




July 14, 2025

To: Members of the Board of Directors

From: Darrell E. Johnson, Chief Executive Officer 

Subject: Approval to Release Request for Proposals for Streetcar Security Officer Services

Overview

The Orange County Transportation Authority has developed a request for proposals to initiate a competitive procurement process to select a firm to provide security officer services on the OC Streetcar system.

Recommendations

- A. Approve the proposed evaluation criteria and weightings for Request for Proposals 5-3875 to select a firm to provide streetcar security officer services on the OC Streetcar system.
- B. Approve the release of Request for Proposals 5-3875 for streetcar security officer services on the OC Streetcar system.

Discussion

The Orange County Transportation Authority (OCTA) anticipates commencing OC Streetcar (OCSC) revenue service in spring 2026. OCTA is committed, and has an obligation, to provide the safe, secure, and orderly operation of the OC Streetcar. To determine the recommended approach to achieve this commitment, staff evaluated multiple factors including existing crime trends in the area, jurisdictional input, ridership, community acceptance of law enforcement personnel, cost, availability, responsiveness of local/county law enforcement personnel, and the operational footprint spanning two city jurisdictions. A hybrid model that utilizes both trained transit security officers and sworn law enforcement is a balanced approach that most appropriately meets the passenger safety and security needs of the OC Streetcar.

OCTA seeks to effectively address activities that adversely affect the condition and perception of security on the OCSC, but which do not rise to the level of criminal activity. Examples include, but are not limited to, fare disputes, illegal dumping, minor vandalism, and customer code of conduct violations.

These specially trained security officers would be uniformed and armed only with less lethal weapons to defend themselves and, if necessary, others. Their daily tasks will include serving as forward-deployed customer service personnel, providing a visible deterrent to challenging passengers, and observing and reporting security-related incidents to OCTA's Central Communications Section.

Procurement Approach

The OCTA Board of Directors (Board)-approved procurement policies and procedures require that the Board approve all requests for proposals (RFP) over \$1,000,000, as well as approve the evaluation criteria and weightings. Staff is submitting for Board approval the draft RFP and evaluation criteria and weightings, which will be used to evaluate proposals received in response to this RFP.

The recommended evaluation criteria and weightings are as follows:

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

Several factors were considered in developing the evaluation criteria weightings. Qualifications of the firm is weighted at 20 percent as the proposing firm must demonstrate relevant experience, as well as have the resources to meet the immediate and long-term staffing requirements of the scope of work. Staffing and project organization is weighted at 25 percent as it is critical for the firm to demonstrate it can provide the experienced and qualified individuals needed to achieve the requirements set forth in the scope of work. The work plan is weighted at 30 percent as the proposing firm must be able to demonstrate their understanding of the project scope, as well as the approach to providing the staff with the required skill levels and experience. Cost and price is assigned 25 percent to ensure a fair comparison of the proposed rates for the total contract term, as well as ensuring that OCTA receives value for the services provided.

The contract term for this procurement will be for a two-year initial term with one, one-year option term. The total cost for the initial term is anticipated to be \$2,557,660. This RFP will be released upon Board approval of these recommendations.

Fiscal Impact

The project is included in OCTA's Fiscal Year 2025-26 Budget. Funding for these services will be provided through the Local Transportation Fund (LTF) utilizing account nos. 0035-7616-0C100-4TZ, 0035-9025-0C100-0PQ and 0035-9027-0C100-03N.


Summary

Board of Directors' approval is requested to release Request for Proposals 5-3875 for security officer services on the OC Streetcar system and approval of the proposed evaluation criteria and weightings.

Attachment

- A. Draft Request for Proposals RFP 5-3875 Streetcar Security Officer Services

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