintenance Administration, provided a presentation on this item.

A motion was made by Director Sarmiento, seconded by Director Klopfenstein, and passed by those present to:

- A. Approve the selection of Model 1 Commercial Vehicles, Inc., doing business as Creative Bus Sales, Inc., as the firm to provide up to ten battery electric vans for OC ACCESS.
- B. Authorize the Chief Executive Officer to negotiate and execute Purchase Order No. C-4-2109 between the Orange County Transportation Authority and Model 1 Commercial Vehicles, Inc., doing business as Creative Bus Sales, Inc., in the amount of \$2,060,576 for the purchase of up to ten battery electric vans for OC ACCESS.

Discussion Items

9. OC Bus and OC ACCESS Service Update

Kim Tucker, Department Manager Schedule and Bus Operations Support, and Ryan Maloney, Manager, Marketing and Data Analytics provided a presentation on this item.

No action was taken on this item.

10. Public Comments

No public comments were received.



11. Chief Executive Officer's Report

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

- Typographical error in the summary of the Cooperative Transit Agreements for the Provision of Special Transit Services consent item will be corrected as it is transmitted to the Board, but the Recommendations approved by the Committee are accurate.
- Taxpayer Oversight Committee held its annual Measure M Public Hearing Tuesday, June 11, finding OCTA in compliance with the ordinance for the 33rd year in a row.
- New fare collection system introducing reloadable physical and virtual cards is expected to launch mid-2025 and a public survey has been launched on octa.net/PassSurvey for customer input on a new system name.

12. Committee Members' Reports

There were no Committee Member's reports.

13. Adjournment

The meeting adjourned at 9:24 a.m.

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

9:00 a.m. on Thursday, July 11, 2024

OCTA Headquarters
550 South Main Street
Orange, California



July 11, 2024

To: Transit Committee
From: Darrell E. Johnson, Chief Executive Officer
Subject: OC Streetcar Project Quarterly Update

Overview

The Orange County Transportation Authority is implementing the OC Streetcar project, and updates are provided to the Board of Directors on a quarterly basis. This report covers OC Streetcar project activities from April 2024 through June 2024.

Recommendation

Receive and file as an information item.

Background

The Orange County Transportation Authority (OCTA), in cooperation with the cities of Santa Ana and Garden Grove, is implementing a modern streetcar running between the Santa Ana Regional Transportation Center (SARTC) in the City of Santa Ana (City) and the intersection of Harbor Boulevard and Westminster Avenue in the City of Garden Grove. The OC Streetcar project (Project) will improve transit connectivity and accessibility, increase transit options, relieve congestion, and provide benefits to the community and traveling public. The Project is being implemented as part of Measure M2 Project S – Transit Extensions to Metrolink, approved by Orange County voters in November 2006.

Construction of the 4.15-mile alignment involves complex and specialized work, including the installation of embedded track in existing streets, an overhead contact system (OCS) to supply power to the vehicles, new traffic signals and transit signal priority at intersections, stops with canopies, bridges, and a maintenance and storage facility (MSF).

The Project includes ten streetcar stops in each direction (four shared center platforms and six side platforms in each direction, for a total of 16 platforms).

Each stop includes a canopy, benches, leaning rails, trash cans, lighting, variable message signs, video cameras, a public address system, and ticket vending machines. Platforms will be 14-inches high to enable level boarding to streetcar vehicles.

The MSF can accommodate up to 15 modern streetcar vehicles, as well as all necessary administration, operations, vehicle maintenance, parts storage, and maintenance-of-way needs for the Project. The MSF will also include secured exterior vehicle storage, a wye track for turning vehicles end-for-end, a free-standing vehicle wash, employee parking, and fire department/delivery access.

On March 26, 2018, the OCTA Board of Directors (Board) awarded a contract to Siemens Industries, Inc., (Siemens) for the manufacturing and delivery of eight modern streetcar vehicles, spare parts, and special tools. On September 24, 2018, the Board awarded the construction contract for the Project to Walsh Construction Company II, LLC (Walsh). On November 30, 2018, the Federal Transit Administration (FTA) executed the Full Funding Grant Agreement (FFGA), securing \$149 million in federal New Starts discretionary funding for the Project. In February 2019, the FFGA was funded through the FTA Transit Award Management System, which was the last step necessary to begin the drawdown of federal funding. Through May 2024, \$135,073,233 has been drawn down on the FFGA. On May 22, 2020, the Board awarded a contract to Herzog Transit Services, Inc., (Herzog) to provide operations and maintenance services for an initial start-up and pre-revenue period, and a five-year revenue term.

Discussion

The following is the status of milestones completed and ongoing project activities related to construction, vehicle manufacturing, operations, and public outreach.

Construction

- Construction is approximately 86 percent complete
- The Santa Ana River and Westminster bridges are complete
- Installation of all tracks and OCS poles are complete
- Reinterment of cultural resources at the MSF is complete
- Traction power substation (TPSS) 1 and 2 are energized
- TPSS 3 and 4 were delivered and set in foundations and will be energized in the coming months
- Canopies are installed at all station platforms

The status of construction activities that are complete or ongoing this quarter include:

Pacific Electric Right-of-Way (PEROW)

- Overhead wire installation on OCS poles
- Train warning and gate systems installation at the Fairview Street, Fifth Street, and Raitt Street at-grade crossings

MSF

- Installation of underground water lines, backfill, heating, ventilation, and air conditioning, drywall, plumbing, and electrical work
- Installation of splash shield and plumbing work at the train wash
- Continued coordination with contractor to ensure significant completion of the MSF for vehicle acceptance

City Streets

- Reconstruction of sidewalks, driveways, and curb and gutter continue
- Installation of pavers and other concrete work at Sasscer Park
- Installation of signals, signage, and the electrical systems
- Placing of final pavement and striping on roadway

Vehicles

The status of vehicle activities that are complete or ongoing this quarter include:

- Final inspection for Car 8 was held on June 13, 2024
- All eight vehicles are complete and in storage at Siemens Facility
- Spare parts and special tools are in storage at the Siemens facility
- OCTA is in ongoing negotiations with Siemens regarding long-term storage estimates for the vehicles, vehicle warranty extension, and vehicle maintenance during storage. Staff anticipates returning to the Board in fall 2024 for contract amendments required for Siemens as a result of these discussions.

Operations

The status of operations activities that are complete or ongoing this quarter include:

- Completed Rule Book internal review. The Rule Book establishes rules and instructions to govern the performance and conduct of the operations and maintenance employees in providing safe, reliable, and courteous service. It is required by the FTA and California Public Utilities Commission (CPUC) during the pre-revenue operations phase of the Project and as part of safety certification before revenue service.
- Development of start-up, testing, and revenue service documents.
- The draft Systems Integration Test (SIT) Plan was shared with the SIT Committee. The plan outlines responsibilities and the process for testing the interface between the vehicle, mainline, and MSF.
- The Rail Activation Committee met to report on the activities of the SIT Committee and Operations Working Group.
- CPUC held a risk-based inspections meeting with OCTA to review new program requirements for data driven inspections.
- Ongoing negotiations with City of Garden Grove for the operations and maintenance agreement.

Public Outreach

The status of public outreach activities that are complete or ongoing this quarter include:

- Distributed bilingual notifications for:
 - Traction power substation activities at Civic Center Plaza and at the Santa Ana Regional Transportation Center.
 - Pedestrian handrail installation near Sixth Street and Mortimer.
 - Rolling traffic closures on Fourth Street starting at Ross Street to Mortimer Street for overhead wire installations.
- Developed bilingual postcard highlighting safety messaging about overhead wire installation along corridor.
- Reviewed and provided comments to consultant team for Safety Education and Public Awareness Campaign presentation, flyer and two brochures.
- Outreach team members staffed an information table at the City's Public Works Community Event on May 18, 2024. More than 100 attendees stopped by to take informational flyers and talk with staff.

Cost and Schedule

In April 2023, the Board approved a revised project budget of \$579,160,000. As previously reported to the Board, OCTA continues to report to the FTA the risk-adjusted revenue service date of August 2025. While staff continues to actively manage Walsh to advance the Project, construction and legal challenges continue to present risks. As such, staff has begun an effort with the FTA to assess the remaining schedule and cost risks, and staff will update the Board regarding this effort later this year.

Next Steps

OCTA staff will continue to work closely with Walsh to complete the MSF for vehicle delivery and testing requirements. Construction activities include the installation of hardware and overhead wires, station platforms infrastructure and canopies, continued paving work, and service connections for the remaining two-traction power substations. Negotiations will continue with Siemens regarding the long-term storage of the completed eight vehicles. The outreach team will continue to provide oversight of traffic control measures, new signal installation, and system electrification, as well as ongoing project education and safety messaging at community events.

Summary

An OC Streetcar project update covering April 2024 through June 2024 is provided for the Orange County Transportation Authority Board of Directors' review.

Attachment

None.

Prepared by:

A handwritten signature in blue ink, appearing to read "Jeff Mills".

Jeff Mills, P.E.
Director, Capital Project Delivery
(714) 560-5775

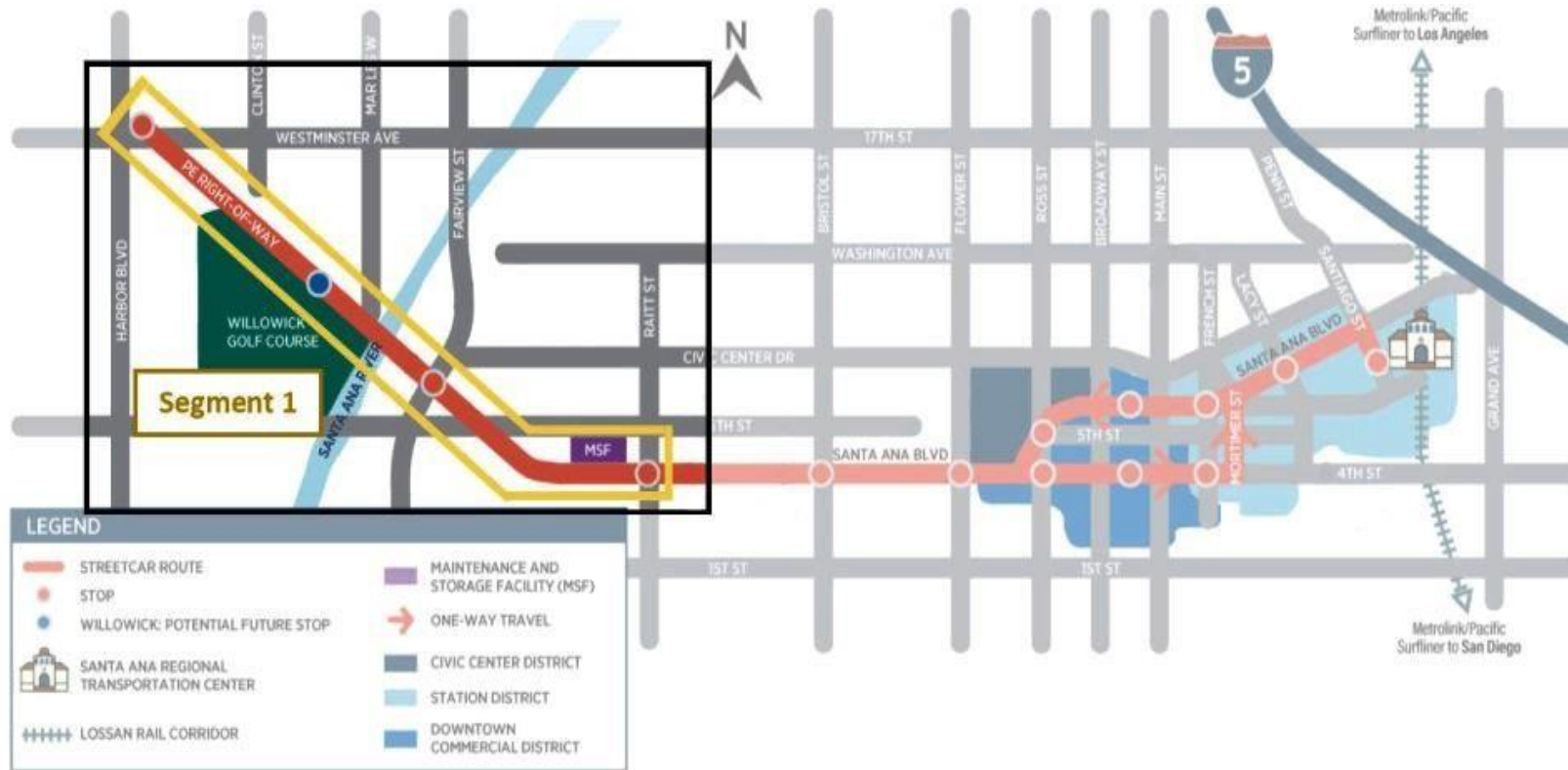
Approved by:

A handwritten signature in blue ink, appearing to read "James G. Beil".

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

OC Streetcar Project Quarterly Update

Construction – Segment 1



- Pacific Electric Right-of-Way
 - Continue wire installation on overhead contact system (OCS) poles
 - Continued work on train crossing signal and gate system at Fairview Street, Fifth Street, and Raitt Street

Segment 1 Progress



OCS Wire Installation

Maintenance and Storage Facility (MSF)



- Key MSF activities include continuing site and building work, including new equipment, to ensure significant completion for vehicle storage, and testing.

MSF Progress

Interconnect
conduits
installation

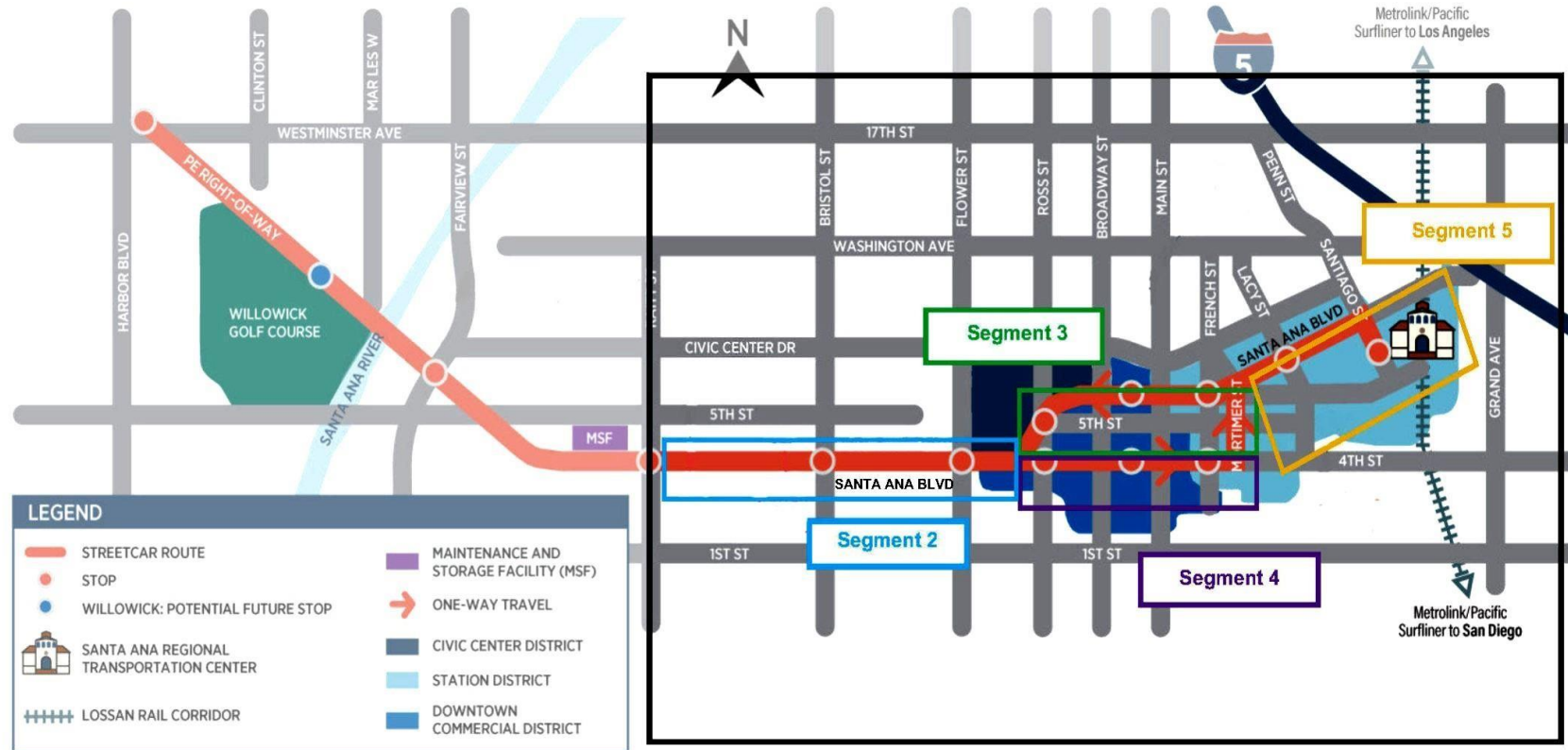


Control
gear
installation



Generator pad preparation

Construction – Segments 2 through 5



- Segments 2 through 5 – Key activities include installation of OCS wire, completion of signals, signage, and the electrical systems for the streetcar and other roadway elements such as paving, sidewalk, driveways, and curb and gutter work.

Segments 4 Progress



Installation of OCS Bracket Arms

Segment 5 Progress



Train Signal and Streetlight Work at Santa Ana Regional Transportation Center

Vehicles

- Final inspection for Car 8 was held on June 13, 2024
- All eight vehicles are complete and in storage at Siemens facility
- Spare parts and special tools are in storage at the Siemens facility
- Negotiations with Siemens regarding long-term storage rates for the vehicles, vehicle warranty extension, and vehicle maintenance during storage are underway
- Staff anticipates returning to the Board of Directors for contract amendment required for Siemens as a result of these discussions in the fall 2024



Pre-Revenue Operations

- Operations
 - Completed Rule Book internal review
 - Development of start-up, testing, and revenue service documents
 - Draft Systems Integration Test (SIT) Plan was shared with the SIT Committee
 - The Rail Activation Committee met to report on the activities of the SIT Committee and Operations Working Group
- California Public Utilities Commission (CPUC) Support
 - CPUC continues to be actively involved in OC Streetcar committees, including the Rail Activation Committee, Safety and Security Review Committee, and Fire Life Safety and Security Committee
 - CPUC held a risk-based inspections meeting with OCTA to review new program requirements for data driven inspections
- City Agreements
 - Finalizing negotiations for the operations and maintenance agreements with the City of Garden Grove

Public Outreach

- Bilingual bi-weekly newsletters
- Bilingual door-to-door construction notices
- Field meetings
- Neighborhood and civic organization presentations
- Fourth Street merchant meetings
- Information tables at community events, such as City of Santa Ana's Public Works Family Event
- Parking structure banners
- Electronic billboards
- Interior and exterior bus ads
- Safety messaging
- Tours





Bimonthly Transit Performance Report

July 2024



What do we measure?



Service Demand

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



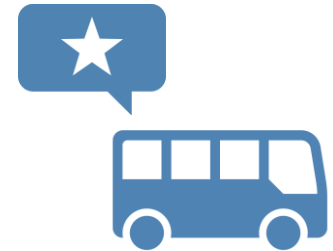
Reliability

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



Safety

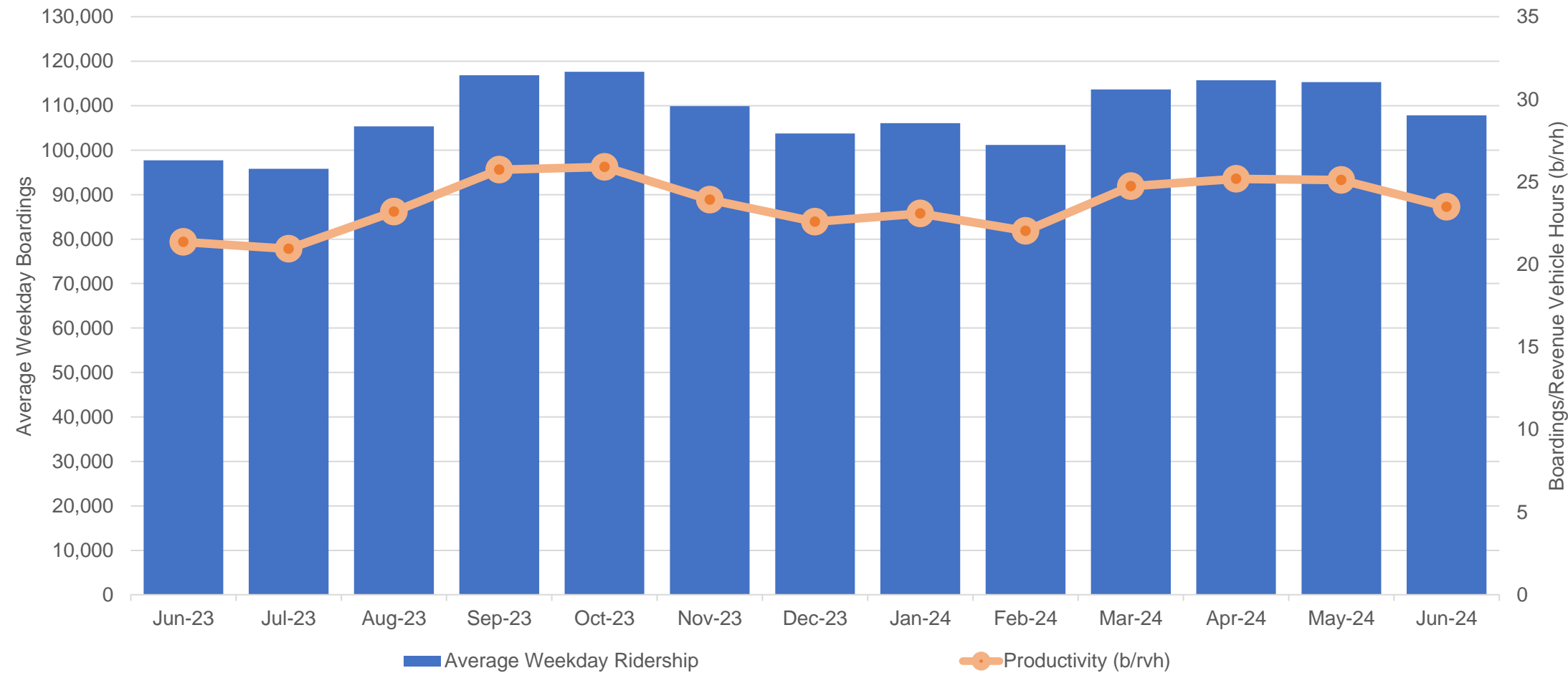
Measures the safety of the service in terms of preventable collisions normalized by miles traveled.



Courtesy

Measures customer feedback and is typically normalized by boardings.

Service Demand - Ridership Trend

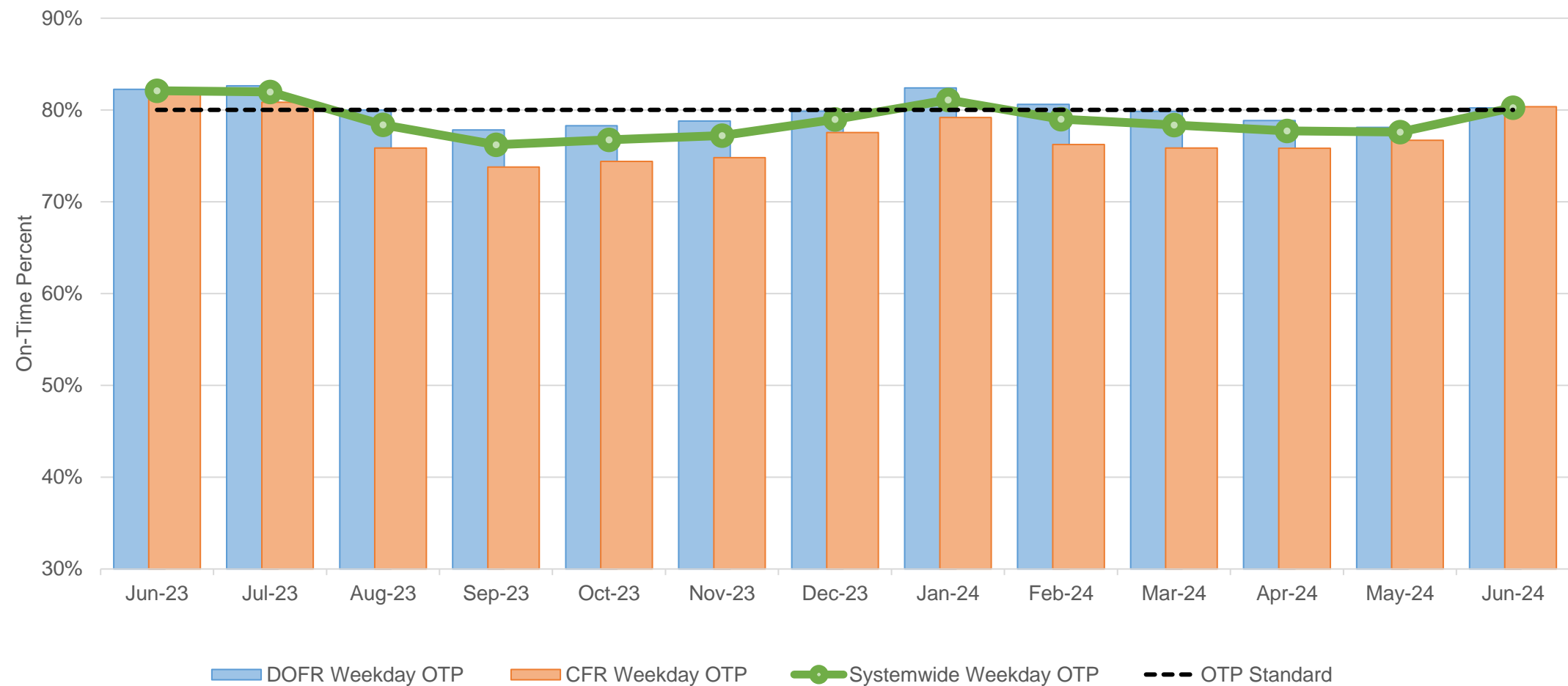


Service Demand: Ridership (or boardings) is the number of rides passengers take using public transit. The average weekday boarding activity is used to measure OC Bus Service demand. Productivity is an industry measure that counts the average number of boardings for each revenue vehicle hour (RVH) that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

OC Bus Performance

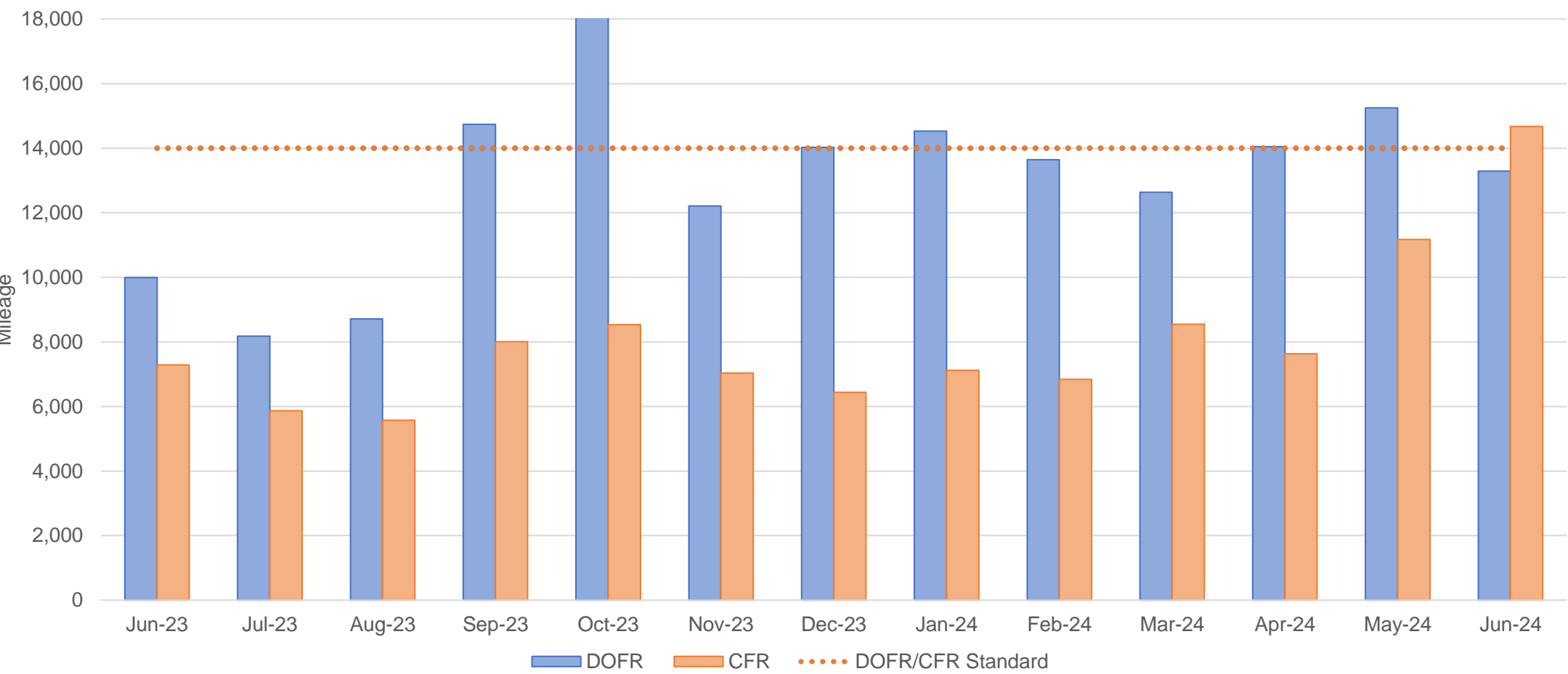


Service Reliability – On-Time Performance (OTP)



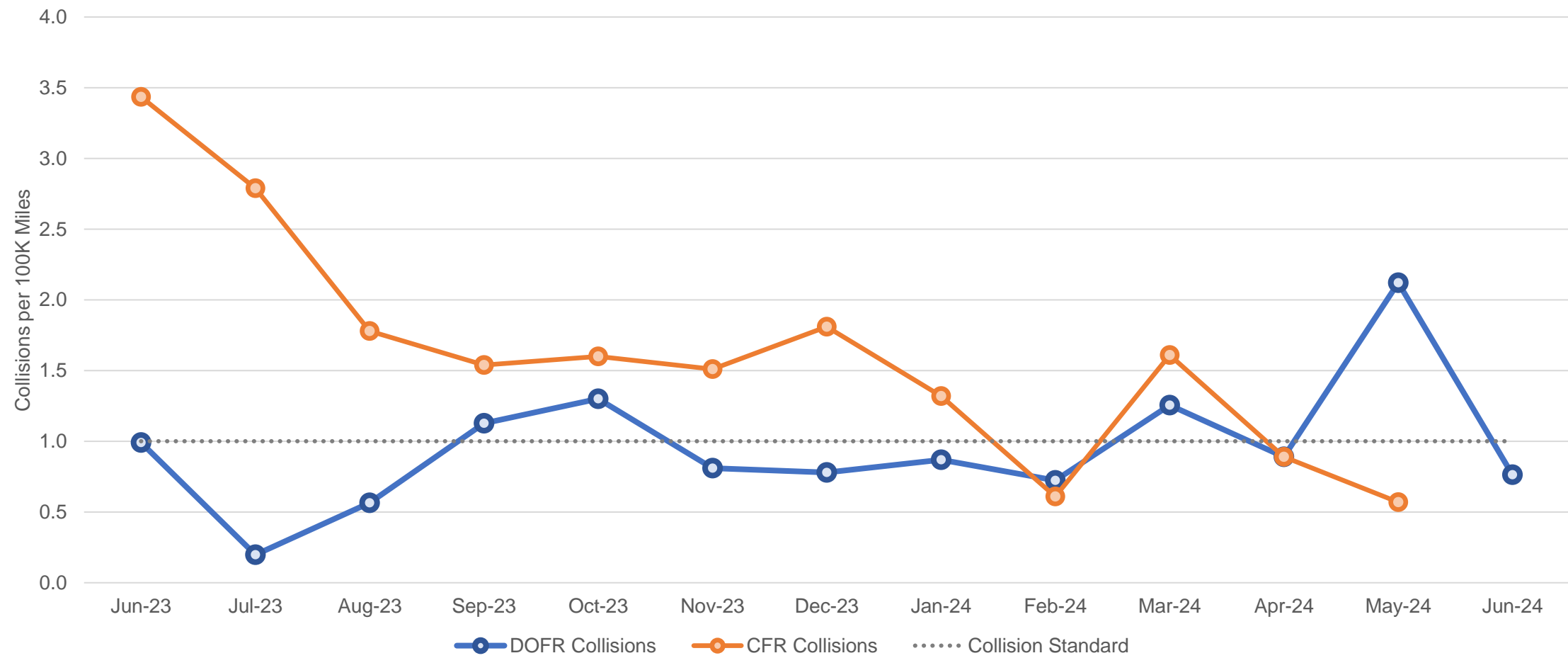
OTP measures how well OC Bus service adheres to the published schedule, and it is calculated by dividing the count of vehicle timepoint departures that are on time (within five minutes late or zero minutes early of the scheduled arrival time) by the number of total departures, reported system wide. The systemwide OTP standard is 80 percent.

Service Reliability – Miles Between Road Calls (MBRC)



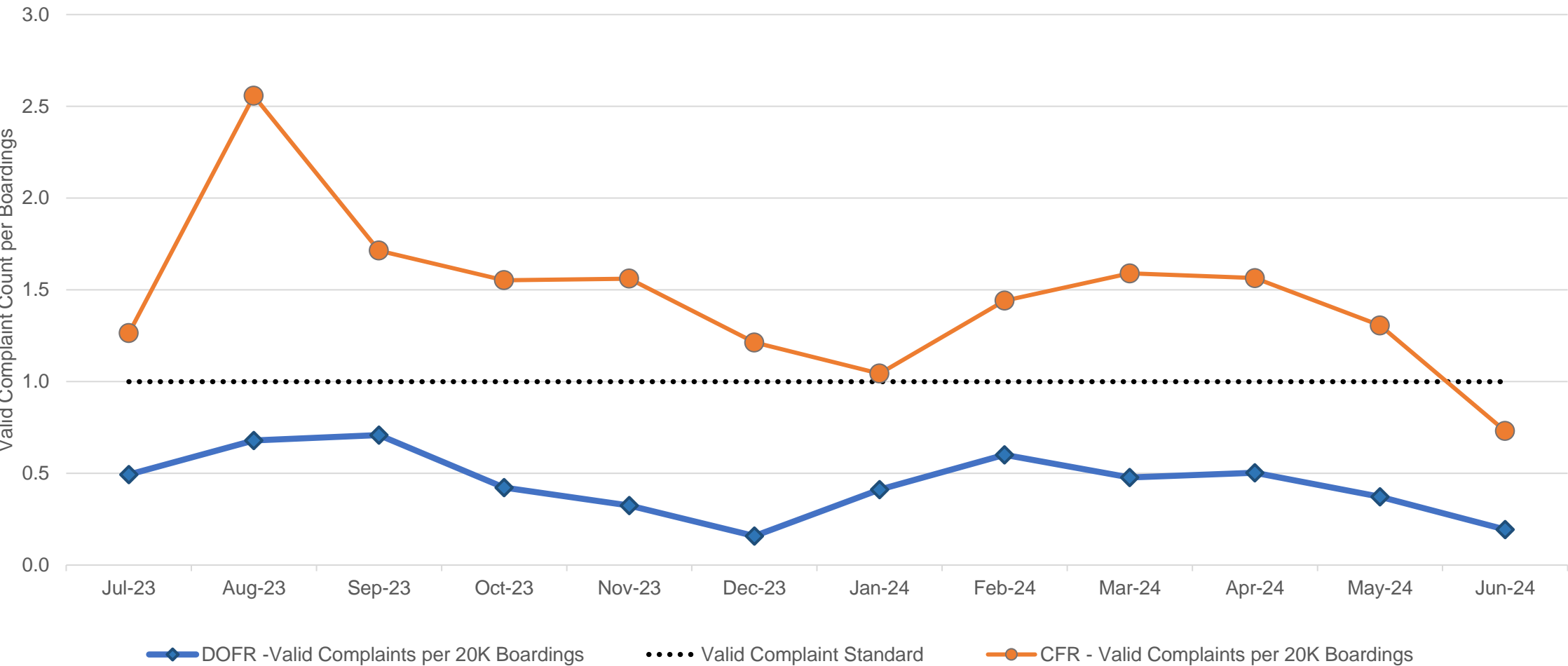
MBRC is calculated by dividing the total miles traveled by all buses over the calendar month by the total number of road calls or disruptions due to mechanical failures in revenue service during the same time period. The MBRC standard for directly-operated fixed route and contracted fixed route is 14,000 miles.

Safety – Preventable Collisions



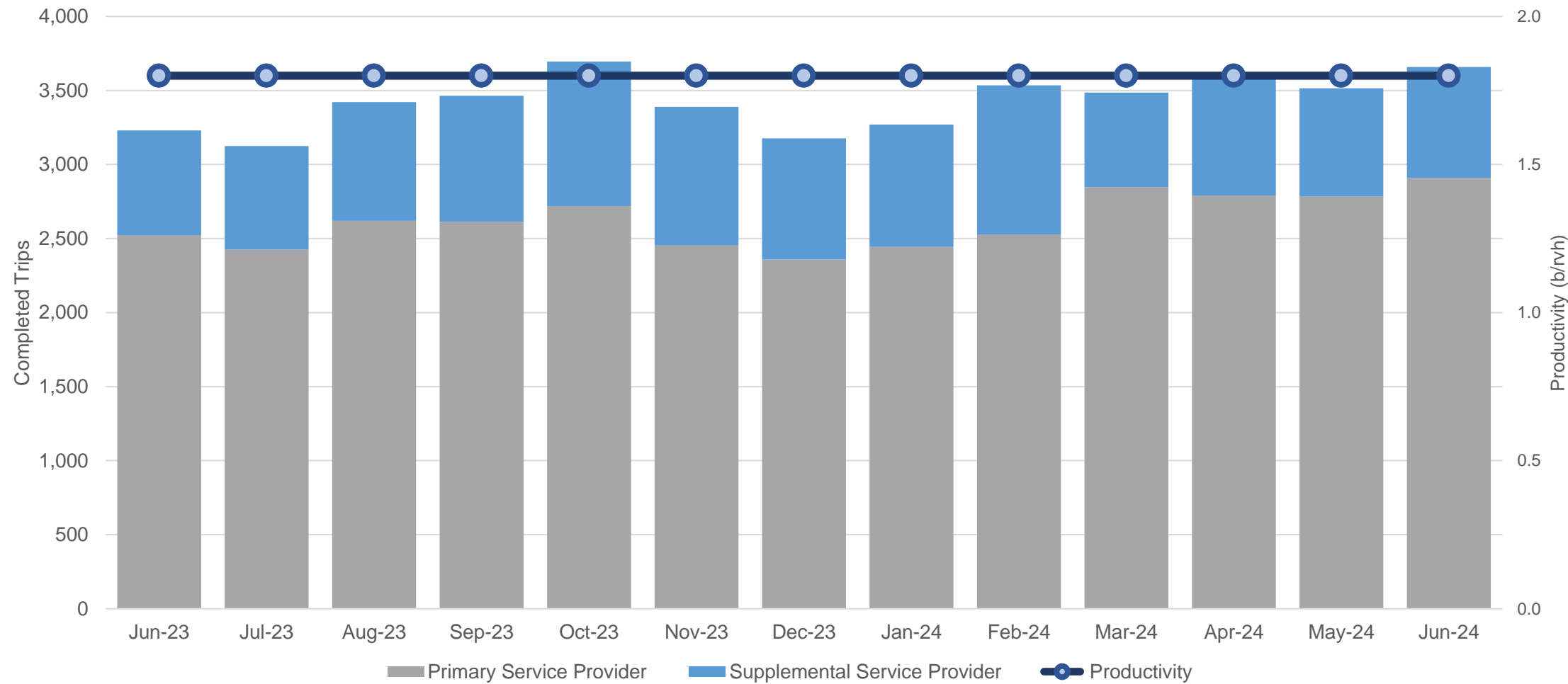
Preventable Collisions are defined as incidents when physical contact occurs between vehicles used for public transit and other vehicles, objects, or pedestrians and where a coach operator failed reasonably to prevent the accident. The performance standard is no more than one vehicle accident per 100,000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

Courtesy – Customer Complaints



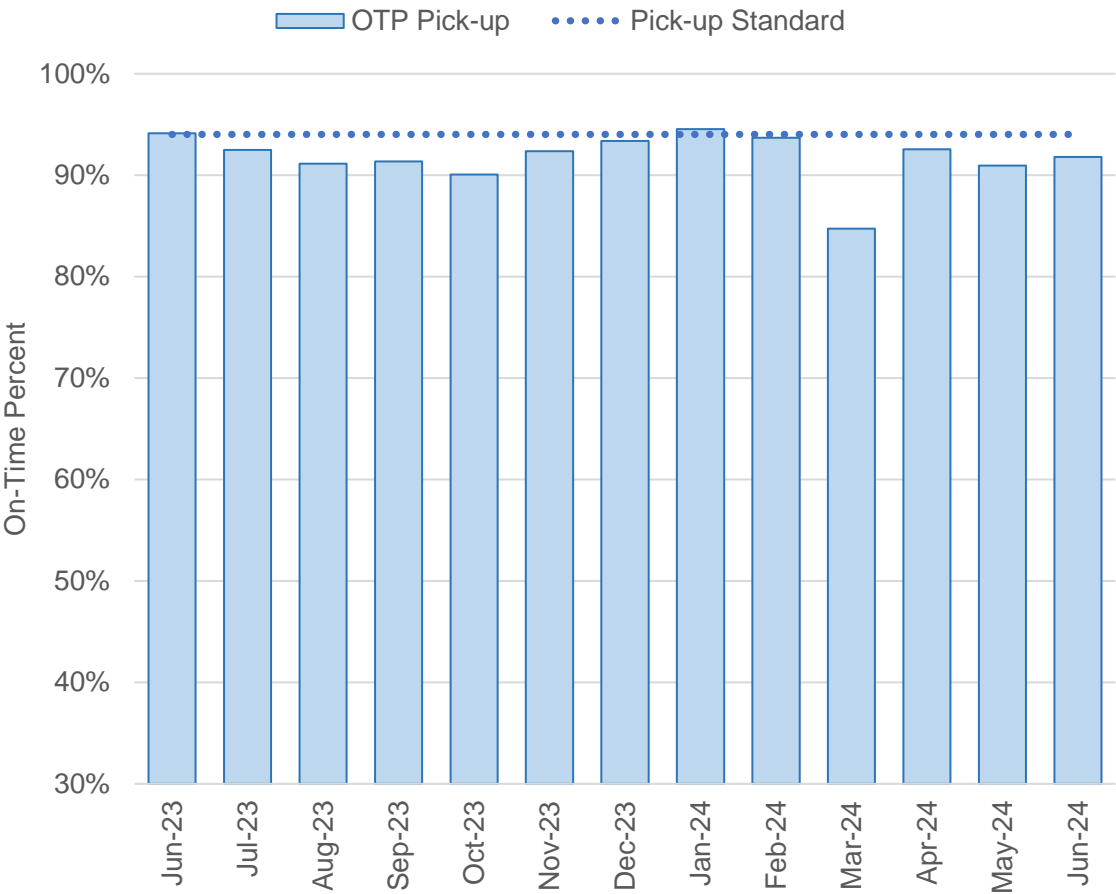
Customer complaints are used to measure courtesy as the standard for customer satisfaction. Customer complaints are the count of incidents when a rider reports dissatisfaction with service. The standard adopted by OCTA for OC Bus service is no more than one valid customer complaint per 20,000 boardings.

Service Demand – Ridership Trend

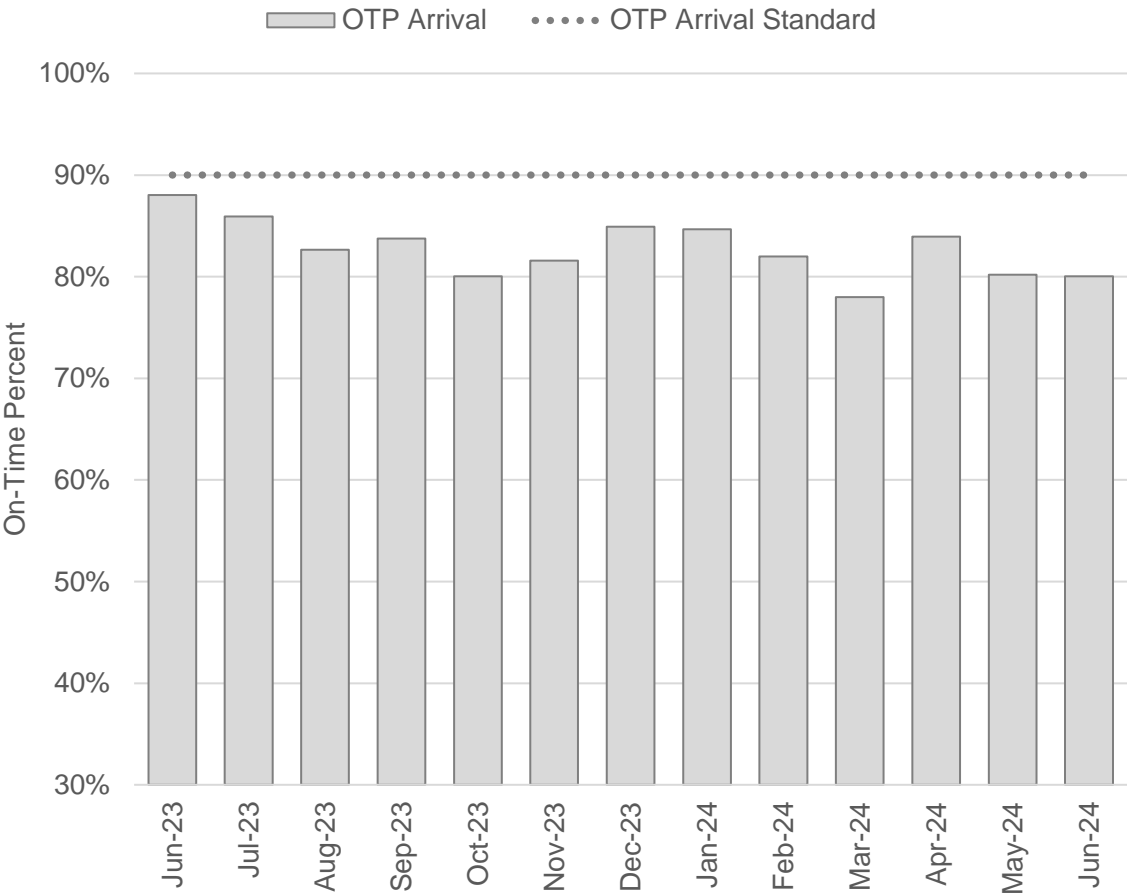


Service Demand: OC ACCESS Ridership (trips) are the number of rides passengers take using either the primary service provider (OC ACCESS buses), or the supplemental providers (wheel-chair accessible taxis) which are contracted to meet demand on the paratransit network.

Service Reliability – On-Time Performance (OTP)

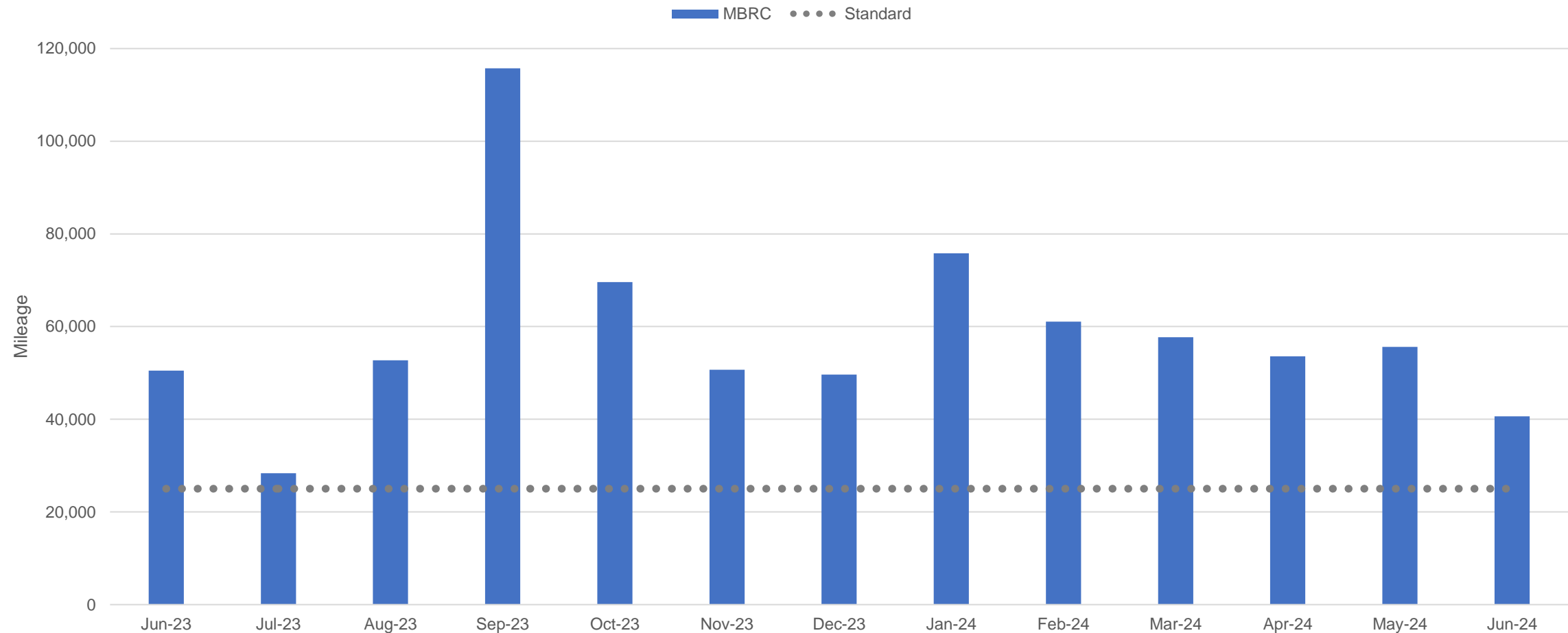


OTP Pick-up : The percentage of trips when the driver arrives within the 30-minute on-time window for scheduled pick-up trips.



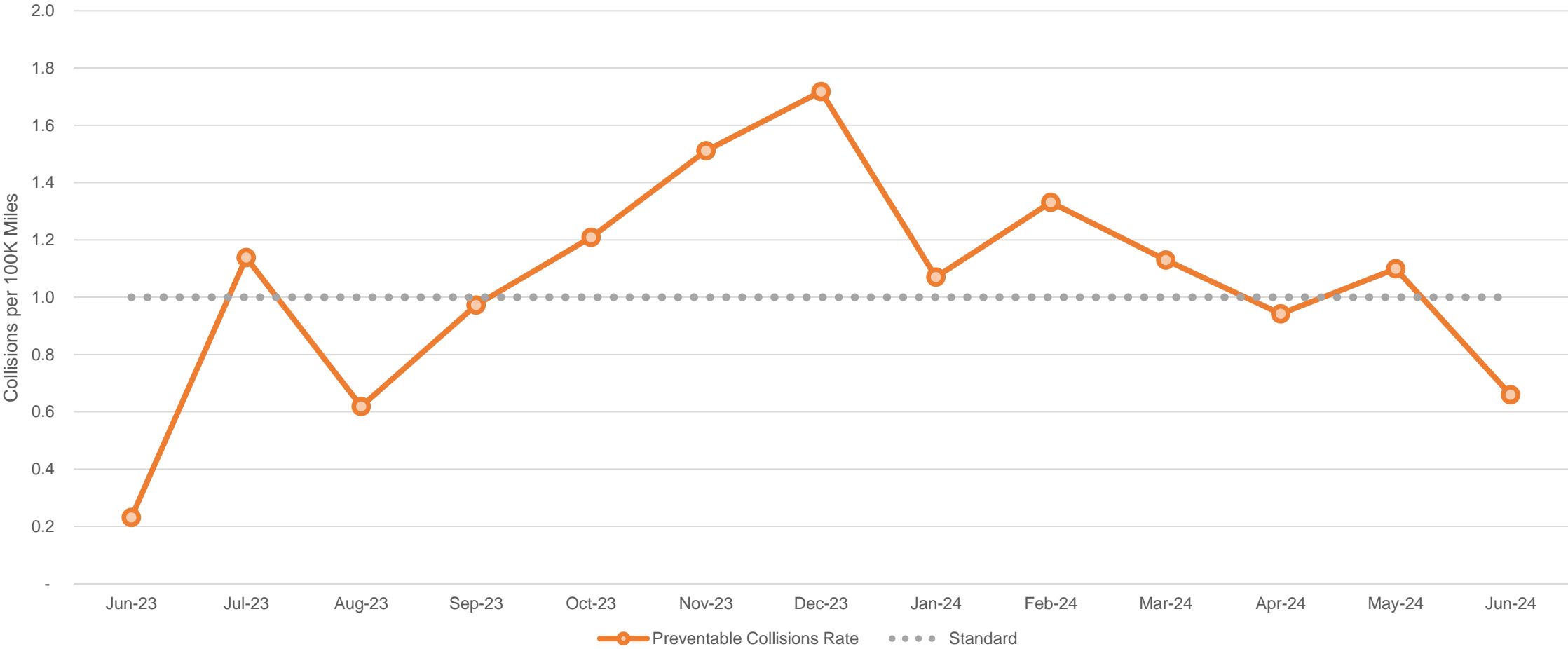
OTP Arrival : The percentage of trips when the passenger arrived to their destination by or before the scheduled arrival time.

Service Reliability – Miles Between Road Calls (MBRC)



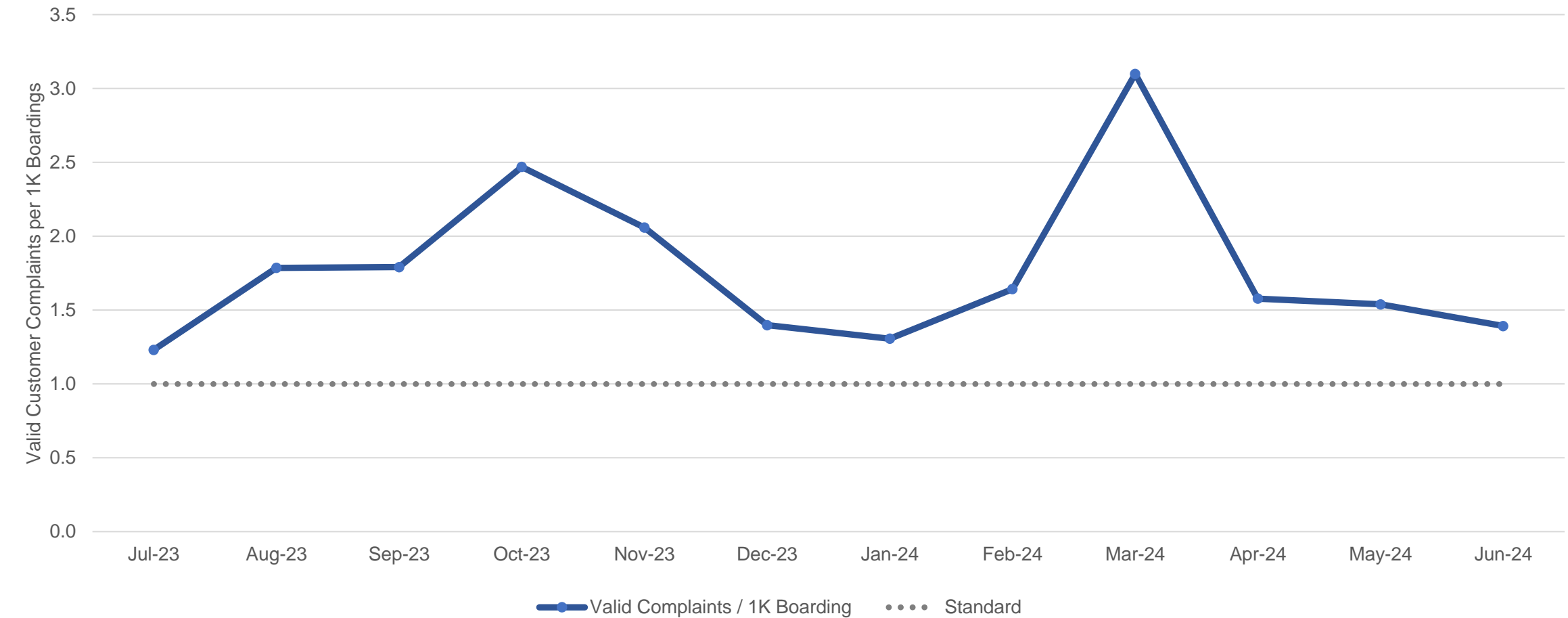
MBRC is calculated by dividing the total miles traveled by all OC ACCESS vehicles over the calendar month by the total number of road calls or disruptions due to mechanical failures in revenue service during the same time period. The MBRC standard for OC ACCESS is 25,000 miles.

Safety – Preventable Collisions



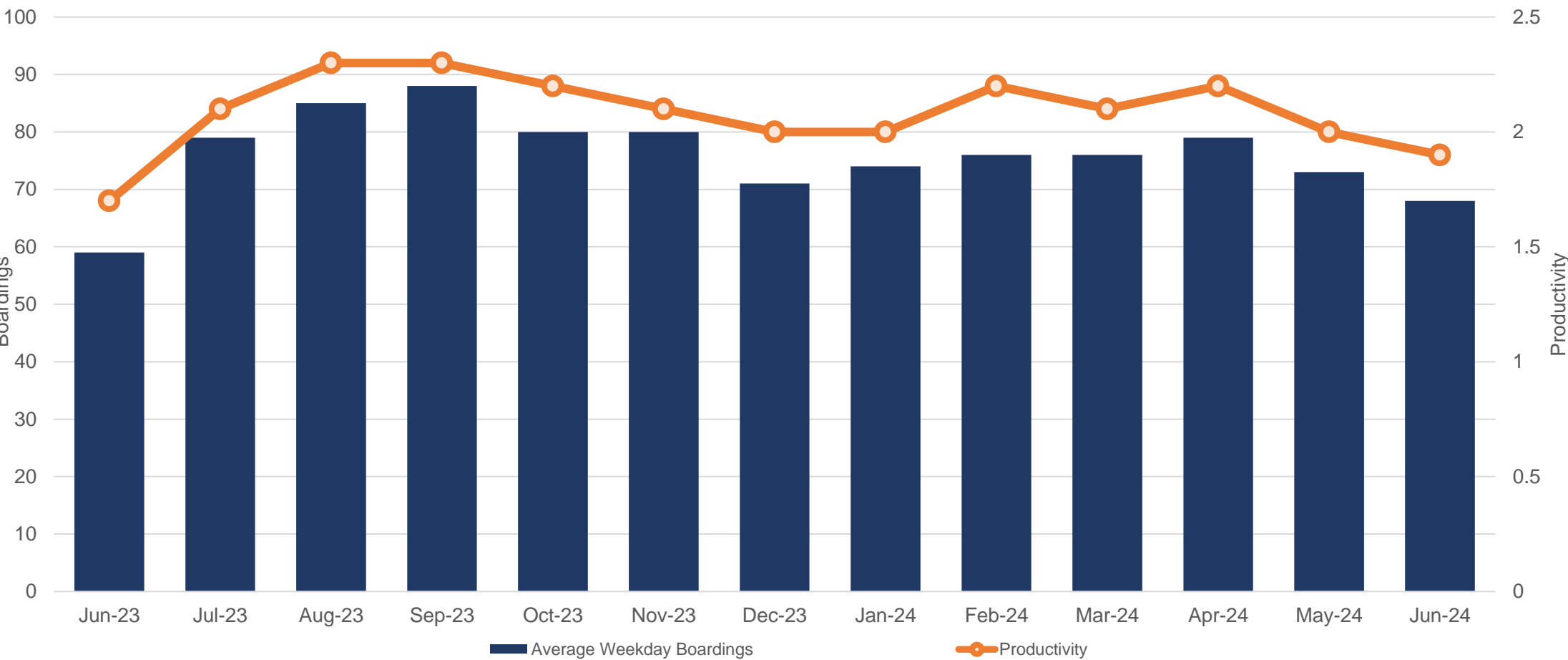
Preventable Collisions are defined as incidents when physical contact occurs between vehicles used for public transit and other vehicles, objects, or pedestrians and where a coach operator failed reasonably to prevent the accident. The performance standard is no more than one vehicle accident per 100,000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

Courtesy – Customer Complaints



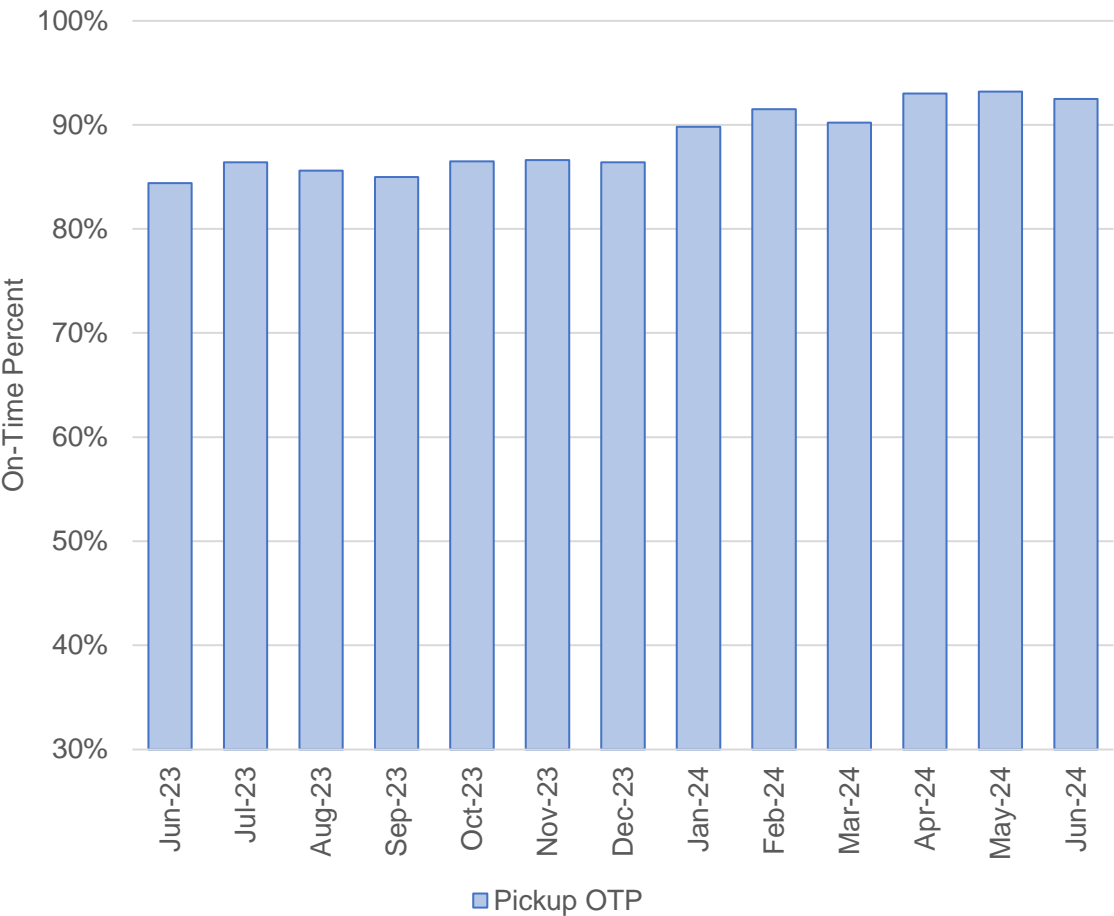
Customer complaints are used to measure courtesy as the standard for customer satisfaction. Customer complaints are the count of incidents when a rider reports dissatisfaction with service. The contractual standard for OC ACCESS is no more than one valid complaint per 1,000 boardings.

Service Demand – Ridership Trend

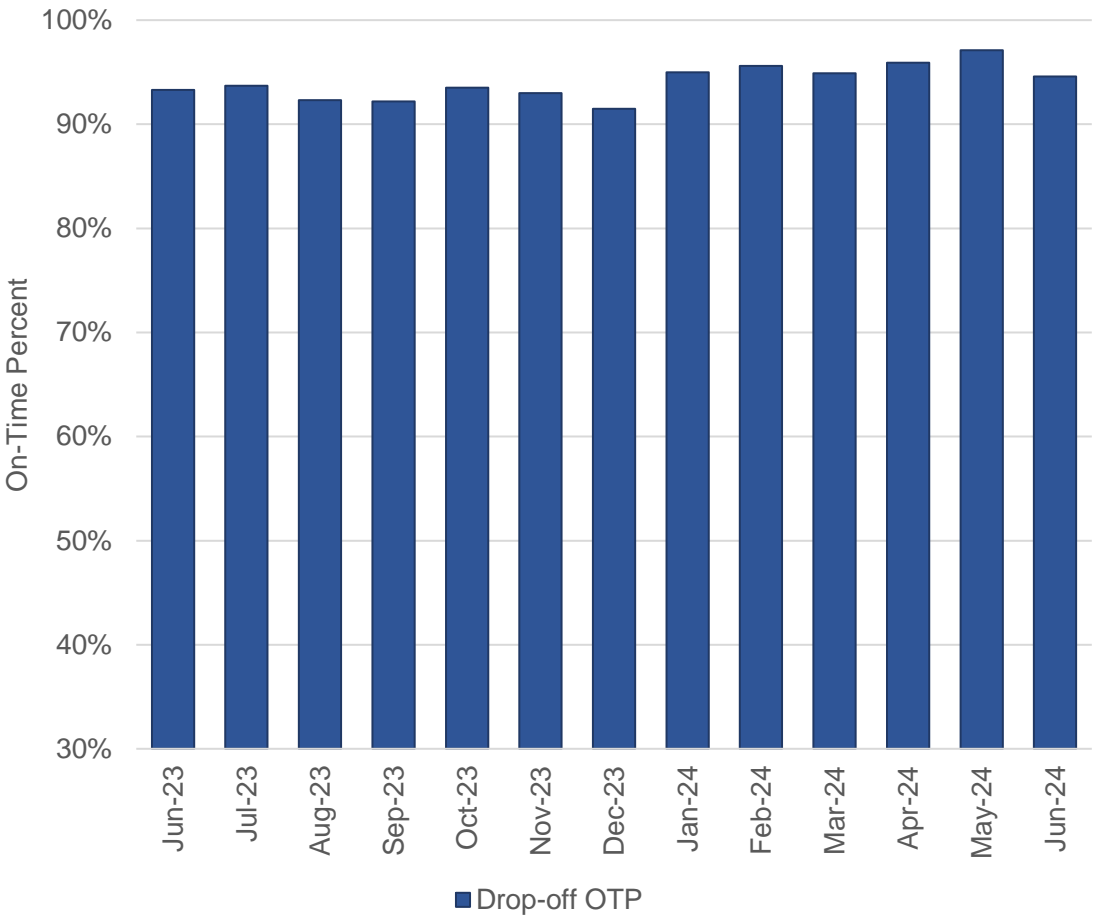


Service Demand: Ridership is the sum of completed passenger boardings on average per weekday within the existing service area.

Service Reliability – On-Time Performance (OTP)



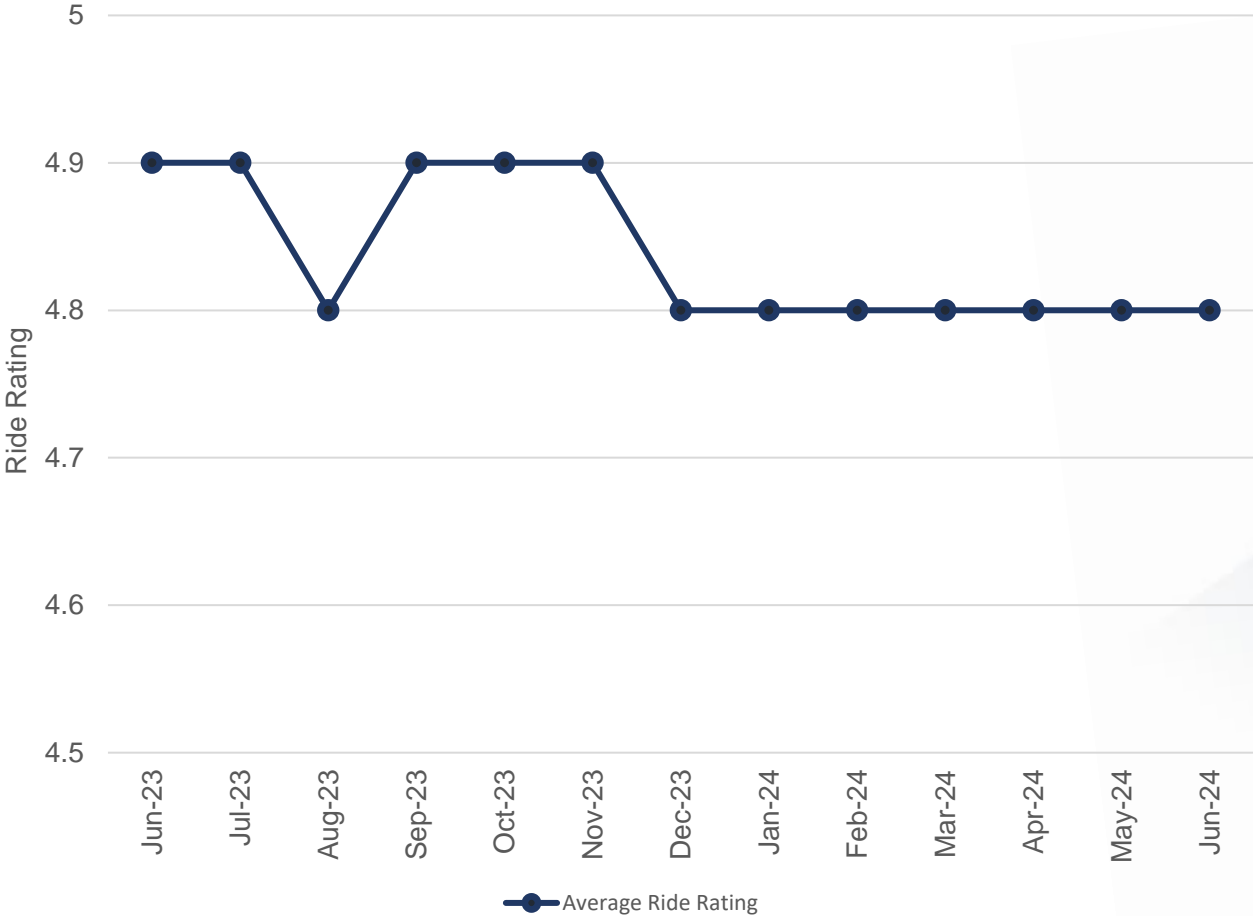
Pick-up OTP: The percentage of completed rides in which the rider was picked up within the 10-minute pick-up window that was provided at booking.



Drop-off OTP: The percentage of completed rides in which the rider was dropped off within the 10-minute drop-off window that was provided at booking.

OC Flex

Courtesy – 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

Specialized Transit Services Overview

**Transit Committee
July 11, 2024**





OCTA SPECIALIZED TRANSIT SERVICES (STS)

Complementary Paratransit Service

- OC ACCESS – Paratransit service for eligible individuals
- Regional Center of Orange County (RCOC) Cooperative Agreement – Cost-sharing agreement for OC ACCESS eligible individuals who are RCOC persons served

Other Services for Eligible OC ACCESS Riders

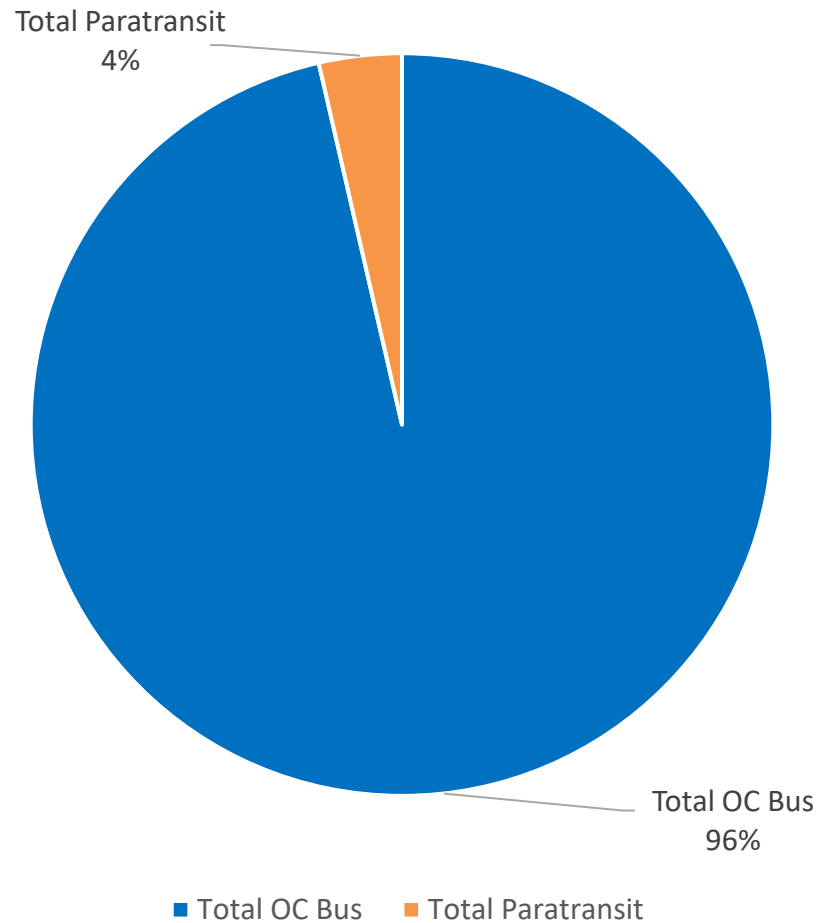
- Same Day Taxi service
- Cooperative Transit Agreements (five partner agencies)

Senior Specific Transportation Programs

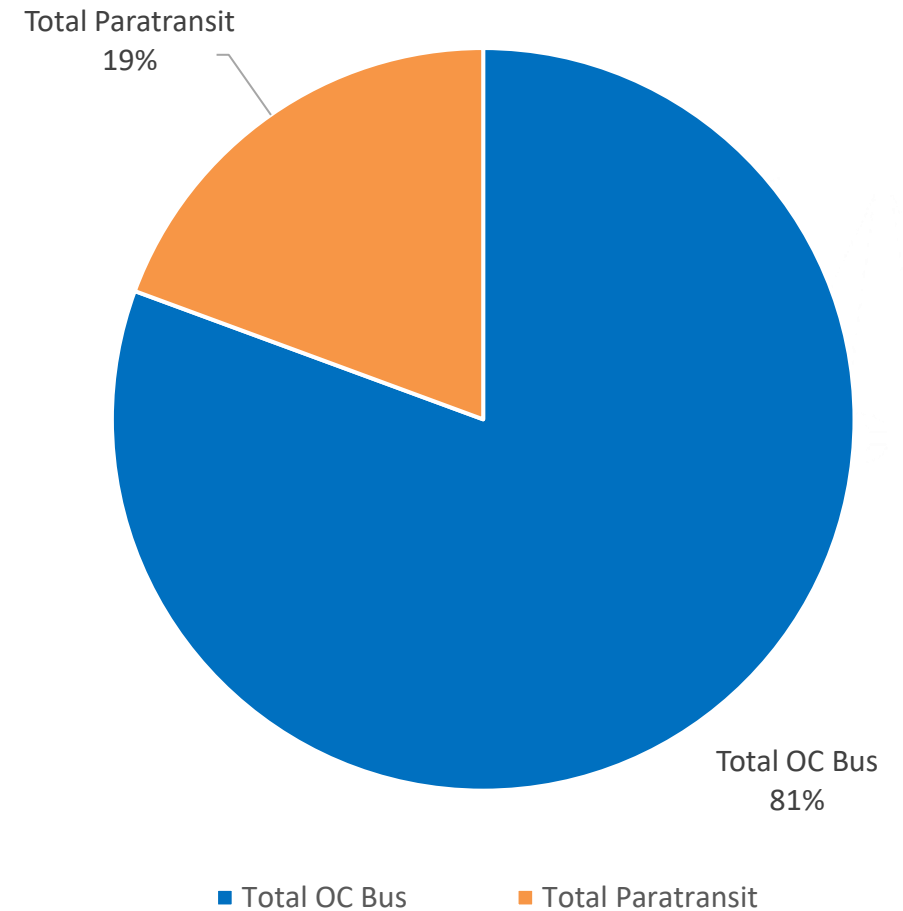
- Senior Mobility Program (SMP)
- Senior Non-Emergency Medical Transportation (SNEMT)

TOTAL SYSTEM RIDERSHIP AND COST (FY23)

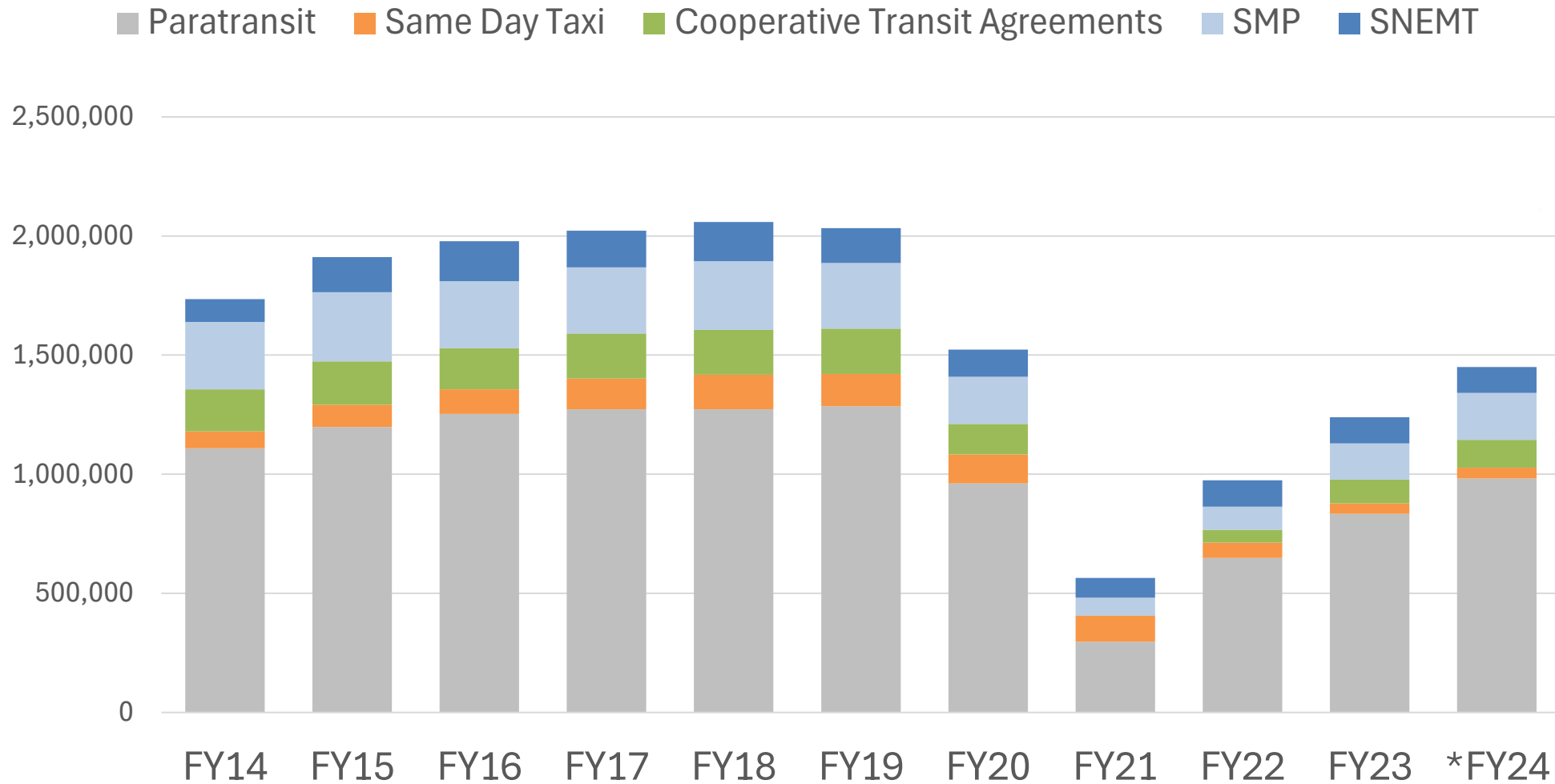
Total **Boardings** by Program



Total **Expenses** by Program



STS TOTAL RIDERSHIP



*estimated, not final



REQUIREMENTS FOR PARATRANSIT SERVICE

- The Americans with Disabilities Act (ADA) of 1990 requires public transit agencies that provide fixed-route service to provide “*complementary paratransit service*” to individuals with disabilities who are unable to use fixed-route bus or rail service because of a disability.
- Governed by 49 CFR Part 37 – Transportation Services for Individuals with Disabilities (ADA)
- Paratransit service must be equivalent to fixed route with respect to the following service characteristics:
 - Hours and Days of Service
 - Service Area (within $\frac{3}{4}$ of a mile)
 - Response Time
 - Fares
 - Trip Purpose Restrictions
 - Capacity Constraints



REQUIREMENTS FOR PARATRANSIT SERVICE (CONT.)

Eligibility Requirements

- Paratransit only provided for individuals who are functionally unable to use fixed-route service.
- 49 CFR Part 37 provides for in-person functional assessments to determine paratransit eligibility.
- Four different eligibility types:
 - Unconditional
 - Conditional (Trip-by-Trip)
 - Temporary
 - Visitor
- Streamlined renewal process
- Appeals process

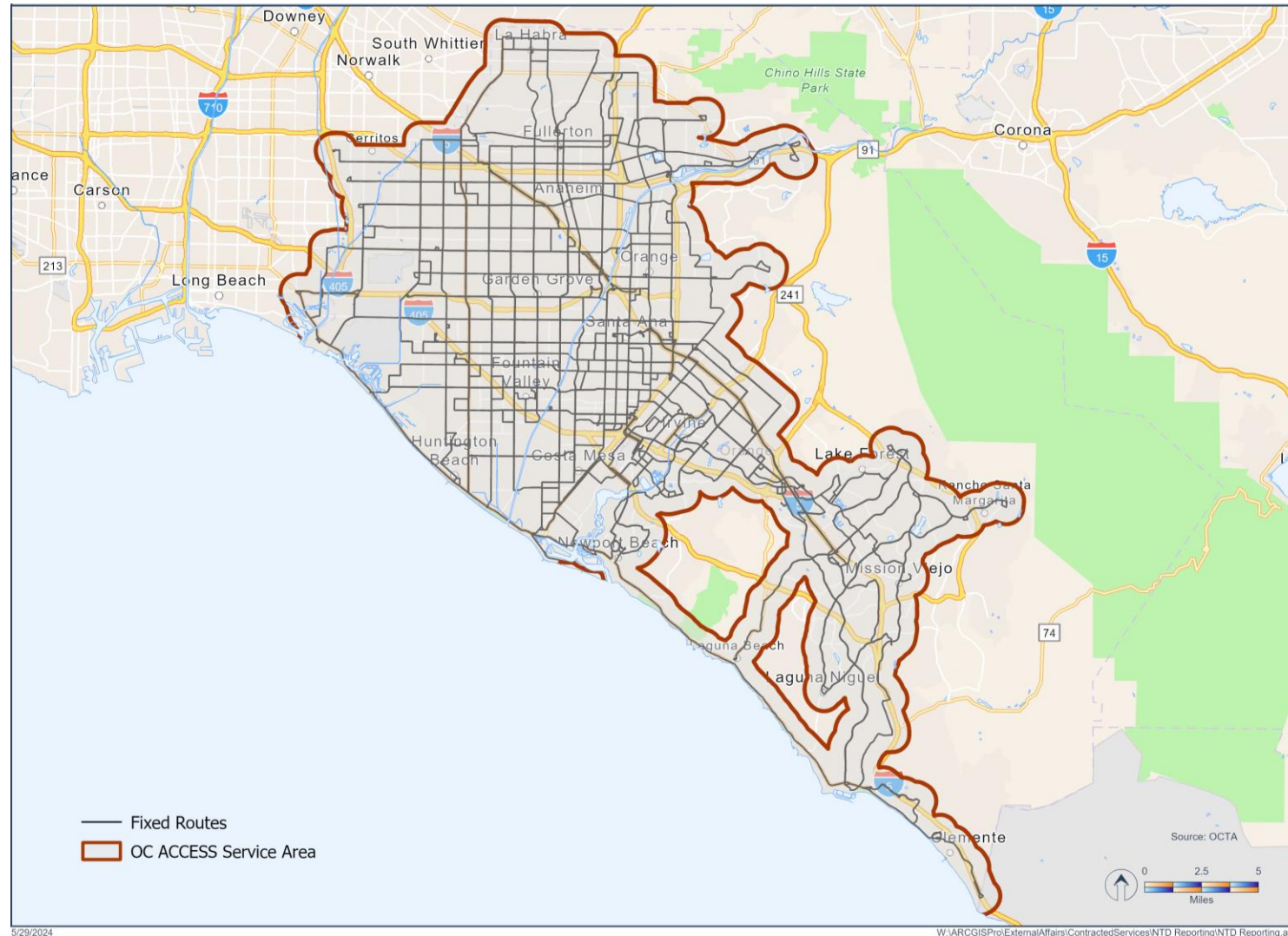
Overview

- Service provided by Transdev (primary contractor); supported by SMS Transportation and Cabco
- Mixed fleet of 248 paratransit buses (OCTA-owned), and non-dedicated taxi sedans, and minivans
- 5,991 “active” riders, of 27,644 persons eligible to use the service
- Reservations can be made 1-3 days in advance, subscription service also offered
- Base service is curb to curb

Eligibility Requirements

- Riders must have current OC ACCESS eligibility

OC ACCESS SERVICE AREA





COOPERATIVE REVENUE AGREEMENT - RCOC

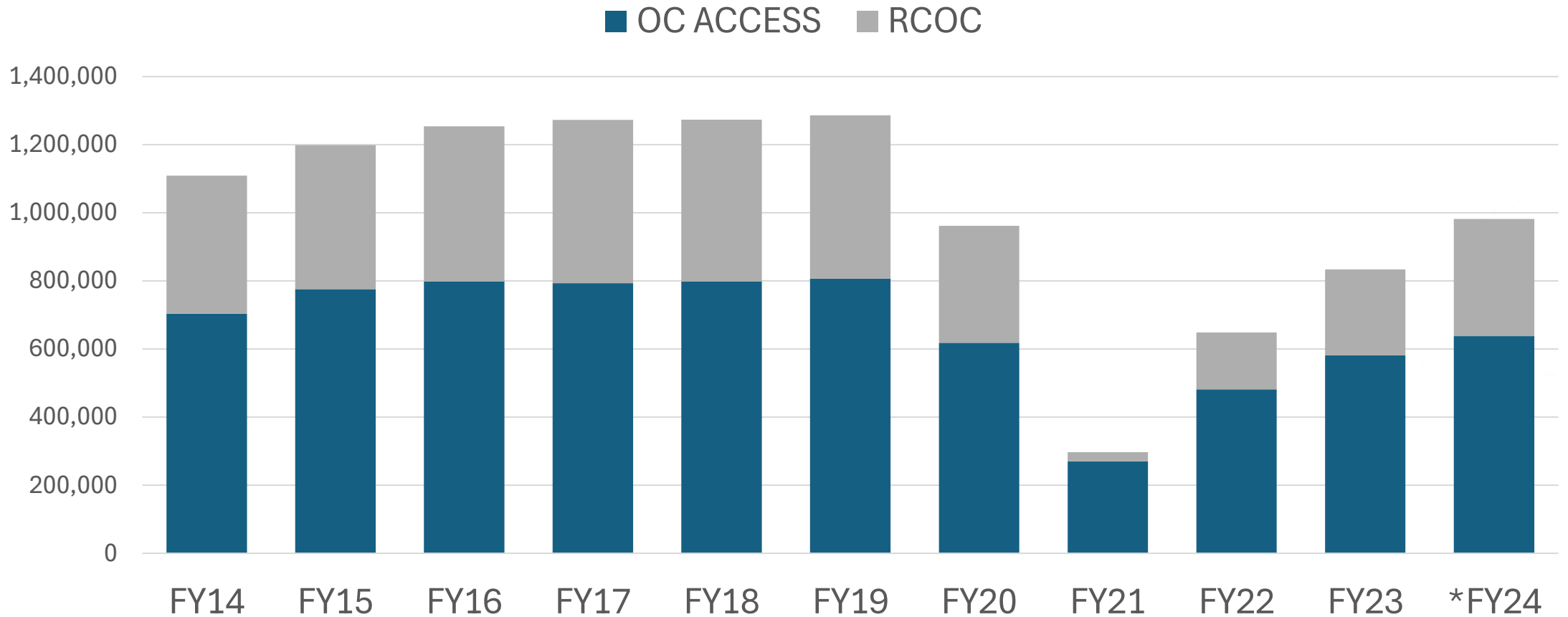
Overview

- Cost sharing cooperative agreement between RCOC and OCTA was established in 1999
- RCOC is required by the Lanterman Act of 1969 to provide support and services for people with developmental disabilities, including arranging and purchasing transportation
- Under the ADA, OCTA can negotiate a fare that is mutually beneficial to OCTA and RCOC for trips guaranteed

Eligibility Requirements

- Riders must have current OC ACCESS eligibility
- Riders must travel on a consistent schedule (subscription service)

PARATRANSIT RIDERSHIP



*estimated, not final



SAME DAY TAXI

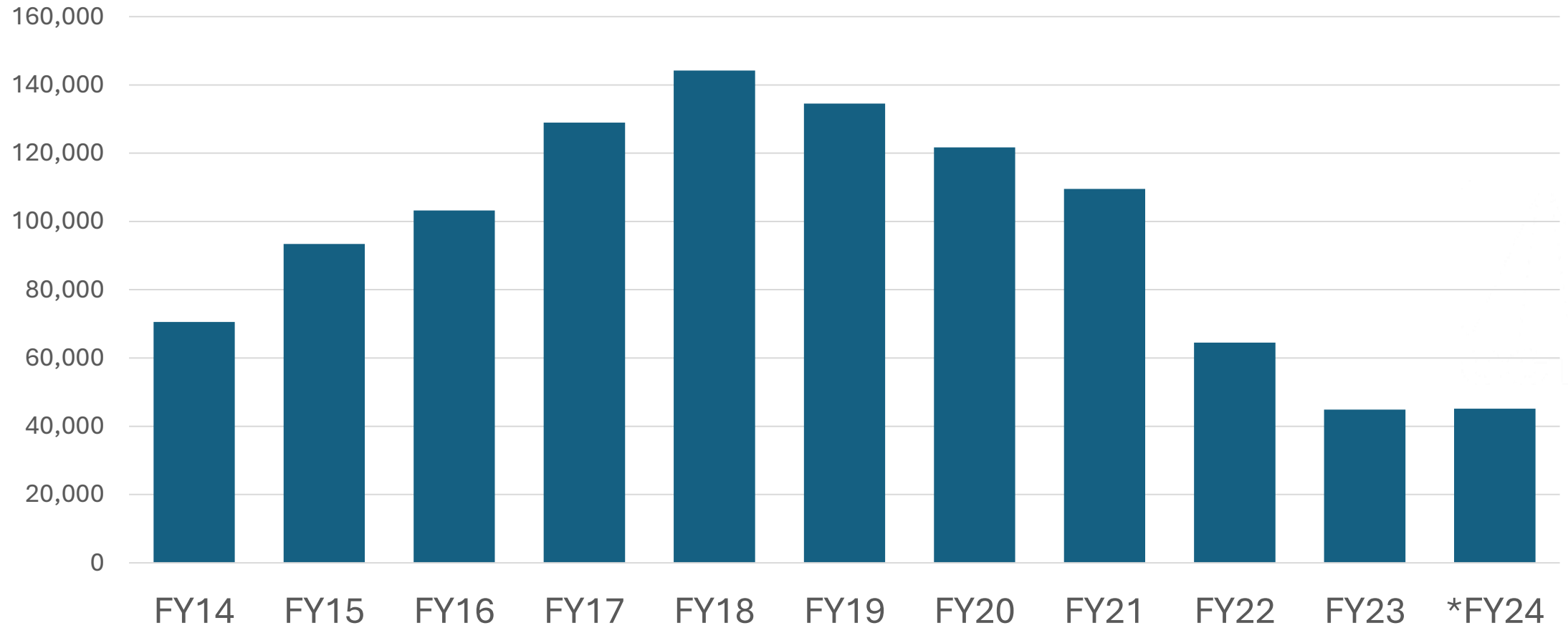
Overview

- Service established in 2005 as a measure to manage the growth in demand and cost of OC ACCESS service
- Provided throughout Orange County, inclusive of areas with no fixed-route, with connections to California State University, Long Beach and the Long Beach Veterans Affairs
- Accessible, non-shared ride, curb to curb service
- Operated daily, from 6 a.m.- 8 p.m., including holidays
- Per trip fare is subsidized up to the first five miles

Eligibility Requirements

- Riders must maintain continuous OC ACCESS eligibility

SAME DAY TAXI RIDERSHIP



*estimated, not final



COOPERATIVE TRANSIT AGREEMENTS

Overview

- In 2005, OCTA entered into cost-sharing cooperative agreements with several agencies (adult day programs) to transition OC ACCESS riders to alternative transportation providers
- Agencies may provide transportation services directly or contract service

Eligibility Requirements

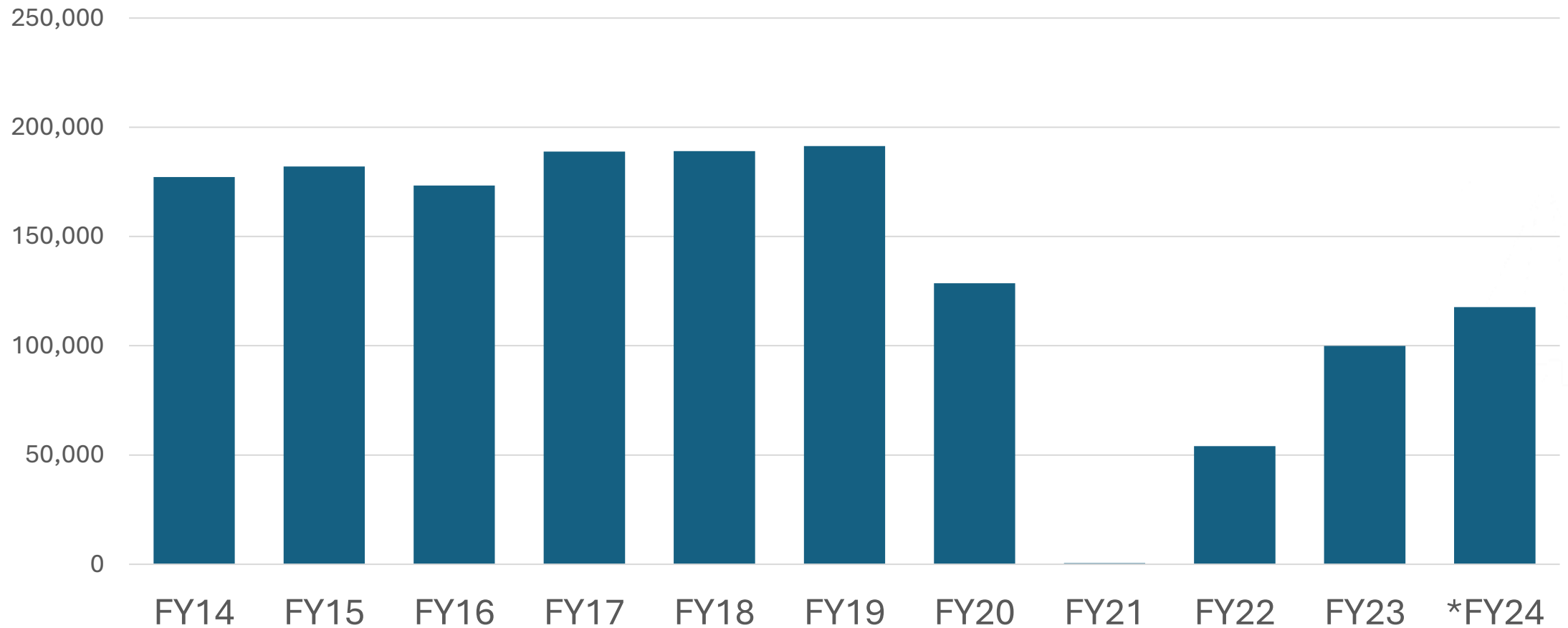
- Riders must maintain continuous OC ACCESS eligibility
- Riders must establish a pattern or practice of using OC ACCESS for travel to agency programs
- Only allows trips to or from partner agency day programs



COOPERATIVE TRANSIT AGREEMENT PARTNERS

- Acacia Adult Day Services
- Alzheimer's Family Services
- Community SeniorServ dba Meals on Wheels Orange County
- Orange County Adult Achievement Center dba My Day Counts
- SoCal Senior Services LLC

COOPERATIVE TRANSIT AGREEMENTS RIDERSHIP



*estimated, not final



SENIOR MOBILITY PROGRAM (SMP)

Overview

- Funded by Measure M2 (cities) and local transportation funding (non-profits)
- Operated by cities and certain non-profits to provide local, community-based transportation
- City funding is allocated based on their share of the county's 60+ population
- 32 participating cities, 3 participating non-profits

Eligibility Requirements

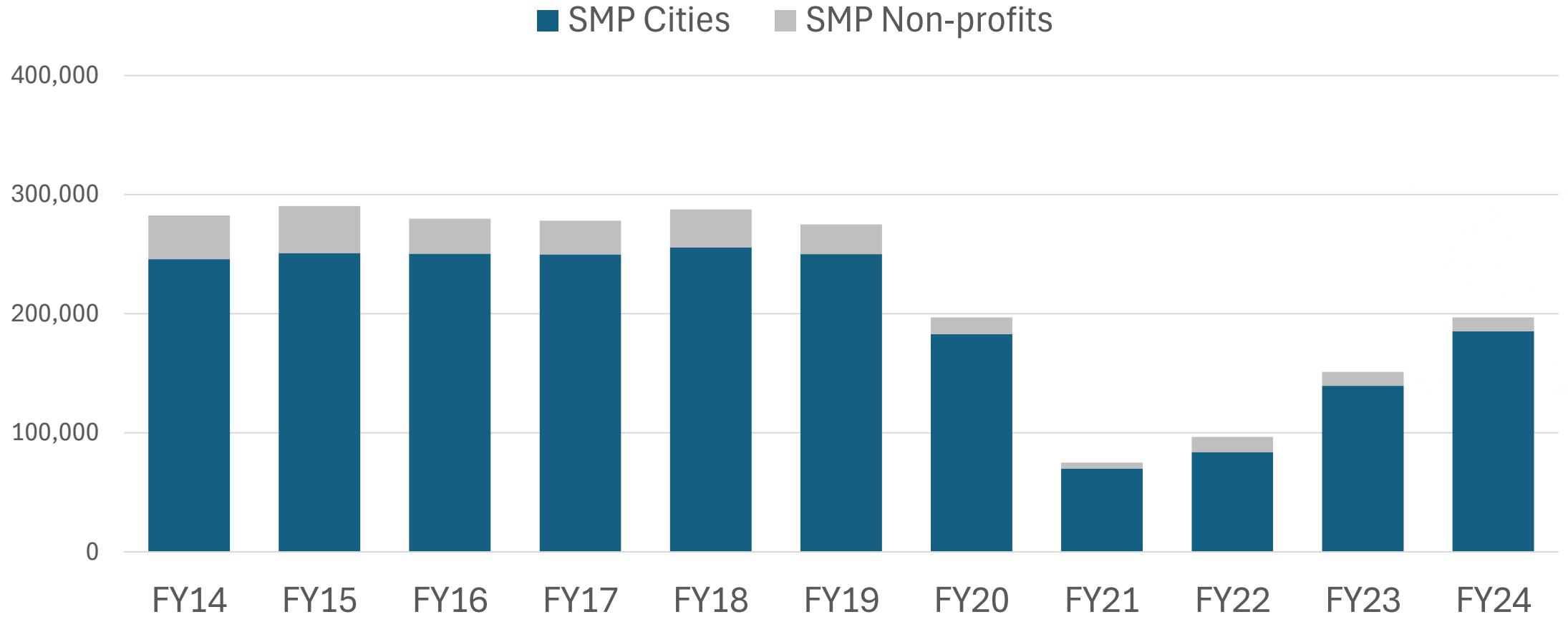
- Seniors (60+)
- Eligible trip destinations, service hours, and fare vary by program



SMP PARTNERS

Cities				Non-profits
Aliso Viejo	Huntington Beach	Orange	Westminster	Abrazar
Anaheim	Irvine	Placentia	Yorba Linda	Korean-American Seniors Association
Brea	La Habra	Rancho Santa Margarita		Southland Integrated Services, Inc
Buena Park	Laguna Beach	San Clemente		
Costa Mesa	Laguna Hills	San Juan Capistrano		
Cypress	Laguna Niguel	Santa Ana		
Dana Point	Laguna Woods	Seal Beach		
Fountain Valley	Lake Forest	Stanton		
Fullerton	Mission Viejo	Tustin		
Garden Grove	Newport Beach	Villa Park		

SMP RIDERSHIP



*estimated, not final



SENIOR NON-EMERGENCY MEDICAL TRANSPORTATION (SNEMT)

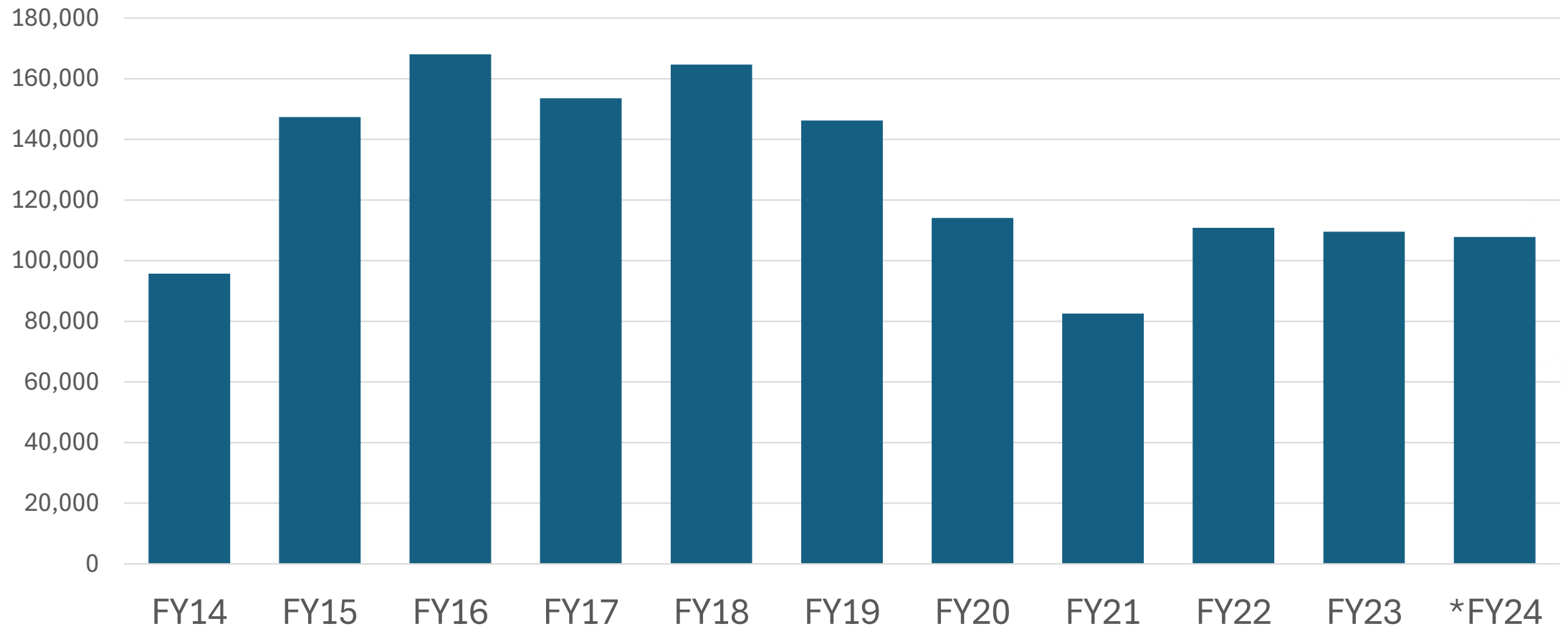
Overview

- Operated by the Orange County Office on Aging
- Jointly funded by OCTA and other agencies
- Transportation provided by Abrazar (North, Central/West County) and Age Well (South County)
- Rides must be booked 5 days in advance
- Riders pay a donation-based fare
- Riders limited to 16 one-way trips per month

Eligibility Requirements

- Seniors (60+)
- Trips to/from medical appointments and other health related activities, up to 15 miles within Orange County and 10 miles outside Orange County

SNEMT RIDERSHIP



*estimated, not final

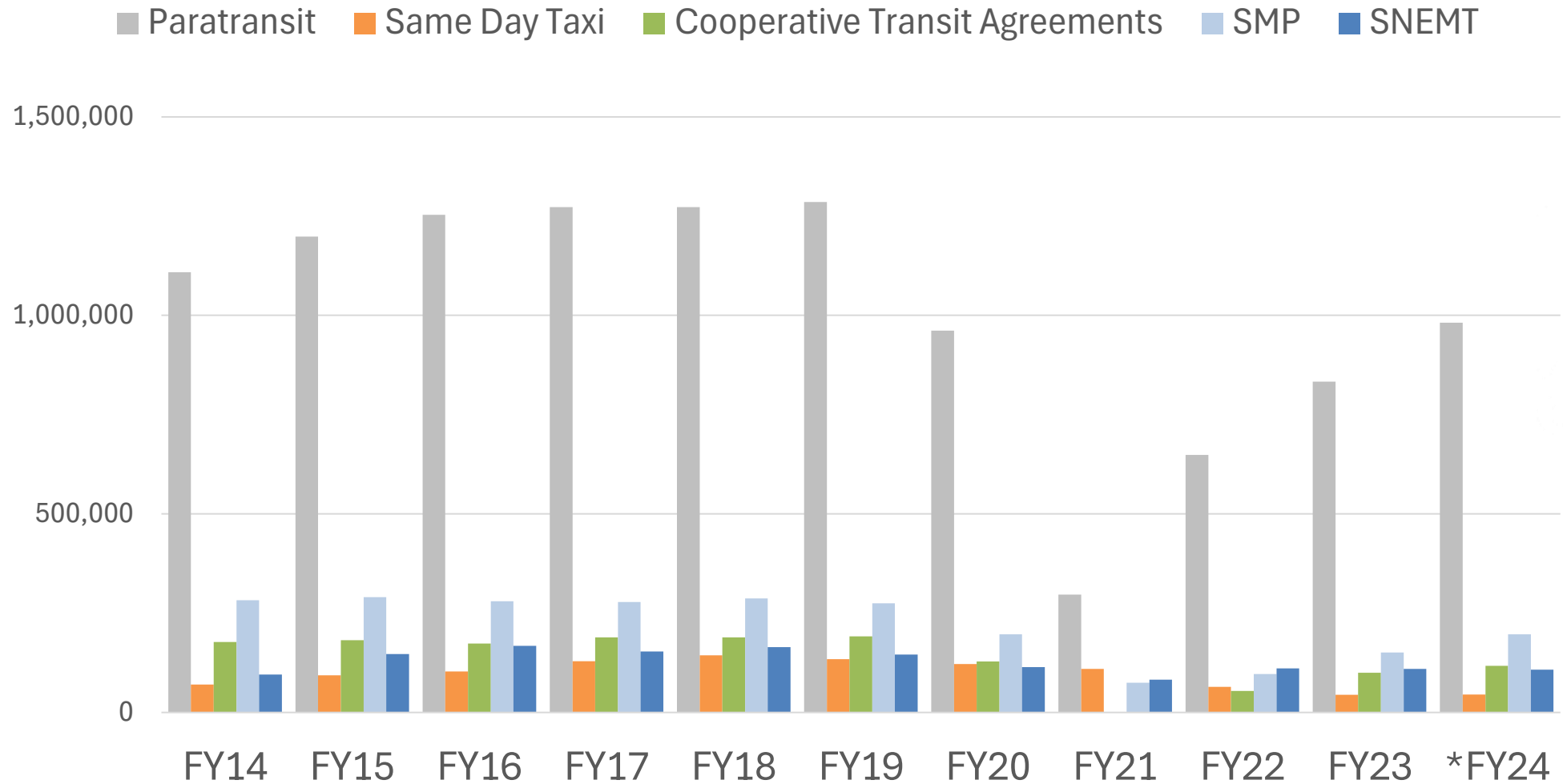
FISCAL IMPACT

Program Name	Estimated FY24 Ridership	FY24 Average OCTA Program Cost per Passenger Trip	Average Passenger Fare	OCTA Subsidy per Trip
Paratransit - OC ACCESS	637,388	\$50.99	\$3.60	\$47.39
Paratransit - OC ACCESS RCOC	344,535	\$50.99	\$12.00*	\$38.99
Same Day Taxi	45,139	\$20.69	\$3.60	\$17.09
Cooperative Transit Agreements	117,701	\$25.00	\$0.00	\$25.00
Senior Mobility Program**	196,948	\$32.43	Varies	Varies
Senior Non-Emergency Medical**	107,780	\$32.59	\$2.00	Varies

* Fare paid by RCOC at a rate negotiated with OCTA

** OC ACCESS eligibility not required

STS RELATIVE RIDERSHIP BY PROGRAM



*estimated, not final



OC ACCESS MANAGEMENT STRATEGIES

Additional Staff Initiatives: 2021 - 2024

- Analyzed ridership and cost growth factors
- Performed peer review of other transit agencies and incorporated best practices
- Renewed lower-cost service options and introduced changes to cooperative agreements
- Explored fleet-mix options