



Orange County Transportation Authority

Transit Committee Agenda

Thursday, January 8, 2026 at 9:00 a.m.

Board Room, 550 South Main Street, Orange, California

Committee Members

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

Accessibility

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

Agenda Descriptions

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

Public Availability of Agenda Materials

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

Meeting Access and Public Comments on Agenda Items

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

In-Person Comment

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

Written Comment

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

TRANSIT COMMITTEE MEETING AGENDA

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

Call to Order

Pledge of Allegiance

Director Leon

Closed Session

There are no Closed Session items scheduled.

Special Calendar

There are no Special Calendar matters.

Consent Calendar (Items 1 through 5)

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

1. Approval of Minutes

Clerk of the Board

Recommendation(s)

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

Attachments:

[Minutes](#)

2. Agreement for Facility Modifications at Santa Ana Bus Base Operations Building

George Olivo/James G. Beil

Overview

On November 5, 2025, the Orange County Transportation Authority issued an invitation for bids for facility modifications at the Santa Ana Bus Base operations building. Bids were received in accordance with the Orange County Transportation Authority's procurement procedures for public works projects. Board of Directors' approval is required to execute the agreement.

Recommendation(s)

Authorize the Chief Executive Officer to negotiate and execute Agreement No. C250017 between the Orange County Transportation Authority and Golden Gate Steel, Inc., doing business as Golden Gate Construction, the lowest responsive, responsible bidder, in the amount of \$329,640, for facility modifications at the Santa Ana Bus Base operations building.

Attachments:

[Staff Report](#)

TRANSIT COMMITTEE MEETING AGENDA

3. **Agreement for Bus Hoist Replacement at the Anaheim Bus Base**

George Olivo/James G. Beil

Overview

On September 10, 2025, the Orange County Transportation Authority issued an invitation for bids for replacement of the bus hoist at the Anaheim Bus Base. Bids were received in accordance with the Orange County Transportation Authority's procurement procedures for public works projects. Board of Directors' approval is requested to execute the agreement.

Recommendation(s)

Authorize the Chief Executive Officer to negotiate and execute Agreement No. C-5-4261 between the Orange County Transportation Authority and Southwest Lift & Equipment, Inc., the lowest responsive, responsible bidder, in the amount of \$238,144, for replacement of the bus hoist at the Anaheim Bus Base.

Attachments:

[Staff Report](#)

4. **Agreement for Installation of Battery Electric Vehicle Chargers at Irvine Construction Circle Bus Base**

George Olivo/James G. Beil

Overview

On November 4, 2025, the Orange County Transportation Authority issued an invitation for bids for installation of battery electric vehicle chargers at the Irvine Construction Circle Bus Base to support the zero-emission bus pilot program, specifically the OC ACCESS paratransit service. Bids were received in accordance with the Orange County Transportation Authority's procurement procedures for public works projects. Board of Directors' approval is requested to execute the agreement.

Recommendation(s)

Authorize the Chief Executive Officer to negotiate and execute Agreement No. C250018 between the Orange County Transportation Authority and Lighting Technology Services, Inc. doing business as LTS Property Services, the lowest responsive, responsible bidder, in the amount of \$470,670, for the installation of battery electric vehicle chargers at the Irvine Construction Circle Bus Base.

Attachments:

[Staff Report](#)

TRANSIT COMMITTEE MEETING AGENDA

5. **Amendment to Agreement for the Purchase of Electric Vehicle Chargers and Energy Management System**

Cliff Thorne/Johnny Dunning, Jr.

Overview

On January 25, 2021, the Orange County Transportation Authority Board of Directors approved an agreement with ChargePoint, Inc. for electric vehicle chargers and energy management system services for a five-year initial term, with one, three-year option term. Staff is requesting Board of Directors' approval to exercise the three-year option term to continue energy management system services effective February 1, 2026, through January 31, 2029, and add ten additional charging stations to support newly acquired paratransit vans at the Irvine Construction Circle bus base.

Recommendation(s)

Authorize the Chief Executive Officer to negotiate and execute Amendment No. 3 to Agreement No. C-0-2692 between the Orange County Transportation Authority and ChargePoint, Inc., to exercise the option term in the amount of \$127,205, for continued energy management system services and additional licensing for ten new charging stations to be installed at the Irvine Construction Circle bus base. This will increase the maximum obligation of the agreement to a total contract value of \$549,727.

Attachments:

[Staff Report](#)

[Attachment](#)

Regular Calendar

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

Charvalen Alacar/Rose Casey

Overview

Measure M2 is a multimodal transportation improvement program and includes a program to fund 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 services to ensure the required performance standards are being met. This report covers the period from April 2025 to September 2025.

Recommendation(s)

- A. Receive and file the Project V Ridership Report.
- B. Approve an exception to the Project V program guidelines to waive the requirement for city council action for not meeting the minimum performance standard in a prior semi-annual review reporting period.

TRANSIT COMMITTEE MEETING AGENDA

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

11. Adjournment

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

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

OCTA Headquarters
550 South Main Street
Orange, California



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.

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.



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



January 8, 2026

To: Transit Committee

From: Darrell E. Johnson, Chief Executive Officer

Subject: Agreement for Facility Modifications at Santa Ana Bus Base Operations Building

Overview

On November 5, 2025, the Orange County Transportation Authority issued an invitation for bids for facility modifications at the Santa Ana Bus Base operations building. Bids were received in accordance with the Orange County Transportation Authority's procurement procedures for public works projects. Board of Directors' approval is required to execute the agreement.

Recommendation

Authorize the Chief Executive Officer to negotiate and execute Agreement No. C250017 between the Orange County Transportation Authority and Golden Gate Steel, Inc., doing business as Golden Gate Construction, the lowest responsive, responsible bidder, in the amount of \$329,640, for facility modifications at the Santa Ana Bus Base operations building.

Discussion

The Orange County Transportation Authority (OCTA) completed construction of the Santa Ana Bus Base in 2005. Building maintenance and modifications are needed at the Santa Ana Bus Base to maintain a state of good repair of the operations building. The project will replace concrete walkways outside of the building, including an area facing the bus yard due to lifting from tree roots, along with an area at the southerly corner facing the employee parking lot that needs surface elevations modified for proper drainage during heavy rains to mitigate water intrusion at the locker room exit door. Cabinetry in the lobby area will be modified to provide more countertop workspace area and storage for operations staff for work efficiency, and flooring in administrative office areas will be replaced, including safety compliance, and related work.

Procurement Approach

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

Invitation for Bids (IFB) 250017 was released on November 5, 2025, through OCTA's OpenGov system. The project was advertised on November 4 and November 11, 2025, in a newspaper of general circulation. A pre-bid conference and job walk were held on November 12, 2025, and were attended by four firms. Two addenda were issued to make available the pre-bid conference registration sheets and handle administrative issues related to the IFB. On December 2, 2025, four bids were received and publicly opened.

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

| <u>Firm and Location</u> | <u>Bid Amount</u> |
|---|-------------------|
| Golden Gate Steel, Inc., doing business as (dba) Golden Gate Construction Norwalk, California | \$329,640 |
| Full Swing Construction, Inc. Garden Grove, California | \$347,350 |
| Norse Corporation Costa Mesa, California | \$357,798 |
| S & R Builds, Inc. Anaheim, California | \$526,000 |

The OCTA engineer's estimate for this project was \$330,000. The recommended firm's bid is \$360 lower than the engineer's estimate. A bid analysis was completed to confirm that the bid submitted accounts for all elements of the scope of work and technical specifications.

State law requires award to the lowest responsive, responsible bidder. As such, staff recommends award to Golden Gate Steel, Inc., dba Golden Gate Construction, the lowest responsive, responsible, bidder, in the amount of \$329,640, for facility modifications at the Santa Ana Bus Base operations building.

Fiscal Impact

The project was approved in OCTA's Fiscal Year 2025-26 Budget, Capital Programs Division, Account No. 1722-9022-D3145-2CC, and is funded with local transportation funds.

Summary

Staff recommends the Board of Directors authorize the Chief Executive Officer to negotiate and execute Agreement No. C250017 between the Orange County Transportation Authority and Golden Gate Steel, Inc., dba Golden Gate Construction, the lowest responsive, responsible bidder, in the amount of \$329,640, for facility modifications at the Santa Ana Bus Base operations building.

Attachment

None.

Prepared by:

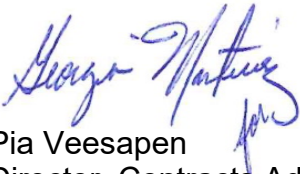


George Olivo, P.E.
Program Manager, Capital Programs
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Approved by:



James G. Beil, P.E.
Executive Director, Capital Programs
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Pia Veasapen
Director, Contracts Administration and
Materials Management
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January 8, 2026

To: Transit Committee

From: Darrell E. Johnson, Chief Executive Officer

Subject: Agreement for Bus Hoist Replacement at the Anaheim Bus Base

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

Overview

On September 10, 2025, the Orange County Transportation Authority issued an invitation for bids for replacement of the bus hoist at the Anaheim Bus Base. Bids were received in accordance with the Orange County Transportation Authority's procurement procedures for public works projects. Board of Directors' approval is requested to execute the agreement.

Recommendation

Authorize the Chief Executive Officer to negotiate and execute Agreement No. C-5-4261 between the Orange County Transportation Authority and Southwest Lift & Equipment, Inc., the lowest responsive, responsible bidder, in the amount of \$238,144, for replacement of the bus hoist at the Anaheim Bus Base.

Discussion

The Orange County Transportation Authority (OCTA) completed the original construction of the Anaheim Bus Base in 1983. The bus base is currently used by OCTA's contract operator for the daily operation and maintenance of OCTA fixed-route bus service. The hoist in the bus chassis wash bay is utilized for high-pressure water and steam cleaning of the engine and chassis undercarriage areas of the buses to facilitate maintenance operations of the bus fleet. The existing bus hoist was installed in 2009 and has reached the end of its useful life. To ensure continued safe and reliable bus fleet maintenance, the existing bus hoist needs replacement. The project consists of installation of a new flush mount drive-on bus hoist, remote control panels with electric hydraulic power and control units, wiring and connections, safety compliance, and related work.

Procurement Approach

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

Invitation for Bids (IFB) 5-4261 was released on September 10, 2025, through OCTA's OpenGov system. The project was advertised on September 10 and September 16, 2025, in a newspaper of general circulation. A pre-bid conference and job walk were held on September 17, 2025, and was attended by one firm. Eleven addenda were issued to make available the pre-bid conference registration sheets and handle administrative issues related to the IFB. On November 12, 2025, two bids were received and publicly opened.

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

| <u>Firm and Location</u> | <u>Bid Amount</u> |
|--|-------------------|
| Southwest Lift & Equipment, Inc. San Bernardino, California | \$238,144 |
| Autolift Services, Inc. Los Alamitos, California | \$244,539 |

The OCTA engineer's estimate for this project was \$400,000. After conducting some further analysis, it was determined that the independent cost estimate was overstated due to cost assumptions associated with furnishing the hoist and control panel and subcontracting for electrical and safety services. The recommended firm's bid is 40 percent lower than the engineer's estimate and is deemed to be fair and reasonable. The bidder included all costs required to perform the work as required by the IFB and addenda.

State law requires award to the lowest responsive, responsible bidder. As such, staff recommends award to Southwest Lift & Equipment, Inc., the lowest responsive, responsible, bidder, in the amount of \$238,144, for replacement of the bus hoist at the Anaheim Bus Base.

Fiscal Impact

The project was approved in OCTA's Fiscal Year 2025-26 Budget, Capital Programs Division, Account No. 1722-9026-D3103-2W7, and is funded with Federal Transit Administration grant funds.

Summary

Staff recommends the Board of Directors authorize the Chief Executive Officer to negotiate and execute Agreement No. C-5-4261 between the Orange County Transportation Authority and Southwest Lift & Equipment Inc., the lowest responsive, responsible bidder, in the amount of \$238,144, for replacement of the bus hoist at the Anaheim Bus Base.

Attachment

None.

Prepared by:



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Approved by:



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January 8, 2026

To: Transit Committee

From: Darrell E. Johnson, Chief Executive Officer

Subject: Agreement for Installation of Battery Electric Vehicle Chargers at Irvine Construction Circle Bus Base

Overview

On November 4, 2025, the Orange County Transportation Authority issued an invitation for bids for installation of battery electric vehicle chargers at the Irvine Construction Circle Bus Base to support the zero-emission bus pilot program, specifically the OC ACCESS paratransit service. Bids were received in accordance with the Orange County Transportation Authority's procurement procedures for public works projects. Board of Directors' approval is requested to execute the agreement.

Recommendation

Authorize the Chief Executive Officer to negotiate and execute Agreement No. C250018 between the Orange County Transportation Authority and Lighting Technology Services, Inc. doing business as LTS Property Services, the lowest responsive, responsible bidder, in the amount of \$470,670, for the installation of battery electric vehicle chargers at the Irvine Construction Circle Bus Base.

Discussion

The Orange County Transportation Authority (OCTA) initiated a pilot program to test zero-emission bus (ZEB) technology to obtain operational information to determine which ZEB technology, or mix of technologies, best meets OCTA service requirements. The ZEB pilot program was implemented in early 2020 with the introduction of ten 40' hydrogen fuel cell electric buses (FCEB) and a hydrogen fueling station at the Santa Ana Bus Base operating fixed-route service. This was expanded in 2023 to include ten 40' battery electric buses operating fixed-route service from the Garden Grove Bus Base. OCTA plans to further expand its ZEB fleet with the addition of 40 new FCEBs along with the installation of a hydrogen fueling station at the Garden Grove Bus Base. The

project will install ten 20-kilowatt chargers and one 50-kilowatt fast charger at OCTA's Irvine Construction Circle Bus Base, including underground conduits, electrical conductors, concrete foundations, chargers, dispensers, Fleetwatch receivers for OCTA's fuel management system, pavement repairs, striping and markings connection to the electrical service main switchboard, safety compliance, and related work. In coordination with operations, maintenance, and the equipment manufacturer, staff will energize and test the functionality of the battery electric vehicle chargers for use.

Procurement Approach

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

Invitation for Bids (IFB) 250018 was electronically released on November 4, 2025, through OCTA's OpenGov system. The project was advertised on November 5 and November 10, 2025, in a newspaper of general circulation. A pre-bid conference and job walk/site visit were held on November 11, 2025, and were attended by five firms. Four addenda were issued to provide the pre-bid conference registration sheets, issue revised plans, and handle administrative issues related to the IFB. On December 5, 2025, four bids were received and publicly opened.

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

| <u>Firm and Location</u> | <u>Bid Amount</u> |
|---|-------------------|
| Lighting Technology Services, Inc., doing business as (dba) LTS Property Services Santa Ana, California | \$470,670 |
| JTB Contracting, Inc. Temecula, California | \$479,143 |
| Vellutini Corporation Sacramento, California | \$498,777 |

Asplundh Construction, LLC
Buena Park, California

\$689,304

The engineer's estimate for this project was \$500,000. The recommended firm's bid is 5.87 percent below the engineer's estimate and is considered by staff to be fair and reasonable.

State law requires award to the lowest responsive, responsible bidder. As such, staff recommends award to Lighting Technology Services, Inc., as the lowest, responsive, responsible bidder, in the amount of \$470,670, for the installation of battery electric vehicle chargers at the Irvine Construction Circle Bus Base.

Fiscal Impact

The project was approved in OCTA's Fiscal Year 2025-26 Budget, Capital Programs Division, Account No. 1722-9022-D1401-CAC, and is funded through Federal Transit Administration 5339(c) grant funds.

Summary

Staff recommends the Board of Directors authorize the Chief Executive Officer to negotiate and execute Agreement No. C250018 between the Orange County Transportation Authority and Lighting Technology Services, Inc., dba LTS Property Services, the lowest responsive, responsible bidder, in the amount of \$470,670, for the installation of battery electric vehicle chargers at the Irvine Construction Circle Bus Base.

Attachment

None.

Prepared by:

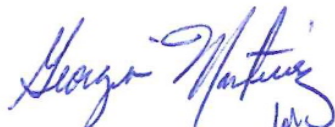


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January 8, 2026

To: Transit Committee

From: Darrell E. Johnson, Chief Executive Officer 

Subject: Amendment to Agreement for the Purchase of Electric Vehicle Chargers and Energy Management System

Overview

On January 25, 2021, the Orange County Transportation Authority Board of Directors approved an agreement with ChargePoint, Inc. for electric vehicle chargers and energy management system services for a five-year initial term, with one, three-year option term. Staff is requesting Board of Directors' approval to exercise the three-year option term to continue energy management system services effective February 1, 2026, through January 31, 2029, and add ten additional charging stations to support newly acquired paratransit vans at the Irvine Construction Circle bus base.

Recommendation

Authorize the Chief Executive Officer to negotiate and execute Amendment No. 3 to Agreement No. C-0-2692 between the Orange County Transportation Authority and ChargePoint, Inc., to exercise the option term in the amount of \$127,205, for continued energy management system services and additional licensing for ten new charging stations to be installed at the Irvine Construction Circle bus base. This will increase the maximum obligation of the agreement to a total contract value of \$549,727.

Discussion

The Orange County Transportation Authority (OCTA) owns, operates, and maintains a fleet of non-revenue vehicles that support bus operations, Transit Police Services, administrative pool needs, and department-assigned functions.

Within this fleet, 50 vehicles are designated as operator relief vehicles (ORV), which are primarily used to relieve bus operators in the field. The ORV fleet

consists of electric vehicles (EV) that require daily charging through dedicated charging stations to maintain sufficient state of charge and operating range.

OCTA's charging infrastructure is supported by ChargePoint, Inc.'s (ChargePoint) energy management system software. The current system includes 60 non-pay fleet charging stations used primarily for the ORV fleet, ten pay-per-use charging stations for visitors and employees, and two pay-per-use fast chargers, for a total of 72 EV charging stations. The pay-per-use and fast chargers may also serve as backup or quick-charge options for the ORV fleet and other OCTA EVs.

Ten additional charging stations are necessary to support ten newly acquired battery-electric vans for paratransit service. With Board of Directors' (Board) approval, these ten charging stations will be installed at the Irvine Construction Circle bus base and will be integrated into the ChargePoint energy management system, bringing the total number of managed EV charging stations to 82.

The energy management system allows staff to monitor and adjust energy usage, view real-time vehicle charging status, set pricing and charging policies, and access detailed data analytics. The system supports both light-duty charging stations and heavy-duty bus chargers.

Procurement Approach

The original procurement was handled in accordance with OCTA's Board-approved policies and procedures for professional and technical services. The original agreement was awarded on a competitive basis and includes a five-year initial term in the amount of \$374,200, and one, three-year option term. The agreement was previously amended as shown in Attachment A.

The proposed Amendment No. 3 is to exercise the option term through January 31, 2029, and increase the maximum obligation in the amount of \$127,205, bringing the total contract value to \$549,727. The budget for this amendment is based on the rates as negotiated in the original agreement, as well as the rates for the additional subscriptions that are in line with the OCTA project manager's independent cost estimate. Exercising the option term will allow ChargePoint to continue providing energy management system services and additional licensing through January 31, 2029.

Fiscal Impact

The project was approved in OCTA's Fiscal Year 2025-26 Budget, Maintenance Resource Management account nos. 2159-9026-D2113-0ZF and 2159-9026-D2113-0DC.

Summary

Based on the information provided, staff recommends the Board of Directors authorize the Chief Executive Officer to negotiate and execute Amendment No. 3 to Agreement No. C-0-2692 between the Orange County Transportation Authority and ChargePoint, Inc., in the amount of \$127,205, to exercise the three-year option term of the agreement through January 31, 2029, for energy management system services, as well as licensing for ten additional charging stations. This will increase the maximum obligation of the agreement to a total contract value of \$549,727.

Attachment

- A. ChargePoint, Inc., Agreement C-0-2692 Fact Sheet

Prepared by:

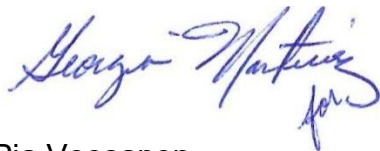


Gretchen Burrow
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Approved by:



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Director, Contracts Administration and
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Johnny Dunning Jr.
Chief Operating Officer, Operations
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**ChargePoint, Inc.
Agreement No. C-0-2692 Fact Sheet**

1. January 25, 2021, Agreement No. C-0-2692, \$374,200 approved by the Board of Directors (Board).
 - Agreement executed February 1, 2021, with ChargePoint, Inc. to provide electric charging station and energy management system services.
 - Five-year initial term effective February 1, 2021 through January 31, 2026, with one, three-year option term.
2. April 19, 2021, Amendment No. 1 to Agreement No. C-0-2692, \$0.00, approved by the Contracts Administration and Materials Management (CAMM) Department.
 - Incorporated subscription agreement cloud plan services terms and conditions.
3. December 16, 2021, Amendment No. 2 to Agreement No. C-0-2692, \$48,322, approved by the CAMM Department.
 - Additional ten ABB chargers were added as required by Southern California Edison's Charge Ready Program.
4. January 12, 2026, Amendment No. 3 to Agreement No. C-0-2692, \$127,205 pending approval by the Board.
 - Amendment to exercise the option term of the agreement effective February 1, 2026 through January 31, 2029.

Total committed to ChargePoint, Inc., after approval of Amendment No. 3 to Agreement No. C-0-2692: \$549,727.



January 8, 2026

To: Transit Committee

From: Darrell E. Johnson, Chief Executive Officer

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

Overview

Measure M2 is a multimodal transportation improvement program and includes a program to fund 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 services to ensure the required performance standards are being met. This report covers the period from April 2025 to September 2025.

Recommendations

- A. Receive and file the Project V Ridership Report.
- B. Approve an exception to the Project V program guidelines to waive the requirement for city council action for not meeting the minimum 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 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 and are evaluated on a quarterly basis. This ridership report covers

the fourth quarter for fiscal year (FY) 2024-25, and the first quarter for FY 2025-26, and provides information on boardings per revenue vehicle hour, cost per boarding, and achievement of local jurisdictions' customer satisfaction and on-time performance standards.

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. 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 under 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.

Discussion

Active Project V services during this reporting period, from 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, four 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, and
- Newport Beach – Balboa Peninsula Trolley Service Continuation.

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), and

- San Clemente Summer Weekday Trolley and Seasonal Service Expansion (2018 grant).

During this reporting period, 19 of the 21 current Project V services were in operation. Performance information is provided in Attachment A. The community-based transit services that were in service during this period include the following:

- 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 Rideshare Programs (2016), 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 \$38.04 which is approximately 75 percent higher than the OCTA Board of

Directors (Board)-specified 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. Ultimately, it is the City's decision, based on its local priorities, as to whether they want to pay the additional cost of \$27.23 per boarding to continue the service.

While some local jurisdictions are still developing strategies and tools to meet the on-time performance and customer satisfaction standards¹, 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.

During this reporting period, these services altogether carried 502,496 total passengers, provided 30,879 hours of service, and traveled 375,993 miles.

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 from 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 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. 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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Approved by:



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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 | Service Start Month/Year | Total Boardings | Total RVH | Total RVM | Boardings per RVH (B/RVH) ^{1, 2} | Cost Per Boarding (O&M/B) ^{1, 2} | Met CS Threshold (Y/N/NA) | Met OTP Threshold (Y/N/NA) |
|-------|---------------------|---|--------------------|------------------------|--|--------------------------|-----------------|-----------|-----------|---|---|---------------------------|----------------------------|
| 1 | Anaheim | Anaheim Canyon Circulator | 2020 | \$ 1,141,864 | Commuter Service | July 2020 | 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 | June 2017 | 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 | Jul-25 | 4,032 | 249 | 4,150 | 16.2 | \$ 16.96 | Y | Y |
| 4 | Dana Point | Dana Point Trolley Continuity ³ | 2020 | \$ 2,209,739 | Seasonal Service | July 2024 | 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 | August 2024 | 5,148 | 428 | 5,267 | 12.0 | \$ 12.10 | Y | Y |
| 6 | Laguna Beach | Summer Breeze Bus Service | 2018 | \$ 634,357 | Seasonal Service | June 2018 | 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 | September 2021 | 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 | June 2025 | 1,536 | 56 | 1,536 | 27.7 | \$ 2.80 | Y | Y |
| 9 | Laguna Niguel | Laguna Niguel Summer Trolley - Southern Section ³ | 2018 | \$ 886,082 | Seasonal and Special Event | May 2022 | 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 | July 2025 | 18,447 | 849 | 59,770 | 21.7 | \$ 8.90 | Y | Y |
| 11 | Mission Viejo | Circulator and Special Event Service ⁴ | 2024 | \$ 4,423,545 | Local Circulator and Special Event | March 2025 | 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 | May 2025 | 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 | May 2017 | 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 | July 2018 | 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 | July 2025 | 129,538 | 4,660 | 42,448 | 27.8 | \$ 2.84 | Y | Y |
| 16 | San Juan Capistrano | Expanded Summer Weekend and Special Event Trolley Service | 2024 | \$ 2,526,012 | Seasonal and Special Event | July 2025 | 13,925 | 818 | 4,222 | 17.0 | \$ 10.81 | Y | Y |
| 17 | Huntington Beach | HB Southeast Rideshare Pilot Program | 2020 | \$ 806,240 | Shared-Ride Hailing | July 2023 | 32,864 | 4,380 | 27,204 | 7.5 | \$ 7.31 | Y | Y |
| 18 | Laguna Beach | Laguna Canyon Road/El Toro Road Laguna Local Service ⁵ | 2024 | \$ 2,024,489 | On-Demand, Microtransit | July 2025 | 2,826 | 1,677 | 14,072 | 1.7 | \$ 38.04 | TBD | TBD |
| 19 | San Clemente | SC Rides On-Demand Service | 2016 | \$ 2,014,200 | Shared-Ride Hailing | October 2016 | 9,545 | 1,136 | 22,692 | 8.4 | \$ 7.58 | Y | N/A |
| Total | | | | | | | 502,496 | 30,879 | 375,993 | | | | |

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: 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 of Laguna Niguel was unable to determine specific reasons for rider dissatisfaction or follow up with individual respondents. The City of Laguna Niguel 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: 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 of Mission Viejo 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 \$38.04, 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
B/RVH - 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&M/B - 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
- Meet transportation needs throughout the County
- 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)



11 existing Project V services extended to June 2031 (through the 2024 call)

Call – Call for Projects



Overview (Cont.)

- Two percent of M2 net revenues
- 2024 Call: Board awarded \$45.13 million to fund 14 projects from local jurisdictions
- Key Performance Indicators:
 - Maximum cost per boarding: \$21.63
 - On-time performance and customer satisfaction thresholds met
- Underperforming services subject to city council determination
- Ridership reports presented to the Transit Committee and OCTA Board

M2 – Measure M2

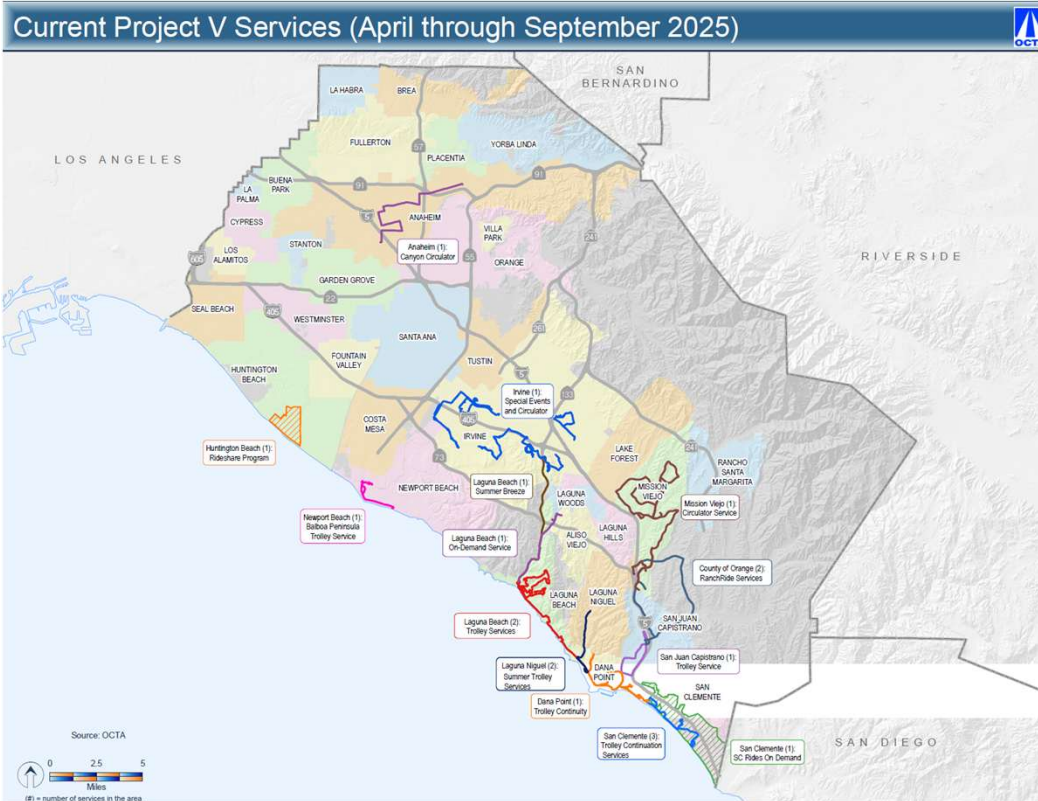
OCTA – Orange County Transportation Authority

Board – Board of Directors





Regional Overview



• Project V Grants

- 19 grants in operation from April 2025 to September 2025

• Overall Ridership Statistics

- 502,496 total passengers
- 30,879 hours of transit service
- 363,598 revenue vehicle miles



Grants in Operation: April 2025 to September 2025

Seasonal & Special Event (11 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, and 2020 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 (Three grants)

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

Commuter (One grant)

- Anaheim (2020 grant)





Performance Standards

- **Services evaluated for adherence to established performance standards:**
 - 19 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

January 2026



What do we measure?



Service Demand

Measures boarding activity on OC Bus, 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.



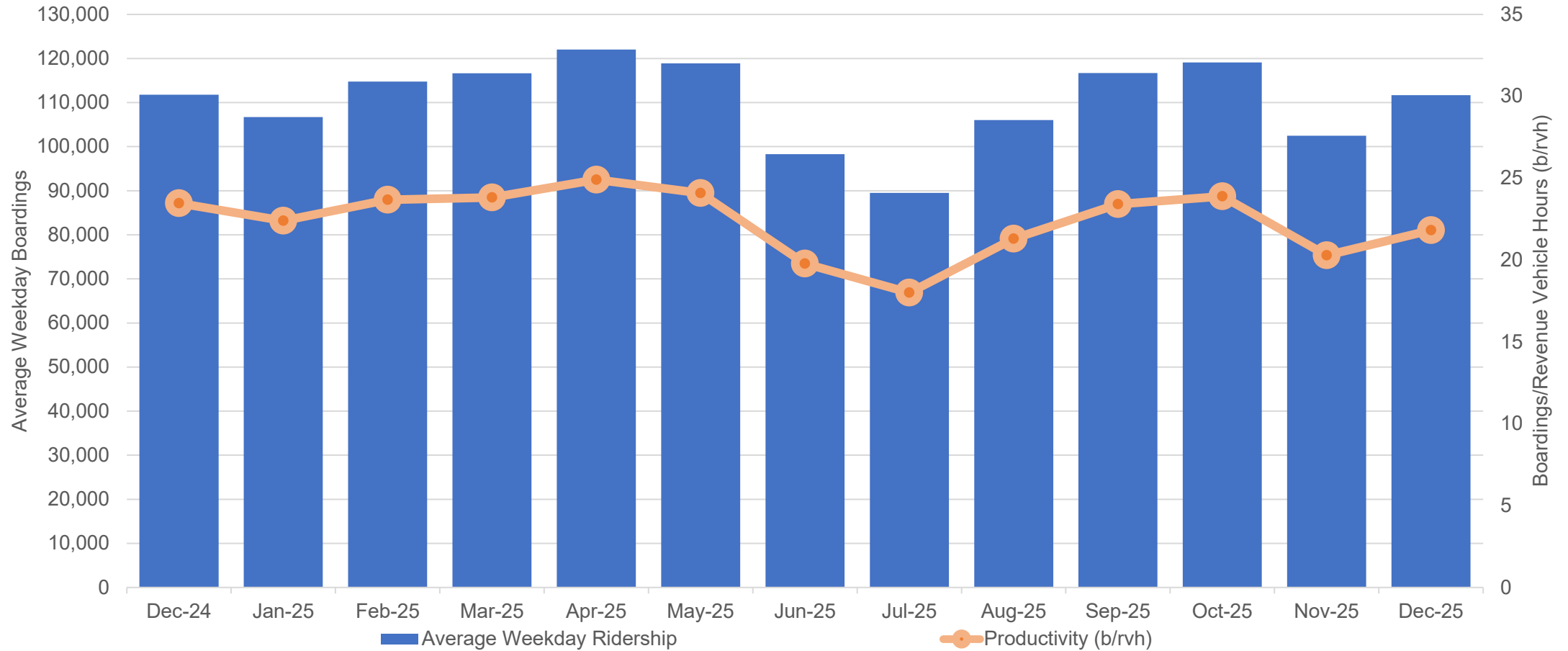
Courtesy

Measures customer feedback and is typically normalized by boardings.



OC BUS

Service Demand - Ridership Snapshot

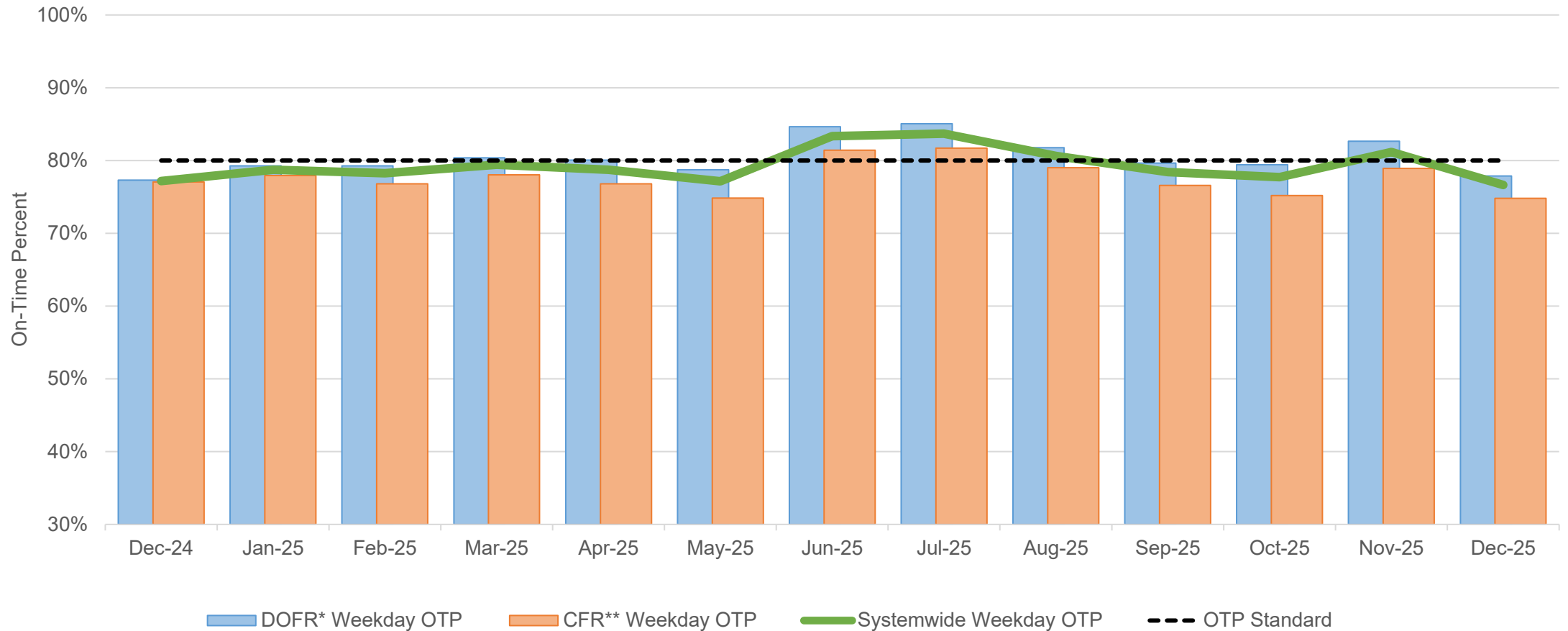


Service Demand: Ridership (or boardings) is the number of rides passengers take using public transit. The average weekday boarding activity is used to measure OC Bus service demand. Productivity is an industry measure that counts the average number of boardings for each revenue vehicle hour (RVH) that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



OC BUS

Service Reliability – On-Time Performance



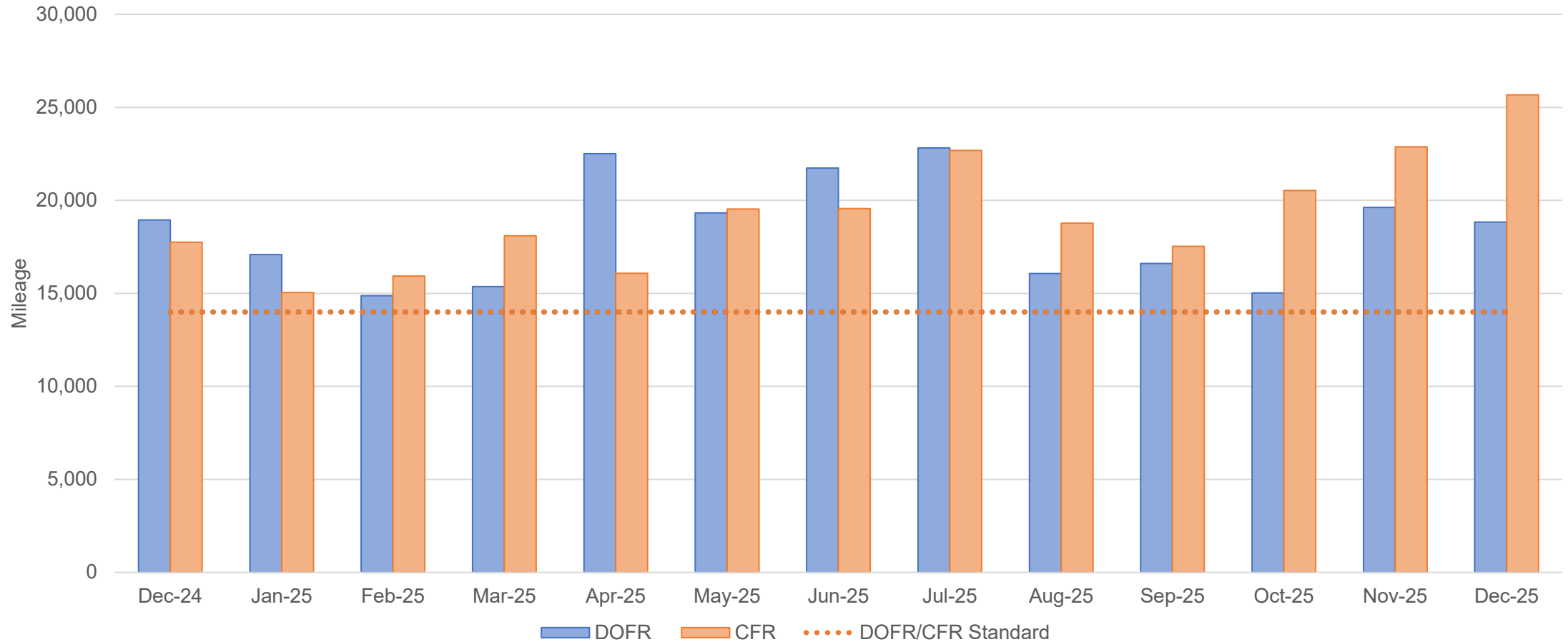
On-Time Performance (OTP): Measures how well OCTA vehicles adhere to the schedule, and it is calculated by dividing the count of vehicle timepoint departures that are on time (within five minutes late or zero minutes early of the scheduled arrival time) by the number of total departures, reported system-wide.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

Data reported through December 14th, 2025

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



Service Reliability – Vehicle Performance

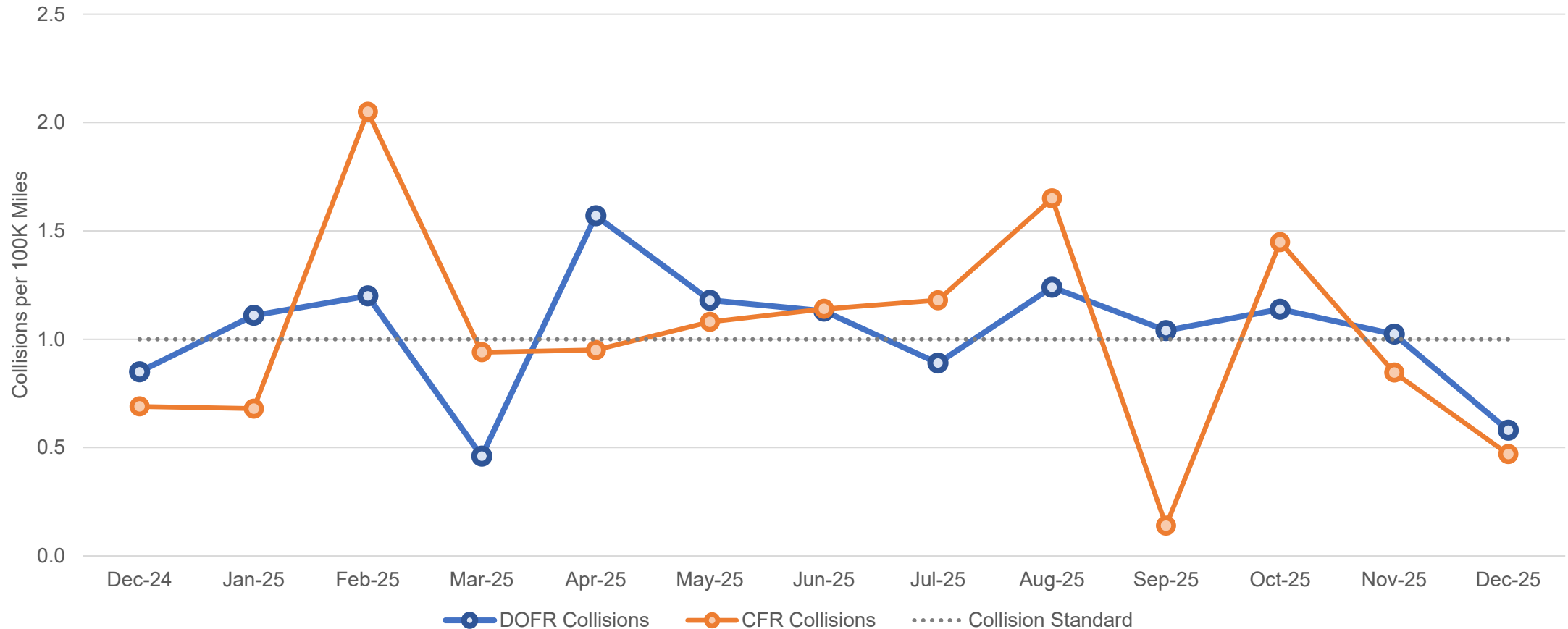


Miles Between Road Calls: MBRC is determined by the total vehicle mileage divided by the total road calls or disruptions due to mechanical failures in revenue service. The MBRC standard for DOFR and CFR is 14,000 miles.

Data reported through December 14th, 2025



Safety – Preventable Collisions

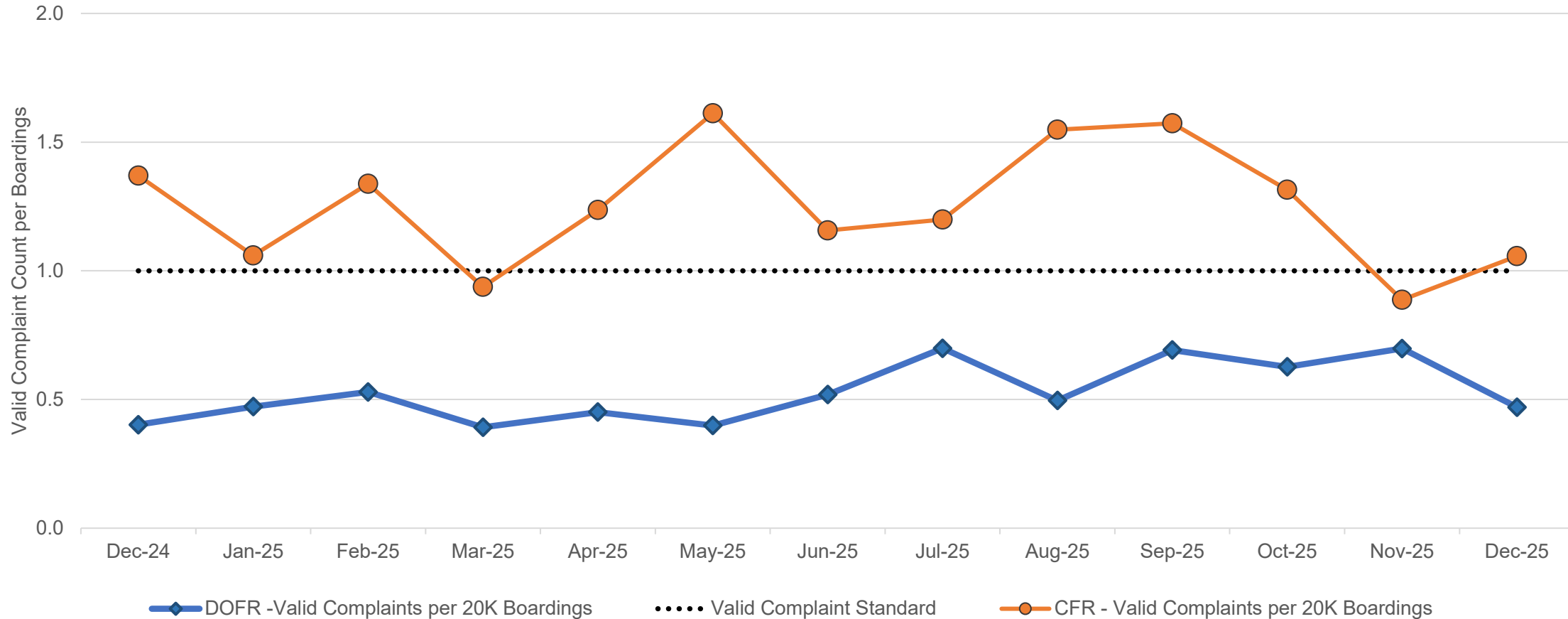


Preventable Collisions: Preventable vehicle accidents are defined as incidents when physical contact occurs between vehicles used for public transit and other vehicles, objects, or pedestrians and where a coach operator failed reasonably to prevent the accident. The performance standard is no more than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

Data reported through December 14th, 2025



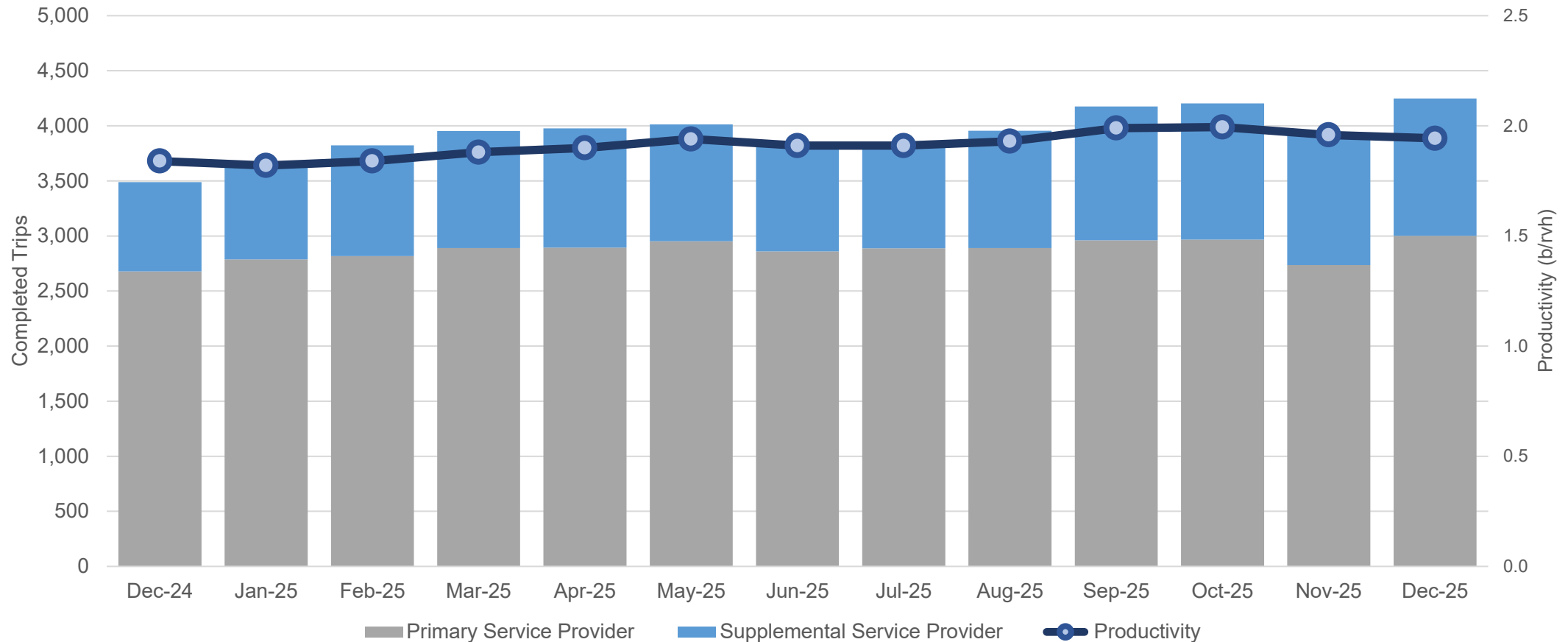
Service Quality – Customer Satisfaction



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.



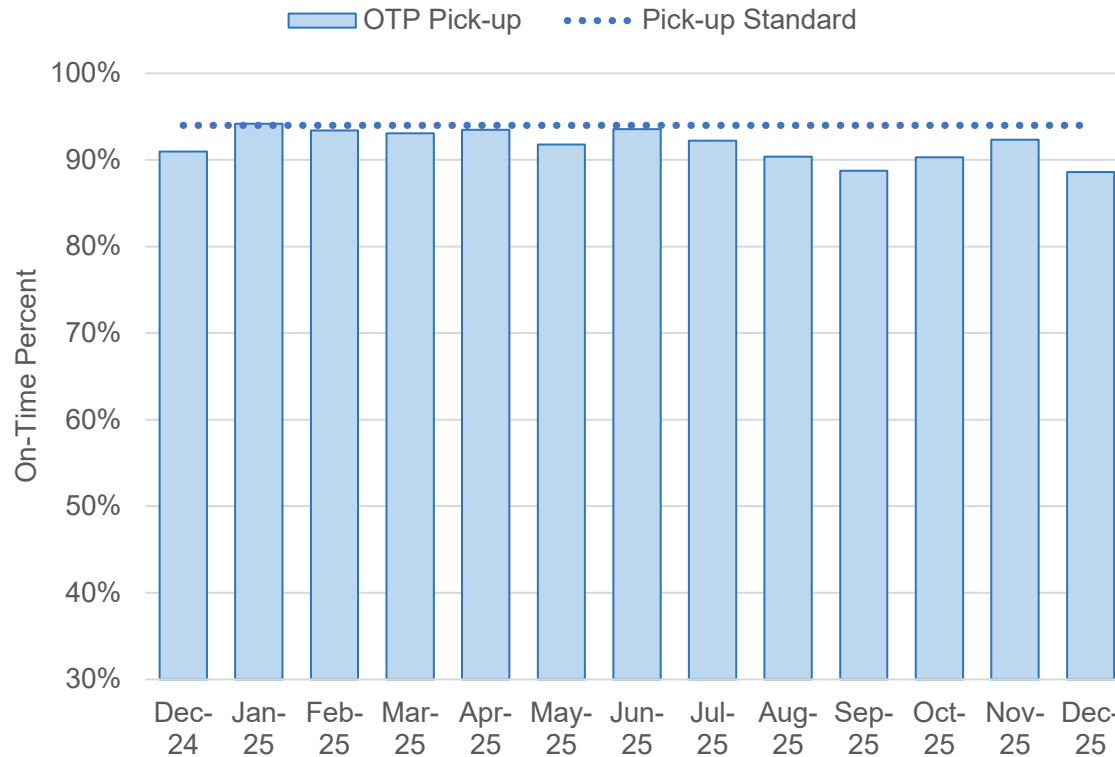
Service Demand – Ridership Snapshot



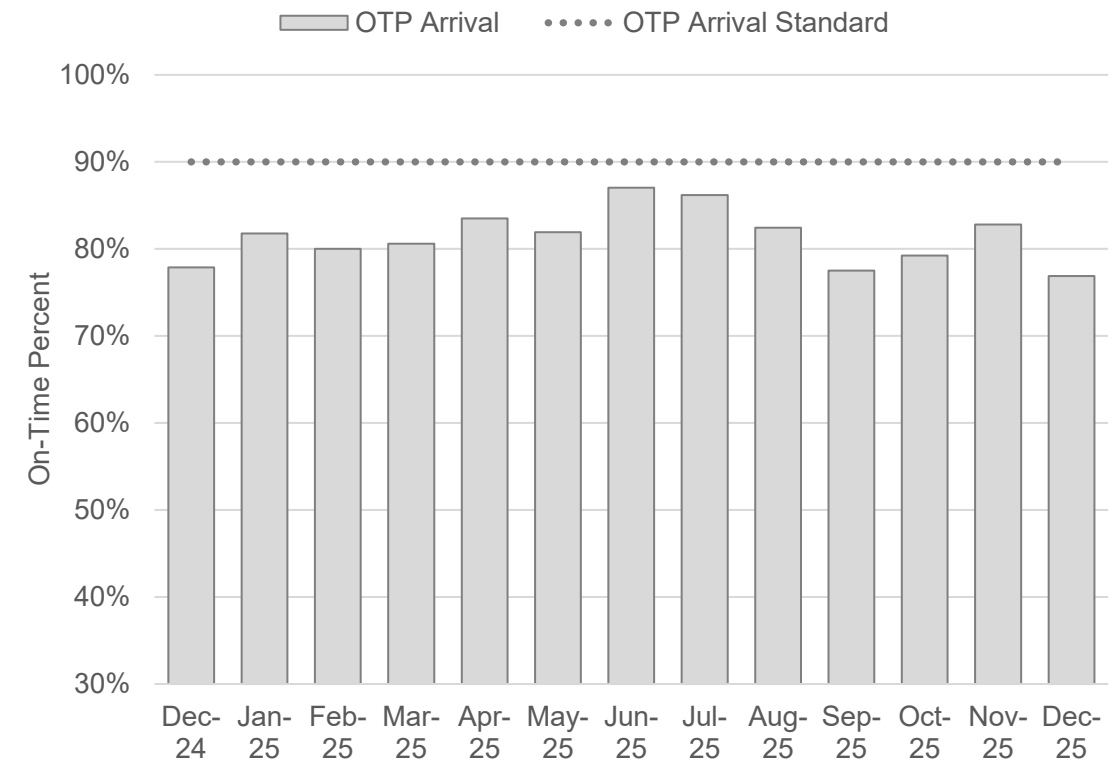
Service Provider Demand: OCTA has a primary service provider, First Transit, Inc., and supplemental providers which are contracted to meet demand on the network.



Service Reliability – On-Time Performance



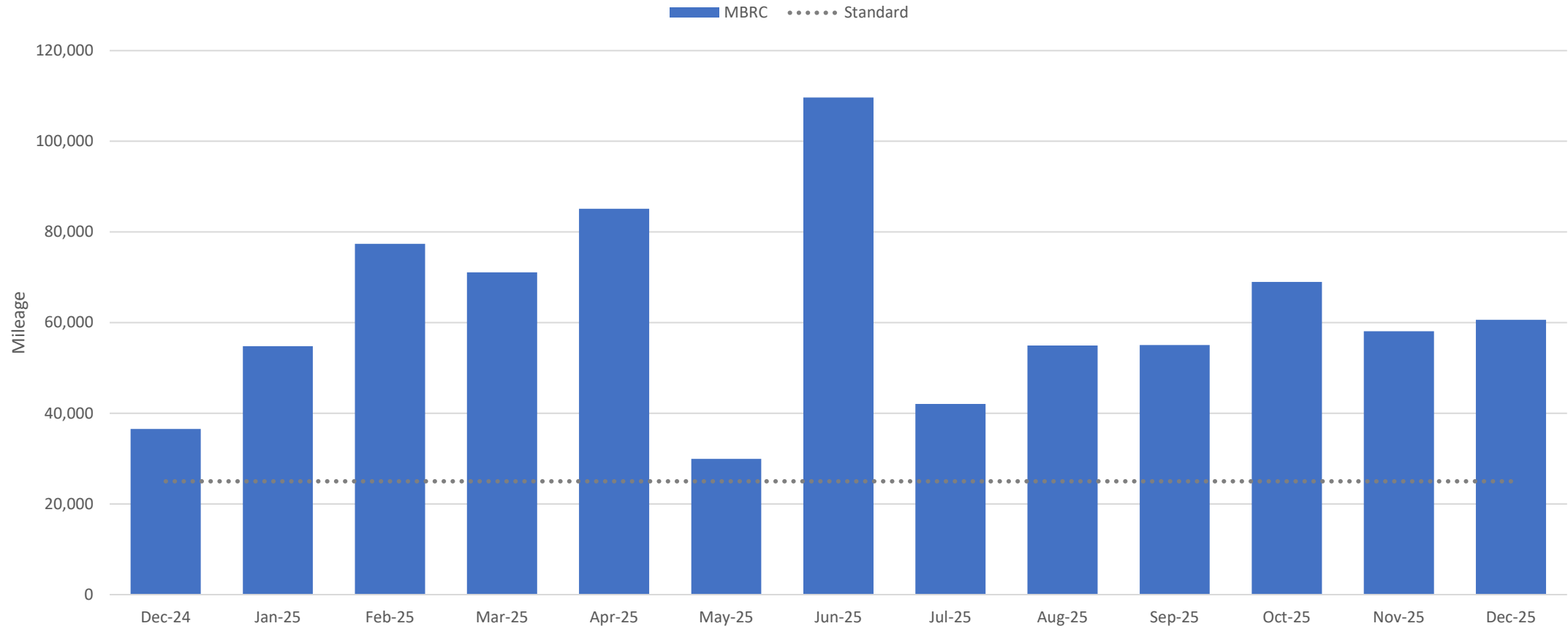
Pick-up OTP: The percentage of trips when the driver arrives within the 30-minute on-time window for scheduled pick-up trips.



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



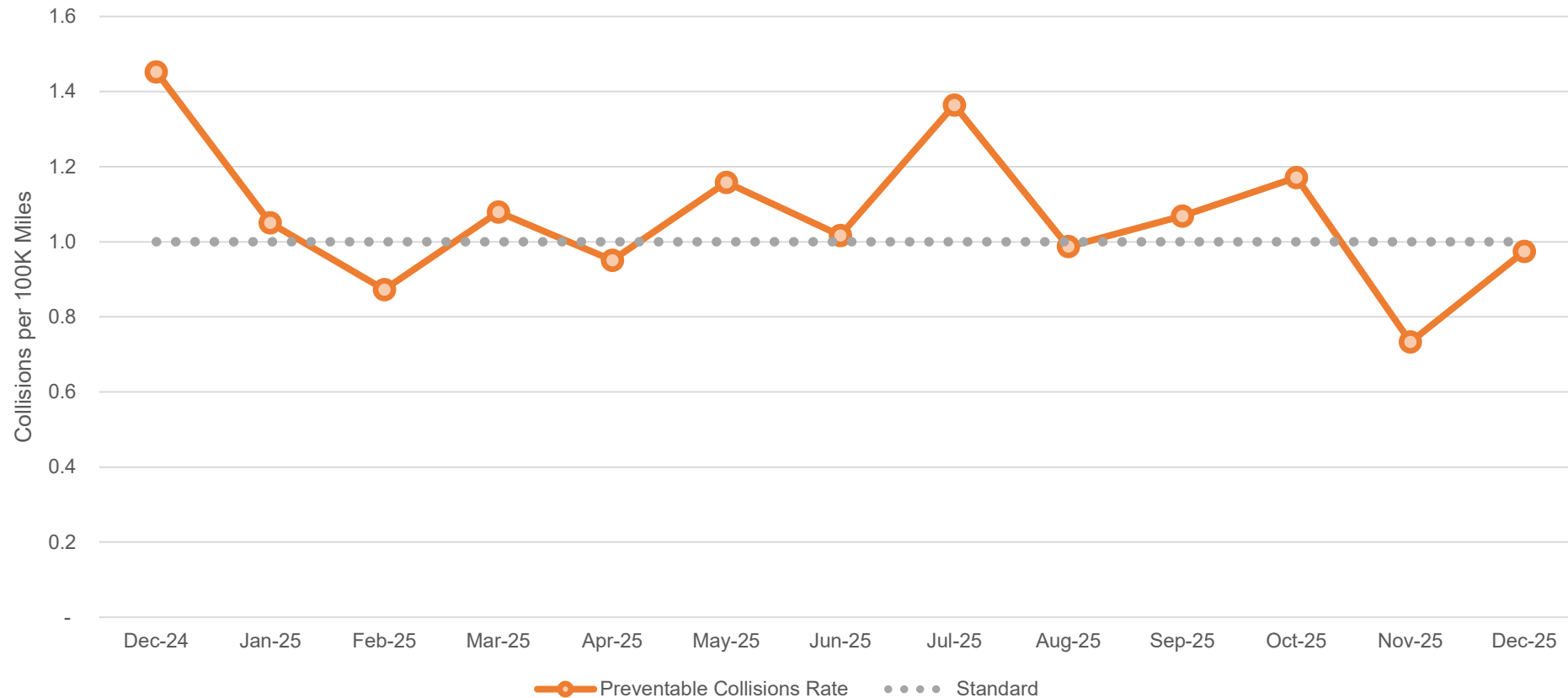
Service Reliability – Miles Between Road Calls



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



Safety – Preventable Collisions

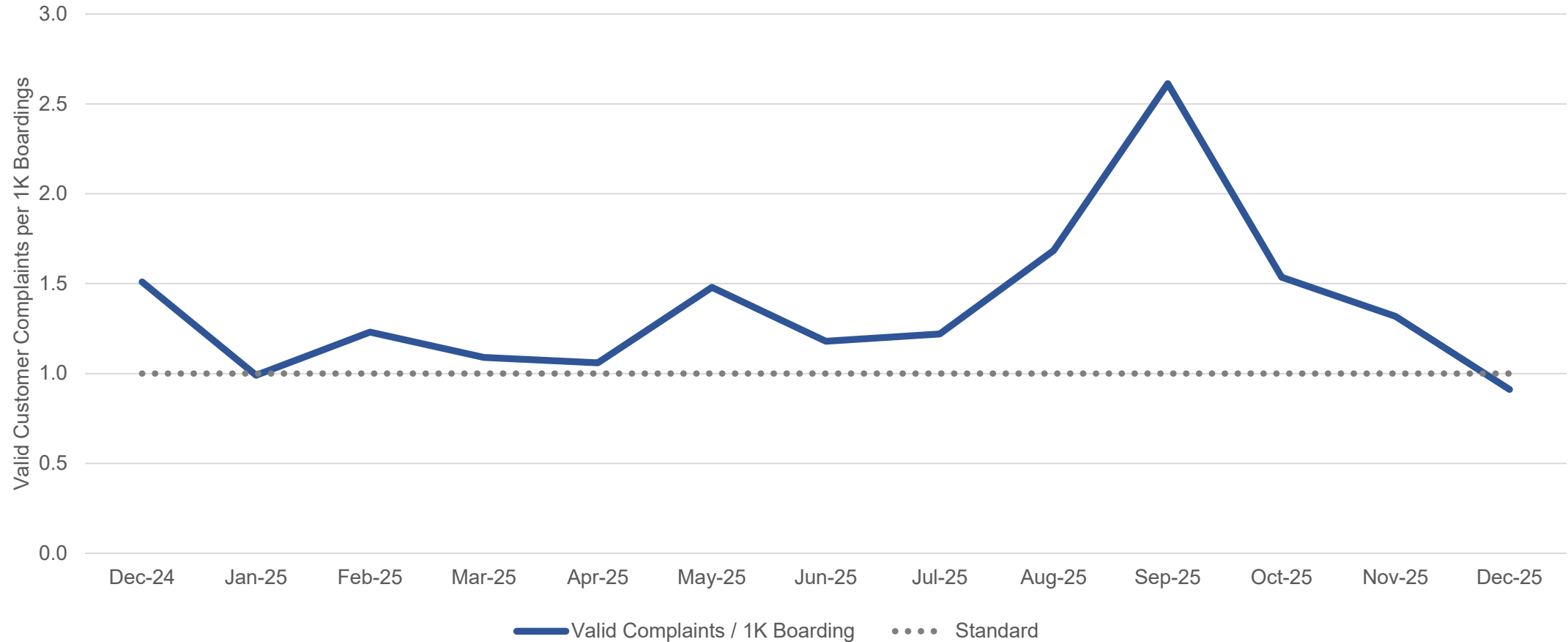


Preventable Collisions: A preventable collision is defined as an event where a driver providing revenue service could have been reasonably avoided by the driver. The performance standard is no more than one vehicle accident per 100,000 miles.

Data reported through December 14, 2025



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 December 14, 2025



Upcoming Activities



Service Changes

- OC Bus Service Change Implementation – February 8, 2026