



# **AGENDA**

## ***Transit Committee Meeting***

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### **Committee Members**

Andrew Do, Chairman  
Gregory T. Winterbottom, Vice Chairman  
Laurie Davies  
Steve Jones  
Jose F. Moreno  
Miguel Pulido  
Tim Shaw

Orange County Transportation Authority  
Headquarters  
550 South Main Street  
Board Room – Conf. Room 07  
Orange, California  
**Thursday, July 11, 2019 at 9:00 a.m.**

Any person with a disability who requires a modification or accommodation in order to participate in this meeting should contact the OCTA Clerk of the Board, telephone (714) 560-5676, no less than two (2) business days prior to this meeting to enable OCTA to make reasonable arrangements to assure accessibility to this meeting.

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.

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

### **Call to Order**

### **Pledge of Allegiance**

Director Moreno

### **1. Public Comments**

### **Special Calendar**

There are no Special Calendar matters.



## **Consent Calendar (Items 2 through 6)**

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.

### **2. Approval of Minutes**

Approval of the minutes of the Transit Committee meeting of June 13, 2019.

### **3. Consultant Selection for the Preparation of Orange County Rail Infrastructure Defense Against Climate Change Plan**

Jason Lee/James G. Beil

#### **Overview**

On February 21, 2019, the Orange County Transportation Authority issued a request for proposals to prepare an Orange County Rail Infrastructure Defense Against Climate Change Plan. Proposals were received in accordance with the Orange County Transportation Authority's procurement process for professional and technical services. Board of Directors' approval is requested for the selection of a firm to perform the required work.

#### **Recommendations**

- A. Approve the selection of WSP USA, Inc., as the firm to prepare an Orange County Rail Infrastructure Defense Against Climate Change Plan.
- B. Authorize the Chief Executive Officer to negotiate and execute Agreement No. C-8-2072 between the Orange County Transportation Authority and WSP USA, Inc., in the amount of \$549,953, to prepare an Orange County Rail Infrastructure Defense Against Climate Change Plan.



**4. Contract Change Order for Removal and Disposal of Contaminated Materials at the Maintenance and Storage Facility Property for the OC Streetcar Project**

Mary Shavalier/James G. Beil

**Overview**

On September 24, 2018, the Orange County Transportation Authority Board of Directors authorized Agreement No. C-7-1904 with Walsh Construction Company II, LLC, for construction of the OC Streetcar project. A contract change order is required for the removal and disposal of contaminated materials at the maintenance and storage facility property.

**Recommendation**

Authorize the Chief Executive Officer to negotiate and execute Contract Change Order No. 2.1 to Agreement No. C-7-1904 with Walsh Construction Company II, LLC, in the amount of \$160,000, for the removal and disposal of contaminated materials at the maintenance and storage facility property for the OC Streetcar project.

**5. Agreement for Mobility Management Services**

Gracie Davis/Jennifer L. Bergener

**Overview**

The Orange County Transportation Authority's Mobility Management Program offers travel training to OC ACCESS riders, seniors, and persons with disabilities to teach the skills and gain the familiarity needed to travel safely and independently on the fixed-route bus system. The Mobility Management Program is a free service that provides information on the different mobility resources available in Orange County and educates seniors and persons with disabilities about using public transportation to enhance their independence through greater mobility options. The current agreement for the provision of travel training services will expire on July 31, 2019. Approval by the Board of Directors is requested to select a contractor to continue to provide travel training as part of the Mobility Management Program.

**Recommendations**

- A. Approve the selection of Mobility Management Partners, Inc., as the firm to provide mobility management services.



**5. (Continued)**

- B. Authorize the Chief Executive Officer to negotiate and execute Agreement No. C-9-1244 between the Orange County Transportation Authority and Mobility Management Partners, Inc., in the amount of \$248,911, for a one-year initial term, with one, two-year option term, to provide mobility management services.

**6. Agreement for the Intelligent Transportation Management System Integration and Engineering with the OC Streetcar Vehicles**

Cleve Cleveland/Jennifer L. Bergener

**Overview**

The Orange County Transportation Authority utilizes an Intelligent Transportation Management System to provide dispatch communications, vehicle locators, data interface, and other services for the county-wide bus system. To support and maintain one integrated system, there is a need for software, hardware, and engineering services to integrate the OC Streetcar vehicles into this system. A proposal was solicited and received from Conduent Transport Solutions, Inc., in accordance with the Orange County Transportation Authority's sole source procurement procedures for professional and technical services.

**Recommendation**

Authorize the Chief Executive Officer to negotiate and execute sole source Agreement No. C-9-1192 between the Orange County Transportation Authority and Conduent Transport Solutions, Inc., in the amount of \$2,719,650, for the integration of the OC Streetcar vehicles into the existing Intelligent Transportation Management System.

**Regular Calendar**

**7. Bus Operations Performance Measurements Report for the Third Quarter of Fiscal Year 2018-19**

Johnny Dunning, Jr./Jennifer L. Bergener

**Overview**

The Orange County Transportation Authority operates fixed-route bus and demand-response paratransit service throughout Orange County and into neighboring counties. This report summarizes the year-to-date performance of these services through the third quarter of fiscal year 2018-19. The established measures of performance assess the safety, courtesy, reliability, and overall quality of the public transit services provided.





**7. (Continued)**

**Recommendation**

Receive and file as an information item.

**8. Amendment to the Agreement with First Transit, Inc., for the Provision of Contracted Fixed-Route Service**

Beth McCormick/Jennifer L. Bergener

**Overview**

On March 23, 2015, the Orange County Transportation Authority Board of Directors approved an agreement with First Transit, Inc., for the management and operation of contracted fixed-route, Stationlink, and express bus services. Several amendments have been made to this agreement expanding the scope of work to include providing iShuttle services and additional Measure M, Project V-funded circulators on behalf of cities and to extend the term to May 31, 2021. First Transit, Inc. has requested an amendment to adjust the wage rates for select operating labor classifications.

**Recommendations**

- A. Authorize the Chief Executive Officer to negotiate and execute Amendment No. 9 to Agreement No. C-4-1737 between the Orange County Transportation Authority and First Transit, Inc., in the amount of \$6,544,810, to allow First Transit, Inc. to implement wage adjustments for operating staff. This will increase the maximum obligation of the agreement to a total contract value of \$242,571,788.
- B. Approve an amendment to the Orange County Transportation Authority Fiscal Year 2019-20, Operations Division Budget, in the amount of \$4,520,537.

**9. October 2019 and February 2020 Bus Service Plan Recommendations**

Gary Hewitt/Kia Mortazavi

**Overview**

Bus system changes to improve system productivity and ridership are proposed for the October 2019 and February 2020 service changes. The proposed changes required a public hearing and public outreach process to gather customer input prior to implementation. Final route recommendations have been developed based on the input received.



**9. (Continued)**

**Recommendations**

- A. Approve the final October 2019 and February 2020 Bus Service Plan and direct staff to begin implementation.
- B. Receive and file the October 2019 and February 2020 Bus Service Plan Public Involvement Program final report.
- C. Direct the Executive Director of Planning, or his designee, to file a Notice of Exemption from the California Environmental Quality Act related to the bus service changes.

**10. OC Streetcar Project Quarterly Update**

Mary Shavalier/James G. Beil

**Overview**

The Orange County Transportation Authority is currently implementing the OC Streetcar project. Project updates are provided to the Board of Directors on a quarterly basis. This report provides a project update for the fourth quarter of fiscal year 2018-19 (April-June).

**Recommendation**

Receive and file as an information item.

**Discussion Items**

**11. Chief Executive Officer's Report**

**12. Committee Members' Reports**

**13. Closed Session**

There are no Closed Session items scheduled.

**14. Adjournment**

The next regularly scheduled meeting of this Committee will be held at **9:00 a.m. on Thursday, August 8, 2019**, at the Orange County Transportation Authority Headquarters, 550 South Main Street, Board Room - Conference Room 07, Orange, California.



# **MINUTES**

## ***Transit Committee Meeting***

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### **Committee Members Present**

Andrew Do, Chairman  
Gregory T. Winterbottom, Vice Chairman  
Steve Jones  
Jose F. Moreno  
Miguel Pulido  
Tim Shaw

### **Staff Present**

Darrell E. Johnson, Chief Executive Officer  
Ken Phipps, Deputy Chief Executive Officer  
Laurena Weinert, Clerk of the Board  
Sara Meisenheimer, Deputy Clerk of the Board  
James Donich, General Counsel  
OCTA Staff and members of the General Public

### **Committee Members Absent**

Laurie Davies

## **Call to Order**

The June 13, 2019 regular meeting of the Transit Committee was called to order by Committee Chairman Do at 9:03 a.m.

## **Pledge of Allegiance**

Director Jones led in the Pledge of Allegiance

### **1. Public Comments**

No public comments were received.

## **Special Calendar**

There were no Special Calendar matters.

## **Consent Calendar (Items 2 through 5)**

### **2. Approval of Minutes**

A motion was made by Committee Vice Chairman Winterbottom, seconded by Director Jones, and declared passed by those present, to approve the minutes of the Transit Committee meeting of May 9, 2019.

Director Pulido was not present to vote on this item.

### **3. Agreement for Bus Hoist Replacement at the Santa Ana Bus Base**

A motion was made by Committee Vice Chairman Winterbottom, seconded by Director Jones, and declared passed by those present, to authorize the Chief Executive Officer to negotiate and execute Agreement No. C-9-1778 between the Orange County Transportation Authority and Autolift Services, Inc., the lowest responsive, responsible bidder, in the amount of \$149,300, for bus hoist replacement at the Santa Ana Bus Base.

Director Pulido was not present to vote on this item.

### **4. Agreements for the Intelligent Transportation Management System Upgrade**

A motion was made by Committee Vice Chairman Winterbottom, seconded by Director Jones, and declared passed by those present, to:

- A. Authorize the Chief Executive Officer to negotiate and execute sole source Agreement No. C-9-1120 between the Orange County Transportation Authority and Conduent Transport Solutions, Inc., in the amount of \$985,733, to upgrade to the most current OrbCAD core build software and hardware.
- B. Authorize the Chief Executive Officer to negotiate and execute sole source Agreement No. C-9-1055 between the Orange County Transportation Authority and Conduent Transport Solutions, Inc., in the amount of \$137,056, to upgrade to the most current ArcGIS map version of the software.
- C. Authorize the Chief Executive Officer to negotiate and execute sole source Agreement No. C-9-1060 between the Orange County Transportation Authority and Aviat U.S., Inc., in the amount of \$68,898, for the purchase of equipment, licenses, and services to upgrade the microwave system.
- D. Authorize the Chief Executive Officer to negotiate and execute Agreement No. C-9-1104 between the Orange County Transportation Authority and Nth Generation Computing, Inc., the lowest responsive, responsible bidder, in the amount of \$388,062, for the purchase of computing hardware and computer storage equipment.

Director Pulido was not present to vote on this item.

**5. Measure M2 Project W Safe Transit Stops - 2019 Programming Recommendations**

Committee Chairman Do pulled this item to discuss plans for Measure M2 (M2), Project W Safe Transit Stops (Project W), and when the City of Santa Ana (Santa Ana) will become eligible for funding.

A lengthy discussion ensued regarding:

- Inquiries arose about:
  - The remaining funds of approximately \$1 million after the completion of this call for projects;
  - The bus stops in Santa Ana;
  - Can the list be expanded; and
  - Can the call for projects be expedited once Santa Ana is eligible.
- In the 2014 call for projects, 43 of the bus stops were completed, and an additional 37 bus stops are currently being recommended in the 2018 second call for projects.
- Santa Ana submitted in the second call for projects, 36 Project W funding request applications. However, Santa Ana is ineligible to receive M2 revenues.
- Upon completion of the 100 busiest bus stops, staff could return to the Board of Directors with recommendations that would require an amendment to the ordinance.
- Once Santa Ana is found eligible, staff could return to the Board of Directors for an expedited call for projects, which would allow Santa Ana an opportunity to apply for Project W funds.
- Committee Chairman Do emphasized the importance of adding bus rider amenities to bus stops such as seating and shelters.
- Expanded amenities could include real time passenger information and the ability to purchase tickets off the bus.
- James Donich, General Counsel, stated that any expansion or change in the M2 ordinance would need to go before the Board of Directors and the Taxpayer Oversight Committee (TOC) for approval.
- The M2 ordinance under Project W notes:
  - Passenger amenities at the 100 busiest transit stops across Orange County;
  - Ease of transfer between bus lines;
  - Improved shelters;
  - Lighting;
  - Current information on bus and train time tables and arrivals; and
  - Transit ticket vending machines.
- All proposals for the first call for projects submitted have been accepted and funded.

**5. (Continued)**

- Cities handle the details of the bus stop amenities, such as seating, and many cities are beginning to install lean bars and concrete stools.
- There have been no take-aways for the funded amenities.

Committee Chairman Do approved the recommendations with the understanding that staff would issue an expedited call for projects contingent on all local agencies meeting eligibility requirements. Staff also committed to consider revisions to future guidelines that allow for more extensive bus stop amenities once the 100 busiest bus stops was achieved.

A motion was made by Director Moreno, seconded by Director Shaw, and declared passed by those present, to:

- A. Approve the award of \$.987 million in 2019 Project W Safe Transit Stops Program funds to seven eligible local agencies and the Orange County Transportation Authority.
- B. Cancel the programming of \$.370 million in 2014 Measure M2 Project W Safe Transit Stops funds for Orange County Transportation Authority-initiated improvements.

**Regular Calendar****6. Bristol Street Transit Corridor Study - University of California, Irvine Connection Options**

Darrell E. Johnson, Chief Executive Officer (CEO), provided opening comments and introduced Eric Carlson, Senior Transportation Analyst, Strategic Planning, who provided a PowerPoint presentation as follows:

- Background;
- OC Transit Vision Phasing;
- Phasing Considerations;
- Existing Service to University of California, Irvine (UCI) Area;
- Options for Studying a UCI Connection
  - Option 1: No change
  - Option 2: Extend two alternatives to UCI
  - Option 3: Amend study area and extend timeline; and
- Next Steps.

Committee Chairman Do stated that he initiated the discussion on options for the Bristol Street Transit Corridor Study to include the UCI campus area and UCI Research Park. With this addition, it would increase the scope and cost of this study. Committee Chairman Do stated he supports Option 1.

**6. (Continued)**

A discussion ensued regarding:

- Director Pulido stated the process of the study was good and he supports Option 1.
- Students at UCI have several transit options for mobility.
- Slide Three of the PowerPoint was referenced and after 2022, the Orange County Transportation Authority (OCTA) would review other corridor study segments that would include Golden West College and UCI.

A motion was made by Director Pulido, seconded by Director Jones, and declared passed by those present, to proceed with Option 1 and maintain the current Bristol Street Transit Corridor Study scope of work.

**7. Bus Operations Performance Measurements Report for the Third Quarter of Fiscal Year 2018-19**

This item was continued to the July 11, 2019 Transit Committee meeting.

## **Discussion Items**

**8. Chief Executive Officer's Report**

Darrell E. Johnson, CEO, reported on the following:

- TOC held their annual Measure M2 meeting on Tuesday, June 11, 2019 and found OCTA is in compliance with the ordinance for the 28<sup>th</sup> year in a row.
- On Tuesday, June 11, 2019, OCTA hosted an event at the Anaheim Regional Transportation Intermodal Center to promote National Dump the Pump Day and the ongoing Transit Taco Tuesday marketing campaign. Next Thursday, June 20, 2019 is the official Dump the Pump Day, and OCTA is offering free bus rides when riders pledge online.
- The Angels completed a two-game sweep of the Dodgers, and the Angels Express will return to service on Tuesday, June 25, 2019. The Angels Express ridership is down 17 percent compared to last year which is due to game attendance.

**9. Committee Members' Reports**

Committee Chairman Do thanked Mr. Johnson, CEO, and staff for the Measure M2 compliance finding. Mr. Johnson, CEO, replied he will pass along the compliment to the appropriate staff.



**10. Closed Session**

There were no Closed Session items scheduled.

**11. Adjournment**

The meeting adjourned at 10:13 a.m.

The next regularly scheduled meeting of this Committee will be held at **9:00 a.m. on Thursday, July 11, 2019**, at the Orange County Transportation Authority Headquarters, 550 South Main Street, Board Room – Conference Room 07, Orange California.

ATTEST

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Andrew Do  
Committee Chairman

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Sahara Meisenheimer  
Deputy Clerk of the Board





**July 11, 2019**

**To:** Transit Committee

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

**Subject:** Consultant Selection for the Preparation of Orange County Rail Infrastructure Defense Against Climate Change Plan

### **Overview**

On February 21, 2019, the Orange County Transportation Authority issued a request for proposals to prepare an Orange County Rail Infrastructure Defense Against Climate Change Plan. Proposals were received in accordance with the Orange County Transportation Authority's procurement process for professional and technical services. Board of Directors' approval is requested for the selection of a firm to perform the required work.

### **Recommendations**

- A. Approve the selection of WSP USA, Inc., as the firm to prepare an Orange County Rail Infrastructure Defense Against Climate Change Plan.
- B. Authorize the Chief Executive Officer to negotiate and execute Agreement No. C-8-2072 between the Orange County Transportation Authority and WSP USA, Inc., in the amount of \$549,953, to prepare an Orange County Rail Infrastructure Defense Against Climate Change Plan.

### **Discussion**

The long-term climate change risks that could impact rail infrastructure and passenger rail service is of concern to the Orange County Transportation Authority (OCTA) and the California Department of Transportation (Caltrans). On September 14, 2017, Caltrans issued a statewide competitive call for projects, and OCTA submitted a proposal to the Sustainable Transportation Planning Grant Program, a program that promotes safe, sustainable, resilient, and efficient transportation systems. OCTA's proposal identified the need to perform a climate vulnerability assessment and develop an Orange County Rail Infrastructure Defense Against Climate Change Plan (Plan) to determine if conditions related to climate change, such as sea level rise, storm surge, wildfires, extreme heat, flooding, and other climate change stressors, could negatively

impact rail service and infrastructure within the OCTA-owned rail corridor. On May 11, 2018, Caltrans awarded OCTA Adaptation Planning Grant funds to study the OCTA-owned portion of the Los Angeles – San Diego – San Luis Obispo rail corridor that serves Metrolink commuter, Amtrak intercity, BNSF Railway, and Union Pacific freight trains from approximately the City of Irvine to the San Diego County Line. The Plan preparation is funded by three sources: a Caltrans grant, in the amount of \$461,771; in-kind match funds for staff support, in the amount of \$94,600; and Commuter and Urban Rail Endowment match funds, in the amount of \$94,421, providing a total budgeted amount of \$650,792 to prepare the Plan. On August 13, 2018, the OCTA Board of Directors (Board) adopted Resolution No. 2018-099 to accept the Adaptation Planning Grant award and the use of matching funds.

The work will require the consultant to define specific climate change stressors along the rail corridor, provide stakeholder outreach, recommend risk mitigation strategies, and prepare related cost estimates. This effort will become the basis for development of a near-term, mid-term, and long-term plan. The resultant Plan will be prepared over a 14-month period and be used by OCTA for consideration of future investment decision-making.

### ***Procurement Approach***

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

On February 21, 2019, Request for Proposals (RFP) 8-2072 was electronically issued on CAMM NET. The RFP was advertised on February 21 and 28, 2019, in a newspaper of general circulation. A pre-proposal conference was held on March 6, 2019, with 11 attendees representing ten firms. Two addenda were issued to make available the pre-proposal conference registration sheets, provide responses to questions received, and handle administrative issues related to the RFP.

On April 2, 2019, three proposals were received. An evaluation committee consisting of staff from OCTA's Contracts Administration and Materials Management, Rail Capital Programs, Environmental Programs, and Public Outreach departments, as well as external representatives from the Southern California Regional Rail Authority (SCRRA) and Caltrans, met to review the submitted proposals. The proposals were evaluated utilizing the following evaluation criteria and weightings:

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

In developing these weightings, several factors were considered, giving the greatest importance to the work plan of the firm, as the scope of work (SOW) is unique and requires a regional understanding of Orange County rail infrastructure, rail transportation planning, engineering, and potential climate change risks. High importance was given to staffing and project organization, whereas the related experience of the proposed project manager and other key personnel is central to technical accuracy and quality of presented adaptation strategies within the Plan. Similarly, high importance was given to the cost and price to ensure OCTA receives value for the work proposed. The final criterion, qualifications of the firm, evaluated the firm's experience in performing work of similar SOW and size, thereby optimizing the use of existing climate data and awareness of public and transit stakeholder issues.

The evaluation committee reviewed and discussed all proposals received based on the evaluation criteria and short-listed two firms to be interviewed. The two most qualified firms are listed below in alphabetical order:

Firm and Location

Kleinfelder, Inc. (Kleinfelder)  
San Diego, California

WSP USA, Inc. (WSP)  
Orange, California

On May 8, 2019, the evaluation committee interviewed the two firms. The interviews allowed each firm to present its project team, proposal highlights, and provide responses to evaluation committee member questions. Each firm was asked some general questions related to the approach, project team past experience and expertise, resource allocation, potential climate change impacts to Orange County infrastructure, geographical considerations, and risk adaptation strategies. After considering interview responses, the evaluation committee adjusted the preliminary scores for both firms; however, the overall ranking of the firms did not change and WSP remained the top-ranked firm with the highest cumulative score.

The following provides a brief summary of the evaluation results.

### Qualifications of Firm

Each firm demonstrated its experience and understanding of the project requirements and has performed successfully on past OCTA projects.

WSP is a large international engineering firm and has been in business for more than 130 years, with nine offices in California and over 500 offices internationally. WSP has prepared climate projects of a similar nature for several counties in Florida, the Minnesota Department of Transportation, and the Federal Highway Administration. Regional climate studies were prepared for the City of San Diego, Los Angeles County Metropolitan Transportation Authority (LA Metro), and the Western Riverside Council of Governments. California climate change impact studies specific to rail infrastructure include the management of the California High-Speed Rail Authority (CHSRA) Climate Adaptation Plan, preparation of a Climate Action Report for Caltrans, and numerous on-call rail projects providing support to OCTA, LA Metro, and the San Diego Association of Governments. WSP proposed to use subconsultants for stakeholder outreach, station development amenities, travel demand modeling, and sustainable solutions.

Kleinfelder was founded in 1961 and specializes in public outreach, environmental studies, construction management, and inspection services. Kleinfelder is headquartered in San Diego and has 60 offices internationally. Within California, Kleinfelder has 350 employees and has proposed to perform the work from its Laguna Hills office. Previous climate studies were prepared for the Massachusetts Port Authority and the City of Cambridge; however, these projects were not related to rail systems and were limited in SOW. In addition to OCTA, Kleinfelder's Southern California offices have provided general support to multiple public agencies; however, Kleinfelder has limited experience with projects of a similar SOW. Kleinfelder proposed to use subconsultants for stakeholder outreach, rail engineering, and asset inventory.

### Staffing and Project Organization

Both short-listed firms proposed qualified personnel and support staff.

WSP presented a cohesive, experienced team, with clear lines of responsibility between the prime and subconsultants. The proposed project manager has worked on climate change projects at the local, regional, and state level for ten years, and has prepared risk assessments and resiliency planning documents for Caltrans, Western Riverside Council of Governments, San Bernardino County Transportation Authority, and the CHSRA. The experience provides substantial knowledge of climate change impacts at the regional and state level. Several proposed key staff have provided direct rail support to both OCTA and SCRRA. The subconsultant teams bring considerable outreach, rail transportation planning, and sustainability talent.

Kleinfelder also has strong environmental credentials, including proven outreach expertise on the Interstate 405 Improvement Project. The proposed project manager has 18 years of experience in sustainability and environmental compliance with multiple organizations, to include LA Metro, OCTA, and the Port of Long Beach, although rail infrastructure experience was not demonstrated. The subconsultants key staff demonstrated considerable national climate and rail experience; however, the project team roles and contributions were not clearly defined. The public outreach process was also not well-defined and, at the interview, OCTA was notified that the responsible team member designated as key personnel had left the firm.

#### **Work Plan**

The short-listed firms met the requirements of the RFP and each firm discussed its approach to the Project.

WSP submitted a comprehensive work plan that revealed the firm's knowledge of regional climate issues, communicated a systematic approach to existing data collection, an effective plan for public stakeholder outreach, development of risk-mitigating engineering solutions, and inclusion of cost models for decision-making. The work plan conveyed a strong understanding of the SOW.

Kleinfelder's work plan had a good approach, but did not fully communicate the firm's technical understanding of climate change impacts unique to rail infrastructure or the public participation process. The risk assessment process was notable, and the firm presented several comprehensive project planning tools; however, the proposal stated assumptions and exclusions that required considerable OCTA staff support.

#### **Cost and Price**

Pricing scores were based on a formula which assigned the higher score to the lower total firm fixed-price for the tasks to be completed and scored the other proposals' total firm fixed-prices based on its relation to the lower total firm fixed-price. Both firms provided competitive pricing. Although WSP did not propose the lowest price, staff found it to be fair and reasonable for the work to be performed.

#### **Procurement Summary**

Based on the evaluation of the written proposals, team qualifications, staffing, work plan, and information obtained from the interviews, the evaluation committee recommends the selection of WSP as the top-ranked firm to provide the Plan. WSP demonstrated excellent relevant experience and submitted a comprehensive proposal that was responsive to all the requirements of the RFP and provided an effective interview presentation highlighting the firm's experience, staffing, and thorough understanding of the overall SOW.

**Fiscal Impact**

The project was approved in OCTA's Fiscal Year 2019-20 Budget, Capital Programs Division, Account 0018-7519-C5073-1EZ, and is funded with state and local funds.

**Summary**

Staff requests Board of Directors' approval for the Chief Executive Officer to negotiate and execute Agreement No. C-8-2072 between the Orange County Transportation Authority and WSP USA, Inc., in the amount of \$549,953, to prepare an Orange County Rail Infrastructure Defense Against Climate Change Plan.

**Attachments**

- A. Review of Proposals, RFP 8-2072 Consultant Services to Prepare an Orange County Rail Infrastructure Defense Against Climate Change Plan
- B. Proposal Evaluation Criteria Matrix (Short-Listed), RFP 8-2072 Consultant Services to Prepare an Orange County Rail Infrastructure Defense Against Climate Change Plan
- C. Contract History for the Past Two Years, RFP 8-2072, Consultant Services to Prepare an Orange County Rail Infrastructure Defense Against Climate Change Plan

**Prepared by:**



Jason Lee  
Project Manager  
(714) 560-5833

**Approved by:**



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



Virginia Abadessa  
Director, Contracts Administration and  
Materials Management  
(714) 560-5623

**Review of Proposals**  
**RFP 8-2072 Consultant Services to Prepare an Orange County Rail Infrastructure Defense Against Climate Change Plan**  
PRESENTED TO THE TRANSIT COMMITTEE - July 11, 2019  
**3 proposals were received, 2 firms were interviewed, 1 firm is being recommended.**

Overall Ranking	Proposal Score	Firm & Location	Subcontractors	Evaluation Committee Comments	Total Price
1	91	WSP USA Inc. Orange, California	Arellano Associates, Inc. Fehr & Peers Watearth, Inc.	Highest-ranked firm overall.  Firm's related experience includes California-specific climate change adaptation planning projects.  Project team optimized local stakeholder and Orange County rail infrastructure knowledge.  Highly-experienced project manager and team members, with considerable Orange County Transportation Authority and local agency project experience.  Well-written, comprehensive work plan, which communicated local climate change risks, hazard rating system, and adaptation cost assessments.  Strong public outreach subconsultant provided detailed approach to foster participation.	\$549,953
2	84	Kleinfelder, Inc. San Diego, California	Moffatt & Nichol ICF Value Sustainability	Second-ranked firm. Very good overall proposal.  Prime's related experience includes climate change adaptation planning projects (non-rail) in Massachusetts.  Strong subconsultant team with extensive local climate/rail experience. Notified of key personnel replacement during interview. Good work plan.	\$540,843

**Evaluation Panel:**

**Proposal Criteria**

**Weight Factors**

Internal:

Contracts Administration and Materials Management (1)  
Rail Capital Programs (1)  
Public Outreach (1)  
Transportation Planning (1)

Qualification of the Firm  
Staffing and Project Organiza  
Work Plan  
Cost and Price

20 percent  
25 percent  
30 percent  
25 percent

External:

California Department of Transportation (1)  
Southern California Regional Rail Authority (1)

**PROPOSAL EVALUATION CRITERIA MATRIX (Short-Listed)****RFP 8-2072 Consultant Services to Prepare an Orange County Rail Infrastructure Defense Against Climate Change Plan**

<b>WSP USA Inc.</b>								
Evaluator Number	1	2	3	4	5	6	Weights	Criteria Score
Qualifications of Firm	4.0	4.5	4.5	4.5	4.5	4.5	4	18.0
Staffing/Project Organization	3.5	4.5	4.0	4.5	4.5	4.5	5	21.0
Work Plan	4.0	4.5	4.5	4.5	4.5	4.5	6	27.0
Cost	4.9	4.9	4.9	4.9	4.9	4.9	5	25.0
Overall Score	86.0	92.0	89.5	92.0	92.0	92.0		91

<b>KLEINFELDER, Inc.</b>								
Evaluator Number	1	2	3	4	5	6	Weights	Criteria Score
Qualifications of Firm	3.5	3.5	3.5	4.5	4.0	4.0	4	15.0
Staffing/Project Organization	4.0	4.0	3.5	3.5	4.0	4.0	5	19.0
Work Plan	4.5	4.0	4.0	4.0	4.0	4.0	6	25.0
Cost	5.0	5.0	5.0	5.0	5.0	5.0	5	25.0
Overall Score	86.0	83.0	80.5	84.5	85.0	85.0		84

The score for the non-short-listed firm was 75.



### CONTRACT HISTORY FOR THE PAST TWO YEARS

#### RFP 8-2072 Consultant Services to Prepare an Orange County Rail Infrastructure Defense Against Climate Change Plan

Prime and Subconsultants	Contract No.	Description	Contract Start Date	Contract End Date	Subconsultant Amount	Total Contract Amount
<b>WSP USA Inc. (formerly Parsons Brinckerhoff)</b>						
Contract Type: Firm-Fixed Price	C-4-1811	Prepare Project Report/Environmental Document Northbound State Route 57 Improvement Project Orangewood Avenue to Katella Avenue	6/1/2016	4/30/2020		\$1,772,497
<i>Subconsultants:</i>						
<i>Civil Works Engineers</i>					\$40,166	
<i>Cogstone Resource Management</i>					\$16,080	
<i>Diaz Yourman &amp; Associates</i>					\$75,437	
<i>Geospatial Professional Solutions, Inc.</i>					\$27,971	
<i>Intueor Consulting, Inc.</i>					\$77,658	
<i>MLM &amp; Associates Engineering</i>					\$21,435	
<i>Noreas, Inc.</i>					\$56,272	
<i>T.Y. Lin International</i>					\$415,511	
<i>Value Management Strategies</i>					\$43,462	
<i>WRECO</i>					\$69,238	
Contract Type: Time and Expense	C-5-3273	On-Call Planning Services for Commuter and Intercity Rail Support	02/01/16	01/31/20		\$300,000
<i>Subconsultants:</i>						
<i>Cogstone Resource Management</i>						
<i>Epic Land Solutions</i>						
<i>IBI Group</i>						
<i>Kal Krishnan Consulting Services, Inc.</i>						
<i>Michael. R. Kodama Planning Associates</i>						
<i>SMA Rail Consulting</i>						
Contract Type: Firm-Fixed Price	C-8-1629	Bristol Street Transit Corridor Study	10/24/18	07/31/20		\$538,157
<i>Subconsultants:</i>						
<i>Arellano Associates</i>					\$53,084	
<i>Kal Krishnan Consulting Services, Inc.</i>					\$20,000	
<i>STV Incorporated</i>					\$170,854	
<b>Subtotal</b>						<b>\$2,610,654</b>
<b>Kleinfelder, Inc.</b>						
Contract Type: Time and Expense	C-2-2053	Interstate 405 Improvement Project Outreach Services	6/24/2013	6/30/2020		\$3,576,400
<i>Subconsultants:</i>						
<i>Arrow GTP</i>						
<i>Cornerstone Communications</i>						
<i>Creative Edge Project LLC</i>						
<i>Gensler</i>						
<i>Green Grass Communications</i>						

### CONTRACT HISTORY FOR THE PAST TWO YEARS

#### RFP 8-2072 Consultant Services to Prepare an Orange County Rail Infrastructure Defense Against Climate Change Plan

Prime and Subconsultants	Contract No.	Description	Contract Start Date	Contract End Date	Subconsultant Amount	Total Contract Amount
<i>Kleinfelder</i>						
<i>MBI Media</i>						
<i>Media Planning &amp; Placement, Inc.</i>						
<i>Network Public Affairs</i>						
<i>Steven Alfano Photography</i>						
<i>T &amp; T Business Systems</i>						
<i>We The Creative</i>						
Contract Type: Time and Expense	C-5-3673	Construction Management Services for the Laguna Niguel to San Juan Capistrano Passing Siding Project	5/8/2017	12/31/2021		\$3,268,658
Subconsultants:						
<i>Aesco, Inc.</i>						
<i>Chaudhary &amp; Associates</i>						
<i>FCG</i>						
<i>Kleinfelder</i>						
<i>Padilla &amp; Associates, Inc.</i>						
<i>Safework CM</i>						
<i>Syrusa Engineering, Inc.</i>						
<i>ZT Consulting Group, Inc.</i>						
Contract Type: Time and Expense	C-6-1246	Public Outreach For Rail Capital Projects	10/3/2016	8/31/2018		\$119,000
Subconsultants:						
<i>Addressers</i>						
<i>Dean Hesketh Company, Inc.</i>						
<i>Lazar Translating &amp; Interpreting</i>						
<i>RDS Printing &amp; Graphics</i>						
<i>The Walking Man</i>						
Contract Type: Time and Expense	C-8-1523	Environmental Compliance Support Services	9/11/2018	8/31/2021		\$60,000.00
Subconsultants:						
<i>ESCI Environmental Services</i>						
<i>Global ASR Consulting, Inc.</i>						
					<b>Subtotal</b>	<b>\$7,024,058</b>



**July 11, 2019**

**To:** Transit Committee

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

**Subject:** Contract Change Order for Removal and Disposal of Contaminated Materials at the Maintenance and Storage Facility Property for the OC Streetcar Project

### **Overview**

On September 24, 2018, the Orange County Transportation Authority Board of Directors authorized Agreement No. C-7-1904 with Walsh Construction Company II, LLC, for construction of the OC Streetcar project. A contract change order is required for the removal and disposal of contaminated materials at the maintenance and storage facility property.

### **Recommendation**

Authorize the Chief Executive Officer to negotiate and execute Contract Change Order No. 2.1 to Agreement No. C-7-1904 with Walsh Construction Company II, LLC, in the amount of \$160,000, for the removal and disposal of contaminated materials at the maintenance and storage facility property for the OC Streetcar project.

### **Discussion**

On September 24, 2018, the Orange County Transportation Authority (OCTA) awarded the contract for construction of the OC Streetcar project (Project) to Walsh Construction Company II, LLC (Walsh). The Notice to Proceed with Construction was issued to Walsh on March 4, 2019. Early critical path construction activities include beginning work on the maintenance and storage facility (MSF) which is located on Fifth Street near Raitt Street in the City of Santa Ana.

On March 4, 2019, OCTA took possession of the second of two properties required for the MSF. The prior owner had left behind a substantial quantity of concrete and asphalt slabs and subsurface foundations.

On February 12, 2019, a change directive, in the amount of \$199,749, was issued to Walsh for the initial demolition and removal of the concrete and asphalt slabs, as well as fences, above ground utilities and scale remnants, and coordination with utility companies. On June 20, 2019, Contract Change Order (CCO) No. 1 was executed for the work. Supplemental CCO No.1.1, to augment CCO No. 1 by \$113,884 for the remaining scope of work (SOW), was approved by the Board of Directors (Board) on April 22, 2019, and executed on June 25, 2019. The work includes underground utility identification by use of ground penetrating radar and potholing, capping and removal of underground utilities, traffic control, and storm water protection plan measures.

After the concrete and asphalt slabs were removed, Walsh visually observed an area of discoloration in the soil which was presumed to be diesel contamination. In addition, Walsh encountered railroad ties associated with an historic rail spur on the southeast corner of the property, which is a likely source of contamination.

It was determined that testing of the soil and remediation of any contamination would be performed by Walsh. To help mitigate contract delays and increases to time-related overhead contract costs, it was necessary to give Walsh immediate direction to proceed with the work. A change directive in the amount of \$200,000, was issued to Walsh on April 15, 2019, and CCO No. 2 was executed on June 25, 2019, for the work on a time and materials basis. The work includes sampling and testing, as well as excavation of the impacted materials.

A work plan for sampling and testing was prepared and reviewed by OCTA. After testing, it was determined that one area had concentrations of petroleum hydrocarbons and a second area, the rail line spur, had concentrations of lead. An environmental consultant retained by OCTA coordinated with the Santa Ana Regional Water Quality Control Board on the details of the sampling plan and the testing results.

The excavation of the contaminated materials started on May 21, 2019, and was completed on May 24, 2019. Approximately 2,000 cubic yards of waste materials were excavated from two sites on the property (Attachment A). The materials were stockpiled and profiled for transporting to an approved facility.

An Independent Cost Estimate, which provides an order of magnitude cost to complete the work, has been prepared by the construction management team. The cost of the work is \$360,000 and would be paid on a time-and-materials basis as the SOW could not be confirmed until the soil stockpile testing and profiling activities were performed.

Supplemental CCO No. 2.1, to augment CCO No. 2 by \$160,000 for the remaining SOW, requires Board approval. The work includes additional soil excavation, follow up testing and profiling, and transportation to an approved facility.

Walsh has also requested time-related overhead be paid as part of the CCO because the Project schedule will be impacted. It was agreed that the request would be deferred until the required time impact evaluation is provided and reviewed by OCTA. Staff will return to the Board for approval of any required supplemental cost related to the change when the final impacts have been agreed to with Walsh.

The cost of the work will be funded from the Project contingency as the work was not known when the cost estimate was prepared. It will not increase the total Project cost of \$407.7 million, as defined in the Full Funding Grant Agreement. Staff may seek reimbursement of these costs from the former property owner, S&A Recycling, if technical and legal analysis under the terms of the acquisition settlement agreement supports pursuing such a recovery.

### ***Procurement Approach***

The initial procurement was handled in accordance with OCTA's Board-approved procedures for public works projects. These procedures, which conform to both federal and state requirements, require that contracts are awarded to the lowest responsive, responsible bidder after a sealed bidding process. On September 24, 2018, the Board authorized Agreement No. C-7-1904 with Walsh, in the amount of \$220,638,549, for construction of the Project.

Proposed CCO No. 2.1, in the amount of \$160,000, will increase the cumulative value of CCO No. 2 to \$360,000, as shown in Attachment B. Board approval is required for CCO No. 2.1, pursuant to the State of California Public Contracting Code Section 20142.

### **Fiscal Impact**

The additional work described in CCO No. 2.1 is included in OCTA's Fiscal Year 2019-20 Budget, Capital Programs Division, Account 0051-9017-TS010-Z10 and is funded with local Measure M2 funds.

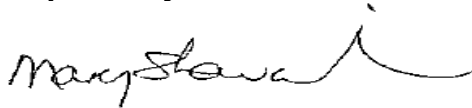
***Summary***

Staff recommends Board of Directors' authorization for the Chief Executive Officer to negotiate and execute Contract Change Order No. 2.1 to Agreement No. C-7-1904 with Walsh Construction Company II, LLC, in the amount of \$160,000, for removal and disposal of contaminated materials at the maintenance and storage facility property for the OC Streetcar project.

***Attachments***

- A. Contaminated Soil Excavation Locations
- B. Walsh Construction Company II, LLC, Agreement No. C-7-1904, Contract Change Order (CCO) Log

**Prepared by:**



Mary Shavalier  
Program Manager  
(714) 560-5856

**Approved by:**



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



Virginia Abadessa  
Director, Contracts Administration and  
Materials Management  
(714) 560-5623

# Contaminated Soil Excavation Locations



LEGEND:



NORTH-CENTRAL EXCAVATION LIMITS




GROUP DELTA CONSULTANTS, INC. ENGINEERS AND GEOLOGISTS 10000 DELTA DRIVE IRVINE, CA 92618 (949) 450-2100		FIGURE NUMBER: 1A
PREPARED BY: Soil Sampling Environmental Sciences 20000 DELTA DRIVE IRVINE, CA 92618	PROJECT NAME: Soil Sampling Environmental Sciences 20000 DELTA DRIVE IRVINE, CA 92618	PROJECT NUMBER: EN4058
REVISION BY:	NORTH-CENTRAL EXCAVATION LOCATION MAINTENANCE AND STORAGE FACILITY	



Contaminated Soil Excavation Locations



LEGEND:

-  B-17 STOCKPILE SAMPLING LOCATION



GROUP DELTA CONSULTANTS, INC. ENGINEERS AND GEOLOGISTS 10000 DELTA LANE IRVINE, CA 92618 (949) 450-2100		FIGURE NUMBER: 18
PREPARED BY: Work Plan for United Site Investigation Investigation and Storage Facility 2007-2008	PROJECT NAME: Work Plan for United Site Investigation Investigation and Storage Facility 2007-2008	PROJECT NUMBER: EM405B
REVISION BY:	NORTH-CENTRAL STOCKPILE SAMPLING LOCATIONS MAINTENANCE AND STORAGE FACILITY	



Contaminated Soil Excavation Locations



LEGEND:



EXCAVATION LIMITS



Stockpile -South -1

STOCKPILE SAMPLING LOCATIONS



GROUP DELTA CONSULTANTS, INC. ENGINEERS AND GEOLOGISTS 15000 E. ARLING AVE., SUITE 200 IRVINE, CA 92618 (949) 450-2100	FIGURE NUMBER: Z.0	
	PROJECT NAME: Stockpile Sampling Maintenance of Storage Facility 2002	PROJECT NUMBER: EM405B
PREPARED BY:	RAIL SPUR EXCAVATION AND STOCKPILE SAMPLING LOCATION	
REVISION BY:	MAINTENANCE AND STORAGE FACILITY	

**Walsh Construction Company II, LLC  
Agreement No. C-7-1904  
Contract Change Order (CCO) Log**

CCO No.	Title	Status	Date Executed	Cost	Remarks
1	Demolition, Removals, and Disposal at the Maintenance and Storage Facility (MSF) Property	Approved	6-20-19	\$199,749	
1.1	Demolition, Removals, and Disposal at the MSF Property Additional Funding	Approved	6-25-19	\$113,884	
2	Removal and Disposal of Contaminated Materials at the MSF Property	Approved	6-25-19	\$200,000	
2.1	Removal and Disposal of Contaminated Materials at the MSF Property Additional Funding	Pending		\$160,000	

Subtotal Executed CCOs	\$513,633
Subtotal Pending CCOs	<u>\$160,000</u>
TOTAL CCOs	\$673,633
ORIGINAL VALUE	\$220,538,649
PROPOSED REVISED VALUE	\$221,212,282



**July 11, 2019**

**To:** Transit Committee

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

**Subject:** Agreement for Mobility Management Services

### **Overview**

The Orange County Transportation Authority's Mobility Management Program offers travel training to OC ACCESS riders, seniors, and persons with disabilities to teach the skills and gain the familiarity needed to travel safely and independently on the fixed-route bus system. The Mobility Management Program is a free service that provides information on the different mobility resources available in Orange County and educates seniors and persons with disabilities about using public transportation to enhance their independence through greater mobility options. The current agreement for the provision of travel training services will expire on July 31, 2019. Approval by the Board of Directors is requested to select a contractor to continue to provide travel training as part of the Mobility Management Program.

### **Recommendations**

- A. Approve the selection of Mobility Management Partners, Inc., as the firm to provide mobility management services.
- B. Authorize the Chief Executive Officer to negotiate and execute Agreement No. C-9-1244 between the Orange County Transportation Authority and Mobility Management Partners, Inc., in the amount of \$248,911, for a one-year initial term, with one, two-year option term, to provide mobility management services.

### **Discussion**

On January 11, 2016, the Orange County Transportation Authority (OCTA) Board of Directors (Board) authorized staff to apply for Federal Transit Administration (FTA) Section 5310 grant funding to develop a comprehensive Mobility Management Program for Orange County. In April 2017, OCTA received a Section 5310 grant agreement from the State of California

Department of Transportation, as the designated recipient of FTA Section 5310 funds, to implement a countywide Mobility Management Program consisting of a specialized transportation services information and referral project and a travel training program. The information and referral project was completed in July 2018 with the development of the *Orange County Referral Guide for Specialized Transportation*, which provides information on a variety of specialized transportation options available to seniors and persons with disabilities in Orange County. The guide is available for review on the OCTA website under the Mobility Management Program page, along with information on OCTA's Travel Training program. The OCTA website also provides information and links to 211RIDE.org as a collaborative partner and additional source for countywide transportation information.

The OCTA Travel Training program, implemented in July 2017, teaches the practical skills needed to safely and independently navigate the fixed-route bus system. The hands-on training sessions are available to individuals and groups, and include trip planning, vehicle boarding, fare payment, and trip transfers. While the curriculum is standardized, a training plan is developed and customized for each individual to address their specific mobility and travel needs. The goal of travel training is to remove any perceived barriers and to gain familiarity in using fixed-route public transit for passengers with specialized needs, including OC ACCESS riders. The travel training program will also help manage the growing demand for OC ACCESS service by encouraging OC ACCESS riders to use fixed route for one, some, or all of their transportation needs, rather than rely on OC ACCESS alone. For those who do not qualify for OC ACCESS service but do not have access to personal transportation, travel training may be the encouragement needed to connect those individuals with other mobility choices.

Since its launch in July 2017, a total of 49 travel training workshops have been conducted throughout the County, providing group training for more than 1,010 participants. The workshops were conducted with individuals from high schools, senior centers, senior living facilities, adult day centers, and other social services centers. Several participants from these workshops were then referred for one-on-one or small group follow-up training. In addition, outreach was conducted at local community centers and referrals were received through the OC ACCESS eligibility determination process specifically for individuals with a restricted eligibility and for individuals who did not qualify for OC ACCESS service but would benefit from personalized, fixed-route travel training. As a result of the workshops, outreach, and eligibility referrals, the program has conducted 152 individual travel training sessions.

The current travel training program is provided by a contractor through an agreement that will expire on July 31, 2019. In order to continue the mobility management services, specifically for travel training services, a procurement was initiated in April 2019.

### ***Procurement Approach***

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

On April 16, 2019, RFP 9-1244 was issued electronically on CAMM NET. The project was advertised in a newspaper of general circulation on April 16 and 22, 2019. A pre-proposal conference was held on April 22, 2019, with two attendees representing two firms. One addendum was issued to provide a copy of the pre-proposal conference registration sheet and respond to questions related to the RFP.

On May 6, 2019, two proposals were received. An evaluation committee consisting of OCTA staff from Contracts Administration and Materials Management, Contract Transportation Services, and Motorist Services departments met to review both proposals. The proposals were evaluated based on the following evaluation criteria and weights:

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

Several factors were considered in developing the evaluation criteria weights. Qualifications of the firm is an important component since the firm must be able to show a strong history of training projects in mobility management and working with Americans with Disabilities (ADA) customers. The firm must provide a work plan that demonstrates knowledge regarding customizing training for seniors and persons with disabilities that will successfully result in encouraging independence and use of the fixed-route system. Staffing and project organization was assigned 20 percent to ensure the proposed staff are experienced in mobility training workshops and travel training services. Cost was also weighted at 20 percent to ensure the competitiveness in pricing to accomplish each task.

On May 14, 2019, the evaluation committee reviewed the two proposals based on the evaluation criteria and both firms listed below, in alphabetical order, were invited to the interview:

Medical Transportation Management, Inc. (MTM)  
St. Louis, Missouri

Mobility Management Partners, Inc. (MMP)  
Camarillo, California

On May 20, 2019, the evaluation committee conducted interviews with both firms. Each firm had the opportunity to present its approach for accomplishing the requested services, project team qualifications, and respond to evaluation committee questions. During the interview, each firm described its understanding of tasks involved in this project and was asked to share statistics that support the decrease in use of paratransit service, as well as lessons learned through previous and current experience with mobility management related services. Both firms also answered specific questions to each firm's proposal relative to OCTA's requirements specified in the scope of work.

After considering the responses to questions asked during interviews, the evaluation committee made adjustments to the preliminary scores. The ranking of the firms remained unchanged.

Based on the evaluation of the written proposals and responses from the interviews, the evaluation committee is recommending MMP for consideration of the award. The following is a brief summary of the proposal evaluation results.

#### Qualifications of the Firm

Both firms are established companies with experience in providing mobility management services.

MMP specializes in mobility training workshops, travel trainings, and ADA paratransit eligibility assessments, with customers throughout California. MMP currently provides similar services for Access services in Los Angeles County, Los Angeles County Metropolitan Transportation Authority, Ventura County Catch-A-Ride, and Ventura County Transportation Commission. In addition, MMP is the incumbent firm providing mobility management services to OCTA. The firm participates in various organizations, such as the Association of Travel Instructions (ATI), the California Association for Coordinated Transportation, the California Association of Orientation and Mobility Specialists, the Consortium for the Educational Advancement of Travel Instruction, and Easter Seals Project



Action (ESPA), from which MMP developed its customized community travel training curriculum with reliable and proven foundation. MMP also attends and presents regularly at various local community organizations to meet the challenge of increasing public awareness and generating viable referrals, resulting in a higher number of evaluations and trainings.

MTM demonstrated competence in providing transportation management services across the country. MTM's customers include Jacksonville Transportation Authority, Regional Transportation Authority, San Diego Metropolitan Transit System, Valley Metro Regional Transportation Authority, and Washington Metropolitan Area Transit Authority. MTM uses the standards and methodologies of national organizations, such as ATI, ESPA, and National Transit Institute to develop its training curriculum. MTM regularly hosts free travel training and assessment webinars to address topics of common challenges in travel training.

#### Staffing and Project Organization

MMP's proposed staffing includes a project management model that shares responsibilities between its two top management executives to provide a strong support system to both field and administrative staff. The proposed project director has over 40 years of experience related to transit operations in developing, enhancing, and implementing the training curriculum. The proposed project director will serve in a backup capacity to the proposed project manager as needed. The proposed project manager has 13 years of experience in certified personal training and three years in ADA eligibility assessment, which includes designing and successfully implementing an interview model creating a more streamlined and user-friendly process. The proposed project supervisor has over seven years as a travel instructor for MMP. MMP also proposed two transportation mobility specialists and one mobility coordinator in its project team.

MTM's proposed project team includes one project manager and one to-be-hired full-time mobility trainer. The proposed project manager has two years of experience as a mobility assessment evaluator for ADA paratransit eligibility assessment. In its proposal, MTM indicated trainers who work at the firm's offices in San Diego, California and Phoenix, Arizona, would be available to travel to Orange County to assist and/or fill in during an employee absence, if necessary.

### Work Plan

MMP's proposal demonstrated knowledge and understanding of each task specified in the RFP, including details on customized workshop curriculums based on geographic and linguistic demography of locations, age groups, and specific abilities of the participants, as well as multiple models and sizes of travel training uniquely designed to address a variety of needs. In addition to a comprehensive travel training process and safety procedure, MMP's proposal also included a proprietary database system which was designed to manage the project with consistency in tracking training activities, capturing all mobility management program data for each individual participant. MMP's workshop materials are customized for individual attendees at each workshop and all staff time and additional resources that are required to design and produce these customized materials are included in the proposed cost proposal. MMP also proposed a strong referral system, utilizing a wide variety of resources to generate referrals with multi-faceted outreach efforts, such as "outreach sweeps," which are incorporated as a daily routine for MMP's staff to visit facilities and promote both group and individual training programs.

MTM's work plan demonstrated an understanding of OCTA's requirements. The work plan includes the elements of designing mobility training workshops and custom travel training. The process of evaluation and certification of individual's travel skills, as well as other safety and emergency procedures are also included in its work plan. MTM will measure the success of travel training and the impact by using its Program Evaluation Summary Report to track monthly and annual services. With the clarification from the interview, the developing cost of workshop materials from MTM is included in the cost proposal, but not the material printing cost. MTM is located in St. Louis, Missouri, and proposed to perform the requested services through its office currently providing ADA eligibility assessment to Access services in Los Angeles County.

### Cost and Price

Pricing scores were based on a formula which assigned the higher score to the firm proposing the lower price and scored the other firm's total price based on its relation to the lower price. MMP's proposed total price is slightly lower than MTM's.



**Procurement Summary**

Based on the evaluation of the written proposals, the firm's qualifications, as well as the information obtained from the interviews, the evaluation committee recommends the selection of MMP as the firm to provide mobility management services.

**Fiscal Impact**

The project was included in the OCTA Fiscal Year 2019-20 Budget, Operations Division, Account 2147-7519-D1208-THP using local transportation funds.

***Summary***

Based on the information provided, staff recommends the Board authorize the Chief Executive Officer to negotiate and execute Agreement No. C-9-1244, between the OCTA and MMP, in the amount of \$248,911, to provide mobility management services for a one-year initial term with one, two-year option term.

***Attachments***

- A. Review of Proposals, RFP 9-1244 Mobility Management Services
- B. Proposal Evaluation Criteria Matrix, RFP 9-1244 Mobility Management Services
- C. Contract History for the Past Two Years, RFP 9-1244 Mobility Management Services

**Prepared by:**



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Gracie A. Davis  
Section Manager, ACCESS Eligibility  
714-560-5641



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Virginia Abadessa  
Director, Contracts Administration and  
Materials Management  
714-560-5623

**Approved by:**



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Beth McCormick  
General Manager, Operations  
714-560-5964



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Jennifer L. Bergener  
Chief Operating Officer, Operations  
714-560-5462

**Review of Proposals**  
**RFP 9-1244 Mobility Management Services**  
Presented to Transit Committee - July 11, 2019  
**2 proposals were received, 2 firms were interviewed, 1 firm is being recommended.**

Overall Ranking	Proposal Score	Firm & Location	Sub-Contractors	Evaluation Committee Comments	Total Initial Term Firm-Fixed Price
1	88	Mobility Management Partners, Inc.  Camarillo, California	None	<p>Specialize in mobility training workshops, travel trainings, and Americans with Disabilities Act (ADA) paratransit eligibility assessments, with customers throughout California.</p> <p>Proposed project team consists of one project director, one project manager, two mobility specialists, and one mobility coordinator.</p> <p>Proposed project manager has 13 years of experience in certified personal training and three years in ADA paratransit eligibility assessment.</p> <p>Work plan included a referral system to meet the challenge of increasing public awareness and generating viable referrals.</p> <p>Work plan proposed a proprietary database system to manage the project with consistency in tracking training activities and capture all mobility management program data.</p> <p>The cost to design and produce customized workshop materials is included in the proposed pricing.</p> <p>Currently providing mobility management services to the Orange County Transportation Authority.</p>	\$248,911
2	76	Medical Transportation Management, Inc.  St. Louis, Missouri	None	<p>Demonstrated competence in providing transportation management services across the country.</p> <p>Proposed project team includes one project manager and one to-be-hired full-time mobility trainer.</p> <p>Proposed project manager has two years of experience as mobility assessment evaluator for ADA paratransit eligibility assessment.</p> <p>Work plan included elements of designing mobility training workshops and custom travel training.</p> <p>Proposed to use Program Evaluation Summary Report to track monthly and annual services and measure the success of travel training.</p> <p>Developing cost of workshop materials is included in the cost proposal, but not the material printing cost.</p>	\$249,771

**Evaluation Panel:**

Contracts Administration and Materials Management (1)  
Contract Transportation Services (3)  
Motorist Services (1)

**Proposal Criteria**

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

**Weight Factors**

30%  
20%  
30%  
20%

## PROPOSAL EVALUATION CRITERIA MATRIX

### RFP 9-1244 Mobility Management Services

FIRM: Mobility Management Partners, Inc.						Weights	Overall Score
Evaluator Number	1	2	3	4	5		
Qualifications of Firm	4.5	4.5	4.0	4.5	4.0	6	25.8
Staffing/Project Organization	4.5	4.0	4.0	4.5	4.0	4	16.8
Work Plan	4.5	4.5	4.0	4.5	4.0	6	25.8
Cost and Price	5.0	5.0	5.0	5.0	5.0	4	20.0
Overall Score	92.0	90.0	84.0	92.0	84.0		88

FIRM: Medical Transportation Management, Inc.						Weights	Overall Score
Evaluator Number	1	2	3	4	5		
Qualifications of Firm	4.0	4.0	3.5	4.0	4.0	6	23.4
Staffing/Project Organization	3.0	3.0	3.0	3.0	3.0	4	12.0
Work Plan	3.5	3.5	3.5	3.5	3.5	6	21.0
Cost and Price	4.97	4.97	4.97	4.97	4.97	4	19.9
Overall Score	76.9	76.9	73.9	76.9	76.9		76


**CONTRACT HISTORY FOR THE PAST TWO YEARS**

**RFP 9-1244 MOBILITY MANAGEMENT SERVICES**

Prime and Subcontractor	Contract No.	Description	Contract Start Date	Contract End Date	Subconsultant Amount	Total Contract Amount
<b>Mobility Management Partners, Inc.</b>						
Contract Type: Firm-Fixed Price	C-81505	Mobility Management Program	August 1, 2018	July 31, 2019	N/A	\$ 219,980
Subconsultants: None						
Contract Type: Firm-Fixed Price	C-71668	Mobility Management Program	July 24, 2017	July 31, 2018	N/A	\$ 193,026
Subconsultants: None						
<b>Sub Total</b>						<b>\$ 413,006</b>
<b>Medical Transportation Management, Inc.</b>						
Contract Type: N/A	None	N/A	N/A	N/A	N/A	\$ -
Subconsultants: None						
<b>Sub Total</b>						<b>\$ -</b>



*July 11, 2019*

**To:** Transit Committee   
**From:** Darrell E. Johnson, Chief Executive Officer  
**Subject:** Agreement for the Intelligent Transportation Management System Integration and Engineering with the OC Streetcar Vehicles

**Overview**

The Orange County Transportation Authority utilizes an Intelligent Transportation Management System to provide dispatch communications, vehicle locators, data interface, and other services for the county-wide bus system. To support and maintain one integrated system, there is a need for software, hardware, and engineering services to integrate the OC Streetcar vehicles into this system. A proposal was solicited and received from Conduent Transport Solutions, Inc., in accordance with the Orange County Transportation Authority's sole source procurement procedures for professional and technical services.

**Recommendation**

Authorize the Chief Executive Officer to negotiate and execute sole source Agreement No. C-9-1192 between the Orange County Transportation Authority and Conduent Transport Solutions, Inc., in the amount of \$2,719,650, for the integration of the OC Streetcar vehicles into the existing Intelligent Transportation Management System.

**Discussion**

The Orange County Transportation Authority (OCTA) originally purchased the Intelligent Transportation Management System (ITMS) in 2011 to support the Computer-Aided Dispatch/Automated Vehicle Location (CAD/AVL) systems on the bus fleet. On June 24, 2019, the Board of Directors (Board) approved the upgrade of the core software and hardware for the ITMS on the bus fleet.

In July 2018, OCTA entered into Agreement No. C-6-1445 with Siemens Mobility, Inc. (Siemens) for the manufacturing and delivery of the Siemens S-70 OC Streetcar vehicles (OC Streetcar vehicles). In order to support and maintain one integrated system, there is a need for software, hardware, and

engineering services to integrate the OC Streetcar vehicles into the ITMS. The integration will allow the OC Streetcar vehicles to directly interface with OCTA's current ITMS that interfaces with Lawson (Human Resources), Ellipse (Maintenance), Hastus (Scheduling), CAD/AVL dispatch, Data Warehouse, Informatica (Analytics), Risk Management (Occurrence Tracking System), and other key systems in use throughout OCTA.

Due to the unique operating characteristics of the OC Streetcar vehicle, additional integration and engineering is required. This integration and engineering are substantially different than the level of effort required for bus vehicles. Bus vehicles generally have standard communications and power interfaces and operate from a single driving cab. The OC Streetcar vehicles utilize a variety of interfaces for communications and power, and have driving cabs on either end of the car. The OC Streetcar Passenger Information System is a stand-alone system that allows it to function separately or combined with the ITMS, which does not exist on bus vehicles.

Equipping the OC Streetcar vehicles with the ITMS interfaces requires additional integration and engineering between Conduent Transport Solutions, Inc. (Conduent) and Siemens. Conduent will provide a complete integrated electronics tray that will interface with the OC Streetcar vehicle, and will work with Siemens to define the interface and information flows between the Conduent ITMS onboard equipment and Siemens passenger information system. This will allow OCTA to have one consistent ITMS across all vehicles and allow consistent workflows across all major information systems supported by OCTA.

The cost to integrate the ITMS in the OC Streetcar vehicles is funded from the project contingency as a result of the ITMS equipment not being originally included in the cost estimate. It will not increase the total project estimate, as defined in the Full Funding Grant Agreement, of \$407.7 million.

### **Procurement Approach**

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

This project is funded by the Federal Transit Administration (FTA) and complies with the FTA's requirements for sole source procurements, as this project is for the continued development or production of highly specialized equipment and major components thereof, and it is likely that award to another contractor would result in substantial duplication of costs that are not expected to be recovered

through competition. In addition, Conduent has proprietary rights to its technology, and it is the sole entity able to sell its proprietary technologies as it does not have agreements that allow resale through other contractors.

Conduent's proposal was reviewed by staff from the Contracts Administration and Materials Management, Information Systems, and the Rail Operations departments to ensure compliance with the contract terms and conditions, as well as the technical requirements. Based on the technical ability and financial status, Conduent is deemed responsible.

In accordance with OCTA's sole source procurement procedures, a sole source over \$50,000 requires OCTA's Internal Audit Department to conduct a price review of Conduent's proposed pricing. Conduent provided a detailed pricing breakdown; however, as is common with this type of vendor, Conduent was not able to provide detailed cost breakdowns in a format that would be required in order to perform a price review.

Per the FTA requirements for sole source procurements, the recipient of FTA funds is required to perform a cost analysis. OCTA staff performed a cost analysis of Conduent's quoted pricing by analyzing selected cost elements in the detailed cost breakdown, such as labor rates, overhead, materials, and profit. OCTA staff determined that the selected cost elements from Conduent are consistent with those of other technology development firms that OCTA has worked with in the past. In addition, the selected cost elements are consistent with those of other government agencies that have worked with Conduent. Furthermore, Conduent's quoted pricing is lower than the project manager's estimate, and the level of effort was approved by the project manager. Therefore, OCTA staff concluded that the quoted pricing from Conduent is deemed fair and reasonable.

### ***Fiscal Impact***

The funding for the contract will be accommodated in OCTA's Fiscal Year 2019-20 Capital Programs Division, Account 0051-9026-TS010-Z71.

### ***Summary***

Based on the information provided, staff recommends the Board authorize the Chief Executive Officer to negotiate and execute sole source Agreement No. C-9-1192 between the Orange County Transportation Authority and Conduent Transport Solutions, Inc., in the amount of \$2,719,650, for



the integration of the OC Streetcar vehicles into the existing Intelligent Transportation Management System.

***Attachment***

None.

**Prepared by:**



Cleve Cleveland  
Department Manager  
OC Streetcar Operations  
(714) 560-5535

**Approved by:**



Jennifer L. Bergener  
Chief Operating Officer  
(714) 560-5462



Virginia Abadessa  
Director, Contracts Administration  
And Materials Management  
(714) 560-5623



**July 11, 2019**

**To:** Transit Committee

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

**Subject:** Bus Operations Performance Measurements Report for the Third Quarter of Fiscal Year 2018-19

### **Overview**

The Orange County Transportation Authority operates fixed-route bus and demand-response paratransit service throughout Orange County and into neighboring counties. This report summarizes the year-to-date performance of these services through the third quarter of fiscal year 2018-19. The established measures of performance assess the safety, courtesy, reliability, and overall quality of the public transit services provided.

### **Recommendation**

Receive and file as an information item.

### **Background**

The Orange County Transportation Authority (OCTA) operates a countywide network of local, community, rail connector, and express bus routes serving over 5,000 bus stops. Fixed-route bus (OC Bus) service operates in a 798 square-mile area, serving more than three million residents in 34 cities and unincorporated areas, with connections to transit services in Orange, Los Angeles, and Riverside counties. OC Bus service operated by OCTA is referred to as directly-operated fixed-route service (DOFR), while routes operated under contract are referred to as contracted fixed-route service (CFR). Using a contract operator, OCTA also provides OC ACCESS, a federally-mandated paratransit service, which is a shared-ride program available for people unable to use the OC Bus service because of functional limitations. Performance measures for both, OC Bus and OC ACCESS services, are summarized and reported quarterly.

***Discussion***

The report provides an update on the performance of the OC Bus and OC ACCESS services by presenting the current trends and comparisons with OCTA-established performance standards for transit system safety, courtesy, and reliability. OCTA counts preventable vehicle accidents to evaluate system safety, customer complaints to assess courtesy, and uses both on-time performance and miles between road calls (MBRC) to measure service reliability. The report includes year-to-date performance through the third quarter, January, February, March, of fiscal year (FY) 2018-19.

- Safety – Both OC Bus service and OC ACCESS continue to exhibit strong performance in this area, exceeding the accident frequency standard of no more than one accident per 100,000 miles traveled.
- Customer Service – Customer service is measured by evaluating the number of valid customer complaints received. During this quarter, DOFR and OC ACCESS services both performed above the standards of no more than one complaint per 20,000 riders and for every 667 riders carried, respectively. CFR service did not meet the standard for this reporting period. The rise in valid complaints on CFR service is directly attributed to the loss of service (driver shortage) related to the implementation of the February 2019 Service Bid.
- Reliability – On-time performance (OTP) for OC Bus and OC ACCESS services was below target. Fixed-route OTP rates can be attributed to several factors including vehicle reliability, driver behavior, high passenger loads, construction, and dynamic traffic conditions. Each service change provides staff with an opportunity to address changes in traffic patterns and impacts to service created by long-term construction projects through the scheduling process. To address other elements impacting OTP, corrective actions implemented to date include conducting route-level analyses to identify specific trouble points, conducting on-board evaluations, conducting on-site timepoint observations, communicating with drivers on problem routes, and coordinating with the various construction project teams as needed to identify impacts to OTP and minimize them during construction.

MBRC for OC ACCESS service exceeded the standard while OC Bus service operated below standard. The completion of the 98 near-zero engine repowers at the end of the second quarter of FY 2018-19 has helped vehicle reliability for both DOFR and CFR. Efforts to address vehicle reliability for CFR have continued, including the implementation of

additional maintenance training and the use of a more rigorous quality control process to improve vehicle repair procedures. The positive trend for MBRC for CFR OC Bus service is expected to continue through the fourth quarter with the continued corporate staff presence in the maintenance shop, and the recent hire of a new maintenance manager.

This report also reflects the impact of service delivery issues associated with the implementation of the February 2019 Bus Service Change. As previously reported, the contract fixed-route operator, First Transit, Inc. (First Transit), changed the way in which it schedules and deploys its drivers. In doing so, there was an increase in the number of operator assignments needed to deliver service assigned to the contractor. That coupled with an existing labor shortage, which is being experienced industry-wide, severely impacted First Transit's ability to deliver service. First Transit has been responsive to this issue, implementing several corrective actions which OCTA staff continue to monitor.

The report also includes:

- An assessment of the efficiency of OCTA transit operations based on industry standards for ridership, productivity, farebox recovery, and cost per revenue vehicle hour;
- A review of contractor performance for CFR and OC ACCESS services;
- A route-level performance evaluation that includes subsidy per boarding, revenue per boarding, and resource allocation (buses); and
- A status report on the service adjustments and strategies implemented under the OC Bus 360° Program, including OC Flex and the College Pass Program.

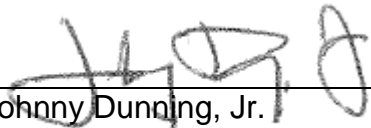
### ***Summary***

Through the third quarter of FY 2018-19, the performance of the OC ACCESS program exceeded the performance in the areas of safety, courtesy, and reliability (MBRC), but was below the standard for OTP. The performance of OC Bus service exceeded the safety standard but fell below the performance standard for courtesy (CFR) and reliability. OCTA staff continues to focus on continuous quality improvement in courtesy and reliability as detailed in the report. Service efficiency and route performance remain stable as OC Bus 360° implementation continues. In addition to tracking the established key performance indicators, staff will continue to manage the service contracts pursuant to contract requirements, and work to identify other strategies to improve overall system performance.

***Attachment***

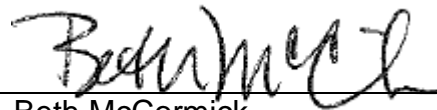
- A. Bus Operations Performance Measurements Report, Third Quarter, Fiscal Year 2018-19

**Prepared by:**



Johnny Dunning, Jr.  
Manager, Scheduling and Bus  
Operations Support  
(714) 560-5710

**Approved by:**



Beth McCormick  
General Manager, Operations  
(714) 560-5964



Jennifer L. Bergener  
Chief Operating Officer, Operations  
(714) 560-5462

# Bus Operations Performance Measurements Report



Third Quarter  
Fiscal Year 2018-19

# About This Report

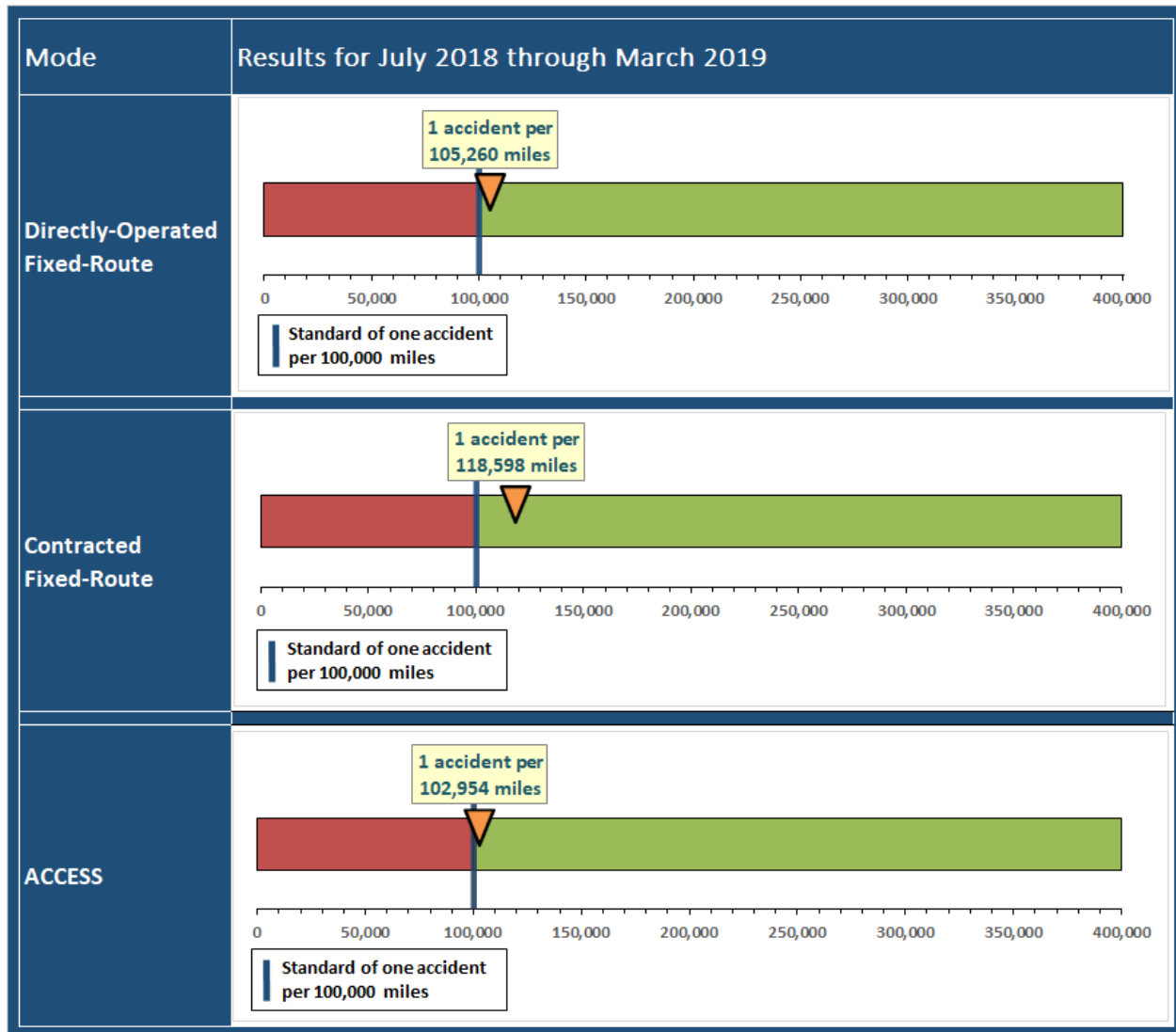
The Orange County Transportation Authority (OCTA) operates a countywide network of over 60 routes including local, community, rail connector, and express bus routes serving over 5,000 bus stops known as OC Bus. OCTA also operates paratransit service (OC ACCESS), a shared-ride program available for people unable to use the standard OC Bus service because of functional limitations. OC Bus service is provided through both direct operations by OCTA referred to as directly-operated fixed-route (DOFR) and contracted operations referred to as contracted fixed-route (CFR). The OC ACCESS service is a contract-operated demand-response service required by the Americans with Disabilities Act that is complementary to the fixed-route service and predominately accounts for the overall paratransit services operated by OCTA. These three services make up the bus transit system and are evaluated by the performance measurements summarized in this report.

This report tracks bus system safety, as measured by vehicle accidents; courtesy, as measured by customer complaints; and reliability, as measured by on-time performance (OTP) and miles between road calls (MBRC). Along with these metrics, industry-standard measurements are tracked to assess OCTA bus operations; these measurements include ridership, productivity, farebox recovery ratio (FRR), and cost per revenue vehicle hour (RVH). Graphs accompany the details of each indicator showing the standards or goals and the values for the current reporting period. The following sections provide performance information for OC Bus service, DOFR and CFR, and OC ACCESS service.

## Safety: Preventable Vehicle Accidents

OCTA is committed to the safe delivery of the OC Bus service. The safety standard for DOFR, CFR, and OC ACCESS services is no more than one vehicle accident per 100,000 miles. Preventable vehicle accidents are defined as the number of incidents when physical contact occurs between vehicles used for public transit and other vehicles, objects, or pedestrians, and where a coach operator failed to do everything reasonable to prevent the accident.

All modes of service exceeded the safety standard through the third quarter of fiscal year (FY) 2018-19 with less than one accident per 100,000 miles.

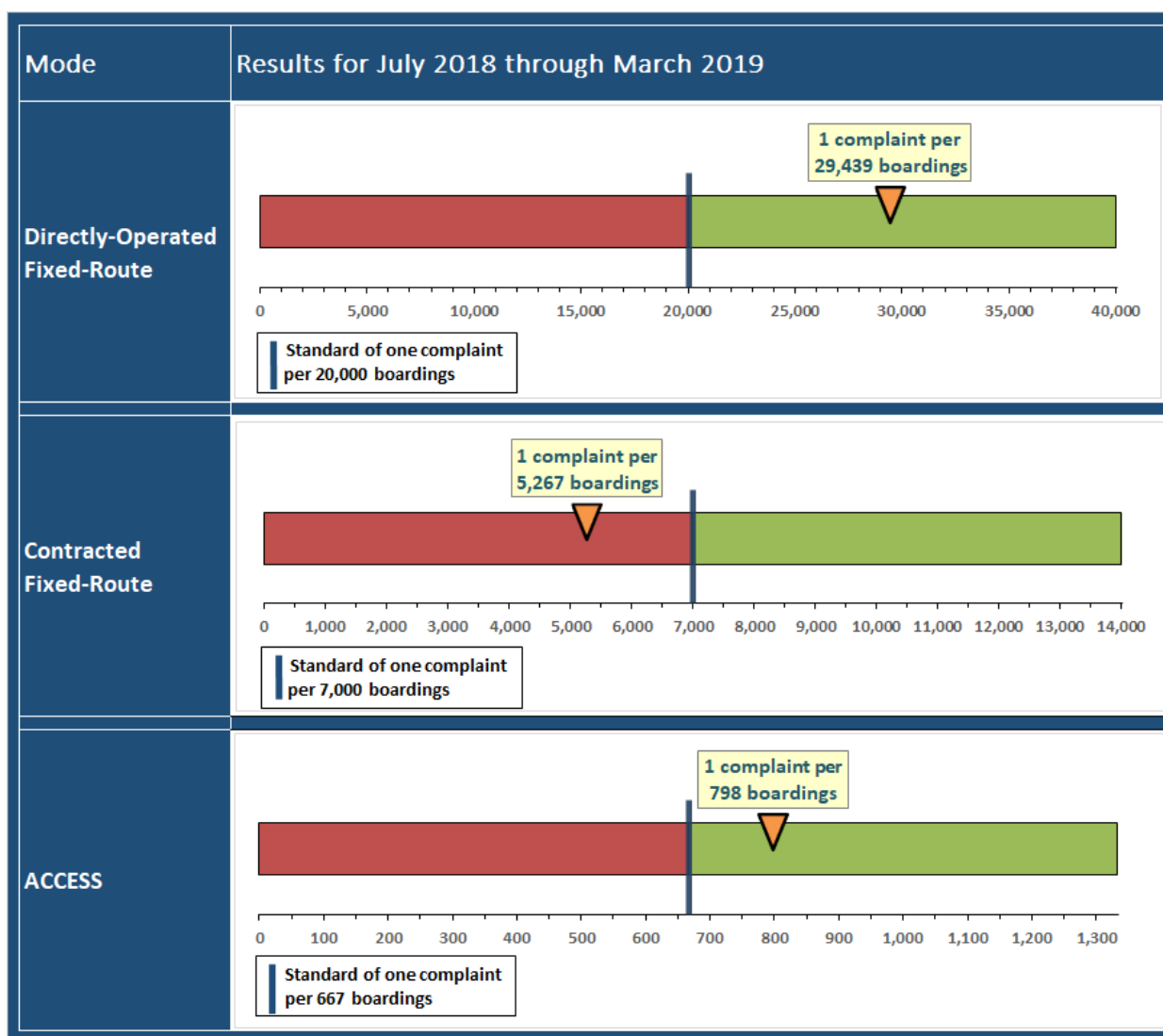




## Courtesy: Customer Complaints

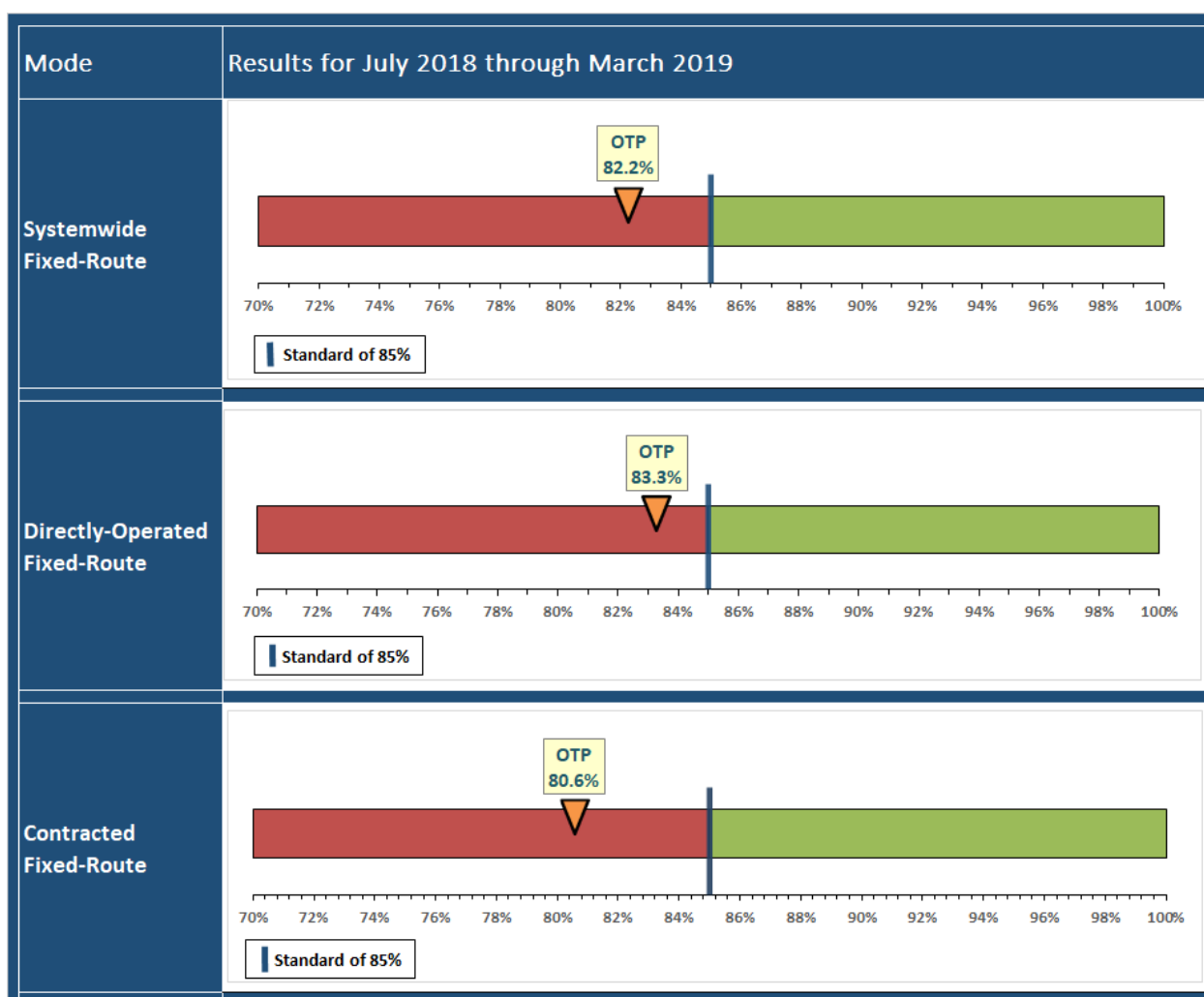
OCTA strives to achieve the highest level of customer satisfaction in delivery of the OC Bus services. The performance standard for customer satisfaction is courtesy as measured by the number of valid complaints received. Customer complaints are counts of incidents when a rider reports dissatisfaction with the service. The standard adopted by OCTA for DOFR OC Bus is no more than one customer complaint per 20,000 boardings; the standard for CFR OC Bus service is no more than one complaint per 7,000 boardings; and the contractual standard for OC ACCESS is no more than one complaint per 667 boardings.

Through the third quarter of FY 2018-19, DOFR OC Bus service and OC ACCESS service exceeded the courtesy standard with less than one complaint per 20,000, and 667 boardings, respectively. The number of valid complaints received for CFR OC Bus service exceeded the one complaint allowed per 7,000 boardings. The rise in valid complaints is directly attributed to the loss of service (driver shortage) related to the implementation of the February 2019 Service Bid.



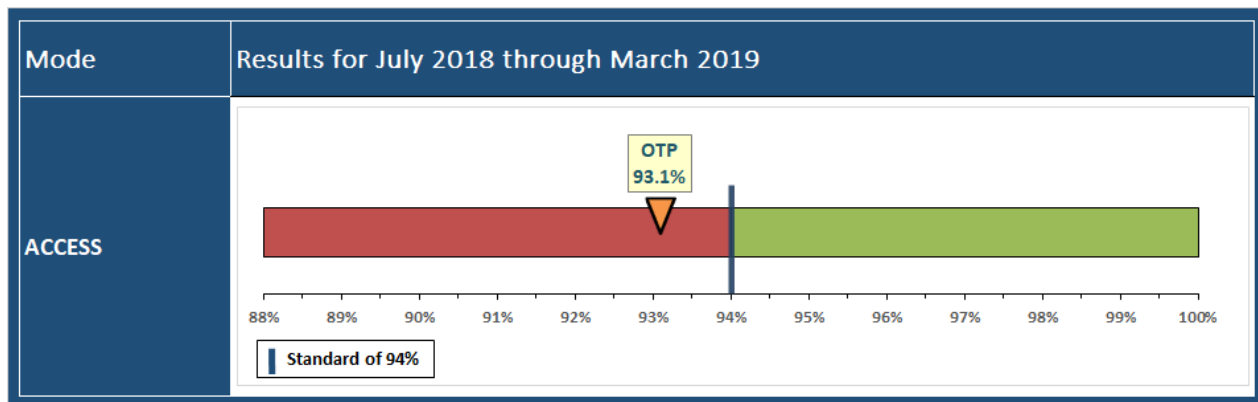
## Reliability: On-Time Performance

Reliability is vital to a successful transportation network. Reliability for OCTA is measured in part by on-time performance (OTP). OTP is a measure of performance which evaluates the schedule adherence of a bus operating in revenue service according to a published schedule. Schedule adherence is tracked by monitoring the departures of vehicles from time points, which are designated locations on a route used to control vehicle spacing as shown in the published schedule. For OC Bus service, a trip is considered on time if it departs the time point anywhere from zero minutes early to no more than five minutes late. OCTA's fixed-route system standard for OTP is 85 percent. For OC ACCESS service, OTP is a measure of performance evaluating a revenue vehicle's adherence to a scheduled pick-up time for transportation on a demand response trip. A trip is considered on-time if the vehicle arrives within a 30-minute window. The OC ACCESS OTP standard is 94 percent. Both OC Bus and OC ACCESS failed to meet the standard.



Through the third quarter of FY 2018-19, systemwide fixed-route OTP was 82.2 percent, 2.8 percent below the standard. This marks a 0.2 percent increase from the previous quarter and a 2.3 percent drop from the same quarter last year. OTP for the DOFR OC Bus service completed the third quarter at 83.3 percent, 0.4 percent higher than last quarter and 1.8 percent lower than the same quarter last year.

The OTP for the CFR OC Bus service slightly dropped by 0.1 percent compared to last quarter and fell by 3.0 percent compared the same quarter last year. The OTP for CFR did not improve at the same rate as DOFR, likely due to the cascading impacts of the lost service resulting from the February 2019 Service Change. During the third quarter of FY 2018-19, before the service change, the OTP for CFR was 82.7 percent, 2.0 percent higher than reported last quarter. After the February 2019 Service Change through the remainder of the quarter, the OTP dropped to 78.5 percent.



The OTP for OC ACCESS service ended the quarter at 93.1 percent, 0.9 percent below the standard. The OC ACCESS OTP dropped by 0.2 percent from last quarter and 1.2 percent from the 94.3 percent reported during the same period last year.

During the third quarter, the contract operator experienced higher than normal absenteeism and operator shortage. Corrective actions to address these issues include:

- Continuing working with contractor on routing improvements to/from high trip generators
- Work to improve trip negotiations to address overbooking at certain times of the day (i.e. top of the hour has most trips)
- Contractor has hired a Dedicated Recruiter to help stimulate operator hiring

OCTA staff will continue to monitor service deployment to ensure contractor efforts are working to attain performance standards.

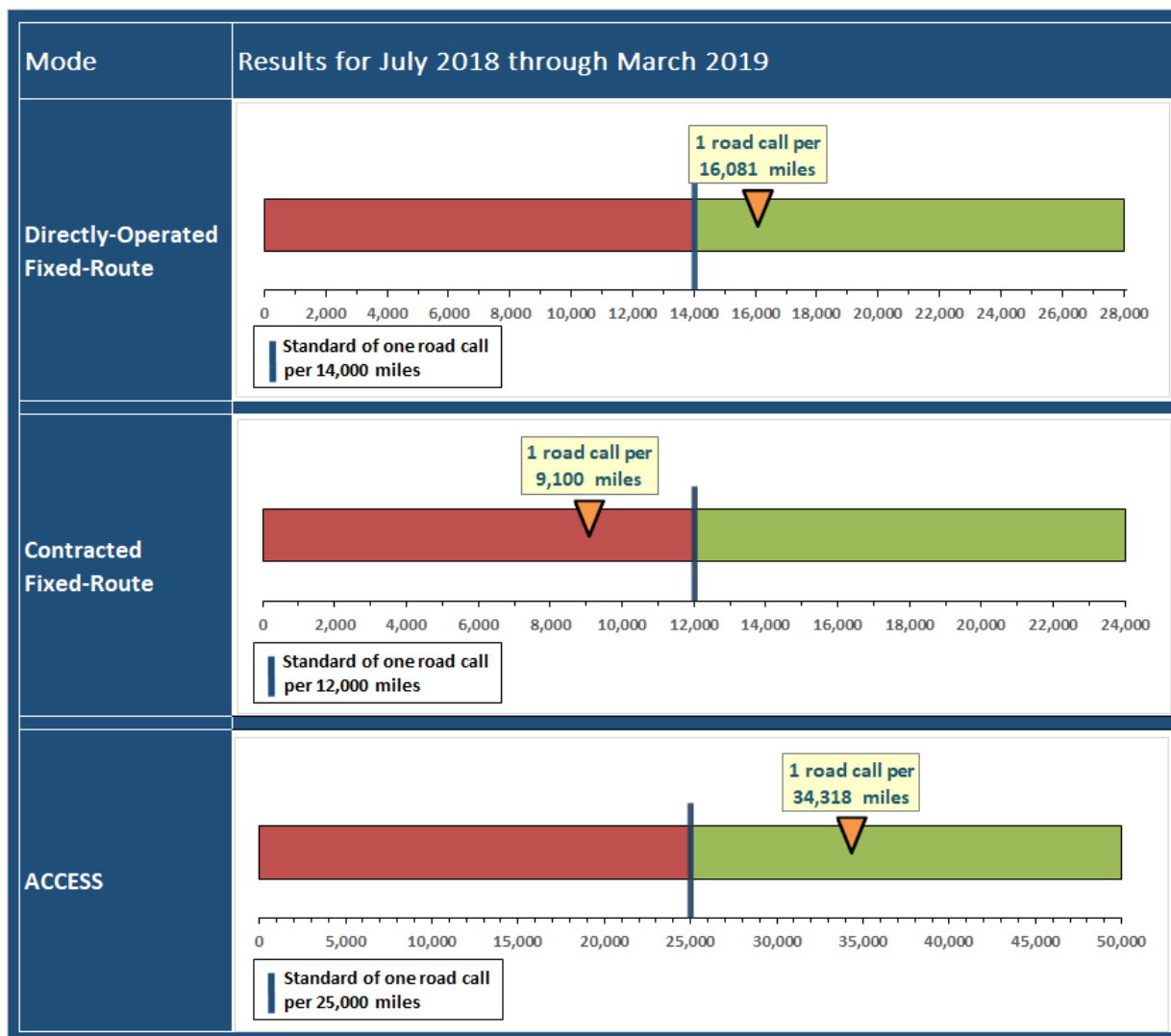
## **Reliability: Miles Between Road Calls**

MBRC is a vehicle reliability performance indicator that measures the average distance in miles that a transit vehicle travels before failure of a vital component forces removal of the vehicle from service. Valid mechanical road calls usually cause a delay or cancellation in service. OCTA has adopted standards for the MBRC for DOFR, CFR and OC ACCESS services. These standards vary to align with the specific type of service being provided and account for the variability inherent to each of these services including the vehicles assigned. The specific standards as adopted by OCTA are 14,000 MBRC for DOFR OC Bus service; 12,000 MBRC for CFR OC Bus service; and 25,000 MBRC for OC ACCESS

Through the third quarter of FY 2018-19, OC Bus services showed steady performance in this measure. DOFR OC Bus service performed above standard, averaging 16,081 vehicle MBRC, a drop of 1.7 percent from last quarter, but a 19.6 percent increase over the third quarter of last year. The increase in MBRC is credited partially to a midlife engine replacement campaign that was completed in December 2018. In addition, the continued work with the vehicle manufacturer to address warranty-related failures continues to help reduce road calls.

MBRC for the CFR OC Bus service was below standard at 9,100 MBRC through the third quarter of FY 2018-19. This is an 11.1 percent improvement compared to the 8,189 MBRC reported last quarter and 7.1 percent higher than the same quarter last year. Key drivers for the improvement included the implementation of additional maintenance training and the use of a more rigorous quality control process to improve vehicle repair procedures. The positive trend for MBRC for CFR OC Bus service is expected to continue through the fourth quarter with the continued corporate staff presence in the maintenance shop, and the recent hire of a maintenance manager.

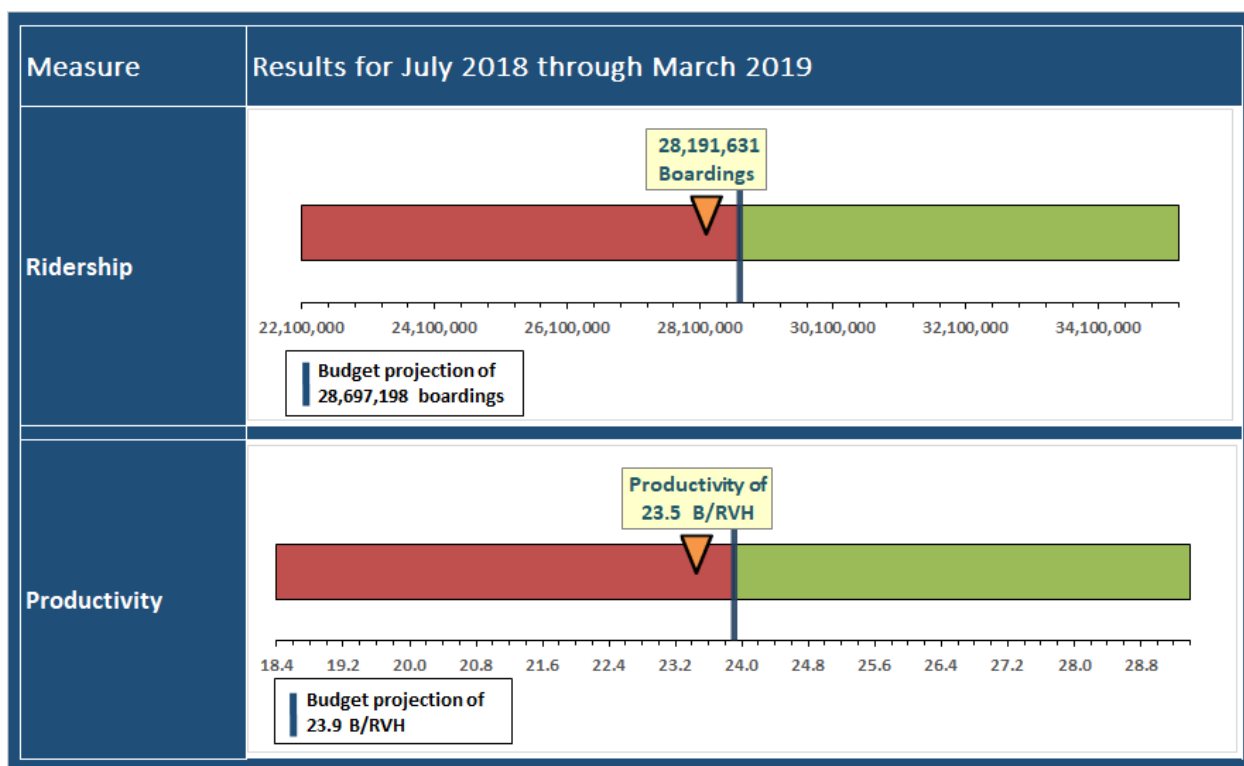
The MBRC for OC ACCESS service exceeded the standard, with 34,318 miles between road calls.



## Ridership and Productivity – OC Bus

Ridership (or boardings) is the number of rides taken by passengers using public transit and is influenced by level of service provided, weather, economy, and seasonal variations in demand. Productivity is an industry measure that counts the average number of boardings for each RVH that is operated. RVH is any 60-minute increment of time that a vehicle is available for passengers within the scheduled hours of service, excluding deadhead (a non-revenue movement of a transit vehicle to position it for service). Boardings per RVH (B/RVH) is calculated by taking the boardings and dividing it by the number of RVH operated.

The FY 2018-19 approved budget was developed with the assumption that boardings would decrease by 2.3 percent from FY 2017-18 actuals. Through the third quarter of FY 2018-19, both ridership and productivity for OC Bus service was lower than expected. The drop in ridership during the third quarter is largely attributed to two factors, rain and lost service.



Daily ridership data and research have shown that adverse weather conditions, such as rain, have a negative impact on transit ridership. "Rain" days are designated as such depending on the amount of rainfall (exceeding one-tenth of an inch), the time (morning, afternoon, night), and the duration. During the third quarter of FY 2018-19, there were 22 days of rain. During the third quarter of last year, there were only 14 days. On rainy weekdays during the third quarter of FY 2018-19, ridership was down by 15.6 percent compared to non-rainy days. On rainy weekdays during the same quarter last year, the difference was only 5.1 percent. The table below includes a comparison of the rain impact on average daily ridership based by day type (e.g., weekday).

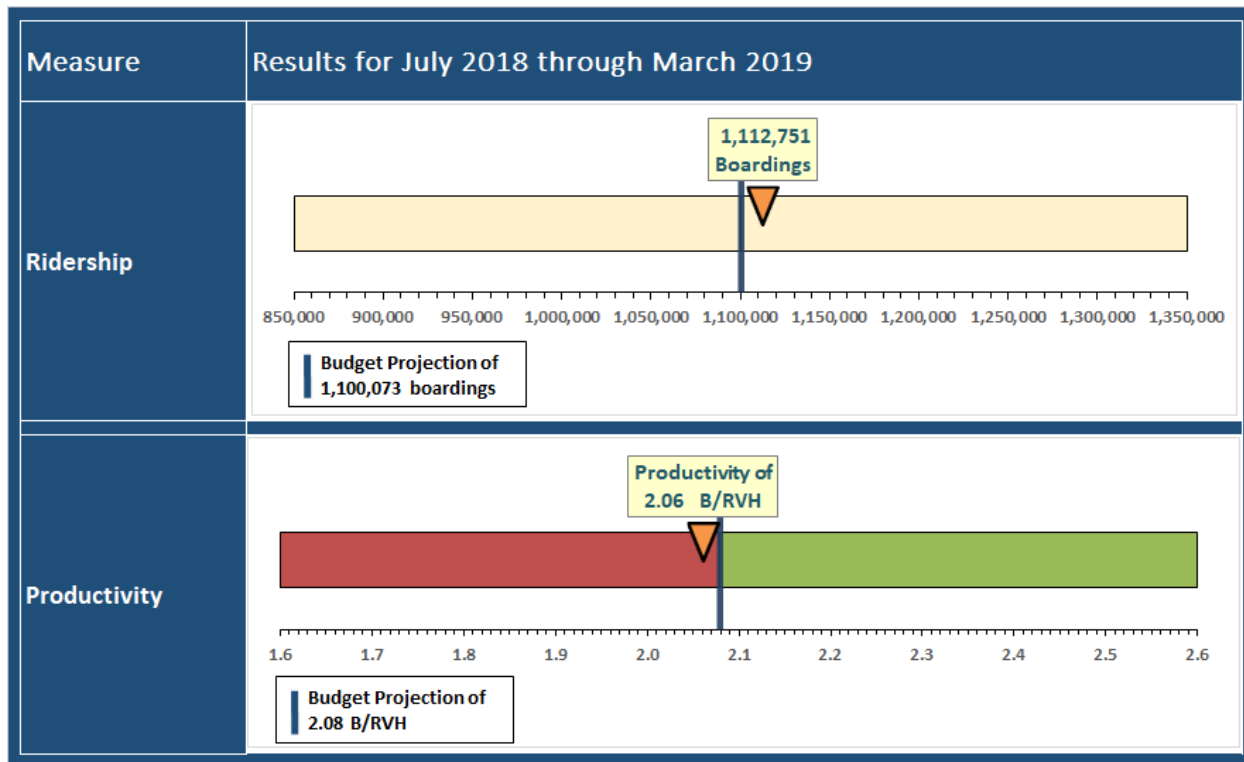
Day of Week	Quarter 3 - FY 2018-19			Quarter 3 - FY 2017-18		
	Average "Rain" Day	Average "Non-Rain" Day	Δ (%)	Average "Rain" Day	Average "Non-Rain" Day	Δ (%)
Weekday	100,587	119,127	-15.6%	117,366	123,648	-5.1%
Saturday	50,666	69,009	-26.6%	62,874	69,432	-9.4%
Sunday	45,910	53,239	-13.8%	46,746	55,707	-16.1%

On February 10, 2019, the second of three bus service changes occurring each fiscal year was implemented. OC Bus schedules and routes are adjusted at that time. This is also an opportunity for drivers to change the routes that they drive. For the February 2019 Bus Service Change, First Transit, Inc. (First Transit), the contracted fixed-route provider, changed the way in which it scheduled and deployed its drivers. This change increased the number of coach operator assignments that needed to be filled. This, coupled with a labor shortage, resulted in a significant number of missed trips and the loss of the daily ridership on those missed trips.

## Ridership and Productivity – OC ACCESS

(Primary Service Provider and Supplemental Taxi)

Through the third quarter of FY 2018-19, the ridership and productivity trends for OC ACCESS continue to indicate increasing demand for this service. Ridership for the quarter exceeded budgeted projections by 1.2 percent. Productivity is 1 percent below the budgeted projection.





## Contractor Performance: Fixed-Route

Per Agreement No. C-4-1737 between OCTA and First Transit, additional measures are tracked to ensure the CFR OC Bus service meets standards for safety, customer service, and reliability. When the contractor's monthly performance exceeds the standard as set forth in the agreement, financial incentives are paid to the contractor; conversely, when the monthly performance of the contractor is below the standard as set forth in the agreement, penalties are assessed and must be paid to OCTA by the contractor.

Through the third quarter of FY 2018-19, the overall performance of the contracted OC Bus service as determined by the performance categories outlined in the contract was above standard for the measure of safety; however, courtesy and reliability were below standard.

Table 1 provides the penalties and incentives assessed to the contractor, by quarter, for FY 2018-19. The incentives earned through the third quarter total \$16,500 and reflect good performance related to courtesy. Through the third quarter of FY 2018-19, the total penalties assessed to the contractor total \$2,548,190, of which \$2,117,466 was assessed from January through March. These assessed penalties, particularly for the missed trips, were largely due to the changes implemented by First Transit for the February 2019 Service Change.

<b>Table 1:</b>	<b>Performance Categories</b>	<b>FY19 Q1</b>	<b>FY19 Q2</b>	<b>FY19 Q3</b>	<b>FY19 Q4</b>	<b>FYTD 19</b>
<b>Penalties</b>	On-Time Performance	\$ (7,000)	\$ (9,000)	\$ (9,000)		\$ (25,000)
	Valid Complaints: Per 7,000 boardings	\$ (2,900)	\$ -	\$ (54,400)		\$ (57,300)
	Unreported Accident	\$ (20,000)	\$ (20,000)	\$ (110,000)		\$ (150,000)
	Accident Frequency Ratio	\$ -	\$ -	\$ (5,000)		\$ (5,000)
	Key Positions	\$ -	\$ (29,000)	\$ -		\$ (29,000)
	CHP Terminal Inspections	\$ -	\$ -	\$ -		\$ -
	Reports	\$ -	\$ -	\$ -		\$ -
	Preventive Maintenance	\$ (137,841)	\$ (36,683)	\$ (16,766)		\$ (191,290)
	Road Calls	\$ (14,300)	\$ (7,000)	\$ (300)		\$ (21,600)
	Vehicle Damage: Per vehicle per day	\$ -	\$ -	\$ -		\$ -
	Missed Trips	\$ (80,000)	\$ (67,000)	\$ (1,922,000)		\$ (2,069,000)
	<b>Total</b>	<b>\$ (262,041)</b>	<b>\$ (168,683)</b>	<b>\$ (2,117,466)</b>		<b>\$ (2,548,190)</b>
<b>Incentives</b>	On-Time Performance	\$ -	\$ -	\$ -		\$ -
	Valid Complaints: Per 7,000 boardings	\$ 3,200	\$ 9,000	\$ 4,300		\$ 16,500
	Accident Frequency Ratio	\$ -	\$ -	\$ -		\$ -
	<b>Total</b>	<b>\$ 3,200</b>	<b>\$ 9,000</b>	<b>\$ 4,300</b>		<b>\$ 16,500</b>
<b>Prior Periods Adjustment</b>	Road Calls	\$ (100)	\$ -	\$ -		\$ (100)
	Key Position	\$ -	\$ 25,182	\$ -		\$ 25,182
	<b>Total</b>	<b>\$ (100)</b>	<b>\$ 25,182</b>	<b>\$ -</b>		<b>\$ 25,082</b>
<b>All</b>	<b>Total</b>	<b>\$ (258,941)</b>	<b>\$ (134,501)</b>	<b>\$ (2,113,166)</b>		<b>\$ (2,506,608)</b>

## Contractor Performance: OC ACCESS

(Primary Service Provider and Supplemental Taxi)

Per Agreement No. C-2-1865 between OCTA and MV Transportation, Inc. (MV), additional measures are tracked to ensure the OC ACCESS meets the standards for safety, customer service, and reliability. When the contractor's monthly performance exceeds the standard as set forth in the agreement, financial incentives are paid to the contractor; conversely, when the monthly performance of the contractor is below the standard as set forth in the agreement, penalties are assessed and must be paid to OCTA by the contractor.

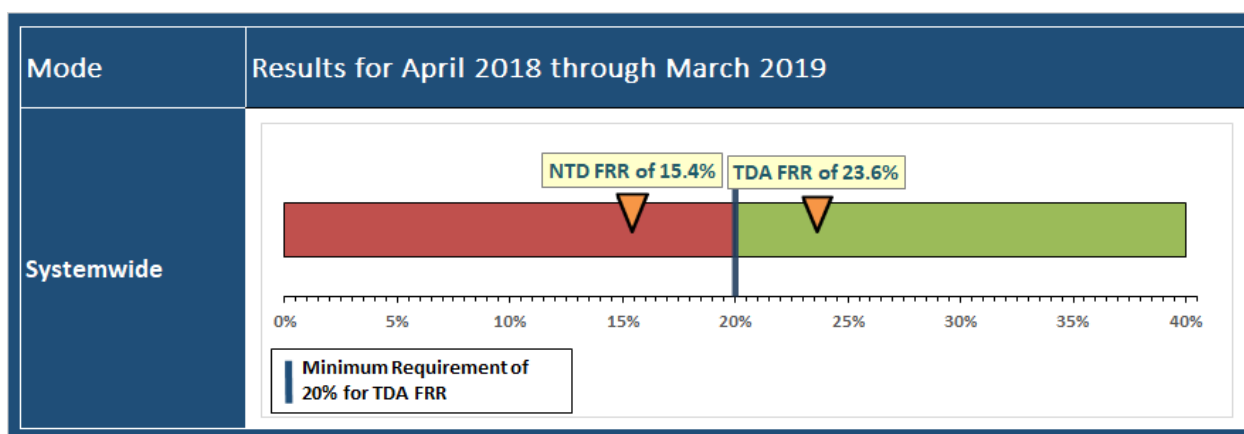
As presented in this report, the overall performance of the contractor providing OC ACCESS service through the third quarter of FY 2018-19 is above standard for all measures except OTP. Table 2 below lists, by quarter, the penalties and incentives assessed to the OC ACCESS contractor as established in the agreement. Through the third quarter, there were no incentives awarded to the contractor, but \$260,825 in penalties were assessed. Since the last reporting period, penalties were assessed for OTP, customer comments, call center hold times, excessively late trips, and missed trips.

<b>Table 2: Performance Categories</b>		<b>FY19 Q1</b>	<b>FY19 Q2</b>	<b>FY19 Q3</b>	<b>FY19 Q4</b>	<b>FYTD 19</b>
<b>Penalties</b>	Passenger Productivity	\$ -	\$ (10,000)	\$ -		\$ (10,000)
	On-Time Performance	\$ (10,000)	\$ (20,000)	\$ (10,000)		\$ (40,000)
	Customer Comments	\$ -	\$ (3,800)	\$ (300)		\$ (4,100)
	Call Center Hold Times	\$ (33,000)	\$ (33,000)	\$ (32,000)		\$ (98,000)
	Excessively Late Trips	\$ (10,000)	\$ (30,000)	\$ (30,000)		\$ (70,000)
	Missed Trips	\$ (5,000)	\$ (10,000)	\$ (5,000)		\$ (20,000)
	Unreported Accident	\$ -	\$ (5,000)	\$ -		\$ (5,000)
	Preventive Maintenance	\$ (13,725)	\$ -	\$ -		\$ (13,725)
	Road calls	\$ -	\$ -	\$ -		\$ -
	Reports	\$ -	\$ -	\$ -		\$ -
	Key Positions	\$ -	\$ -	\$ -		\$ -
	CHP Terminal Inspections	\$ -	\$ -	\$ -		\$ -
	Vehicle Damage	\$ -	\$ -	\$ -		\$ -
	<b>Total</b>	<b>\$ (71,725)</b>	<b>\$ (111,800)</b>	<b>\$ (77,300)</b>		<b>\$ (260,825)</b>
<b>Incentives</b>	Passenger Productivity	\$ -	\$ -	\$ -		\$ -
	On-Time Performance	\$ -	\$ -	\$ -		\$ -
	Excessively Late Trips	\$ -	\$ -	\$ -		\$ -
	Missed Trips	\$ -	\$ -	\$ -		\$ -
	<b>Total</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>		<b>\$ -</b>
<b>Prior Periods</b>	Customer Comments	\$ 1,100	\$ -	\$ -		\$ 1,100
<b>Adjustment</b>	<b>Total</b>	<b>\$ 1,100</b>	<b>\$ -</b>	<b>\$ -</b>		<b>\$ 1,100</b>
<b>All</b>	<b>Total</b>	<b>\$ (70,625)</b>	<b>\$ (111,800)</b>	<b>\$ (77,300)</b>		<b>\$ (259,725)</b>

## Farebox Recovery Ratio

Farebox Recovery Ratio (FRR) is a measure of the proportion of operating costs recovered by passenger fares, calculated by dividing the farebox revenue by total operating expenses. A minimum FRR of 20 percent for all service is required by the Transportation Development Act in order for transit agencies to receive the state sales tax available for public transit purposes. In an effort to normalize seasonal fluctuations, data shown below reflects actuals over the last 12 months from April 2018 through March 2019.

FRR, based on the National Transit Database definition in which only passenger fares are included under revenue, did not meet the 20 percent goal. However, as a result of the passage of Senate Bill No. 508 (SB 508), OCTA is able to adjust the FRR to include local funds. SB 508 states, “If fare revenues are insufficient to meet the applicable ratio of fare revenues to operating cost required by this article, an operator may satisfy that requirement by supplementing its fare revenues with local funds. As used in this section, “local funds” are any non-federal or non-state grant funds or other revenue generated by, earned by, or distributed to an operator.” After incorporating property tax revenue, advertising revenue, and Measure M fare stabilization, the adjusted FRR was 23.6 percent, a drop of 0.3 percent from the previous quarter and a 1.9 percent drop from the same quarter last year.



**Note:**

- National Transit Database (NTD) FRR consists of only passenger fares
- Transportation Development Act (TDA) FRR includes passenger fares, property tax revenue, advertising revenue and Measure M fare stabilization

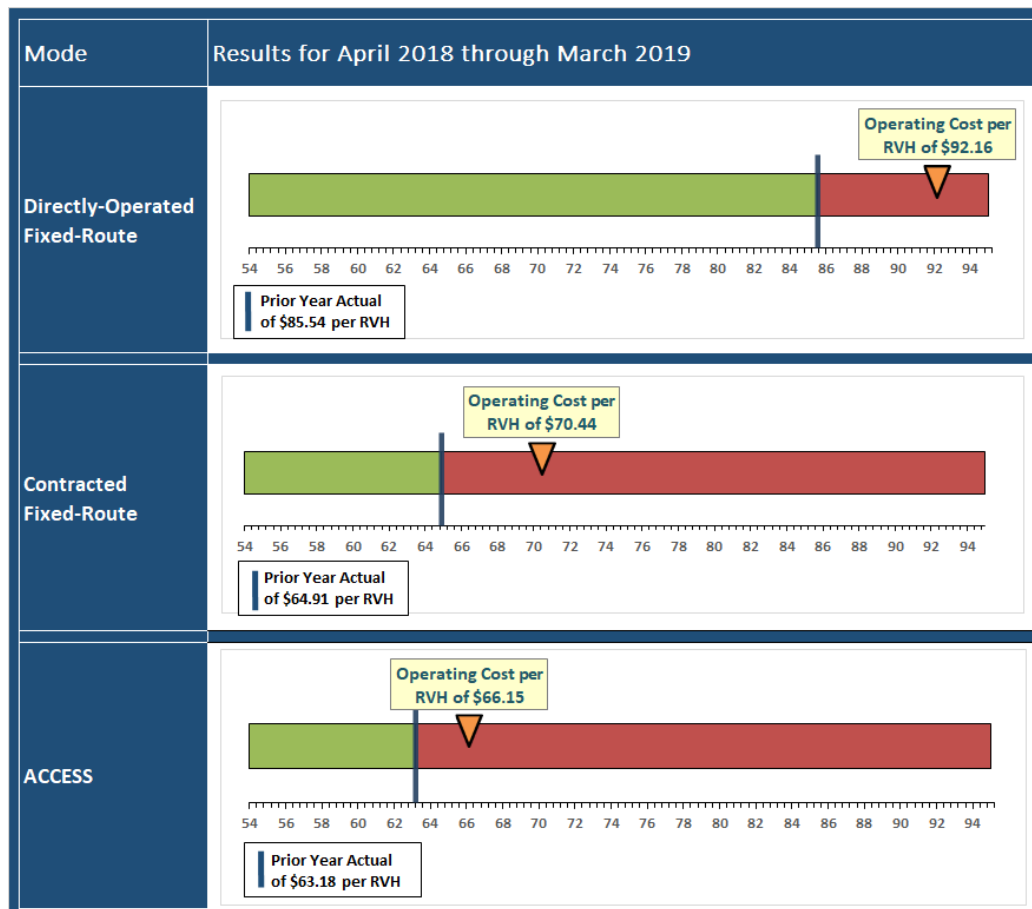
## Operating Cost per Revenue Vehicle Hour

Cost per RVH is one of the industry standards used to measure the cost efficiency of transit service. It is derived by dividing operating expenses by RVH. In order to provide a more comparable illustration, all metrics below are calculated based on direct operating cost, which excludes capital, general administrative, and other overhead costs.

Similar to the FRR, the statistics below depict actuals over the last 12 months. All modes operated at a higher cost per RVH than the same 12-month period of the prior year, with a 7.7 percent increase in DOFR, an 8.5 percent increase in CFR, and a 4.7 percent increase in OC ACCESS. The increase in DOFR was primarily due to the execution of the new labor agreement for coach operators, including a signing bonus that was expensed in May 2018, along with a salary increase. In addition, costs were impacted by:

- A 44.8 percent of the total increase in DOFR cost and a 61.8 percent of the total increase in CFR cost were associated with a higher than expected compressed natural gas rate since July 2018.
- The receipt of Alternative Fuel Tax Credit in March 2018, but not received in March 2019 which lowered costs by 2.1 percent in 2018.

Other factors that contributed to the increase in CFR and OC ACCESS cost per RVH included the increase in the contracted rates as included in First Transit and MV agreements for each new fiscal year. An increase in gasoline prices also contributed to the increase in OC ACCESS cost.



## Performance Evaluation by Route

Continuing efforts are underway to better understand, evaluate, and improve route performance. Performance evaluation is important because it provides:

- A better understanding of where resources are being applied;
- A measure of how well services are being delivered;
- A measure of how well these services are used; and
- An objective basis for decisions regarding future service changes and service deployment.

The tables on the following pages summarize route-level performance through the third quarter in FY 2018-19. The first three tables present the route-level performance sorted by routes with the highest net subsidy per boarding to routes with a lower net subsidy per boarding, and the remaining three tables present the same information sorted by routes that have the highest boardings to routes with a lower level of boardings.

A route guide listing all of the routes and their points of origins and destinations is provided after the route-level performance tables. Route types are grouped by route numbers as follows:

- **Routes 1 to 99:** Local Routes include two sub categories:
  - **Major:** These routes operate as frequent as every 15 minutes during peak times. Major routes operate seven days a week throughout the day. Together, the Major routes form a grid on arterial streets throughout the highest transit propensity portions of the OC Bus service area, primarily in northern parts of the county.
  - **Local:** These routes operate on arterials within the grid created by the Major routes, but at lower frequencies. Local routes also operate in parts of Orange County with lower transit demand. Most Local routes operate seven days per week, however some operate on weekdays only.
- **Routes 100 to 199:** Community routes to connect pockets of transit demand with major destinations and offer local circulation. Routes tend to be less direct than Local routes, serving neighborhoods and destinations off the arterial grid. Approximately half of Community routes operate seven days per week.
- **Routes 200 to 299:** Intra-county express routes that operates on weekdays only at peak times and connect riders over long distances to destinations within Orange County, using freeways to access destinations.
- **Routes 400 to 499:** Stationlink routes are rail feeder services designed to connect Metrolink stations to nearby employment destinations. These routes have relatively short alignments, with schedules tied to Metrolink arrivals and departures. They operate during weekday peak hours only, in the peak direction, from the station to destinations in the morning and the reverse in the evening.
- **Routes 500 to 599:** Bravo! routes are limited-stop services operated with branded vehicles.
- **Routes 600 to 699:** Seasonal routes (*these are not included on the following charts*) such as OC Fair Express.
- **Routes 700 to 799:** Inter-county Express bus service that operates on weekdays only at peak times and connects riders over long distances to destinations outside of Orange County, often using freeways to access destinations.



**OCTA Operating Statistics By Route for Local and Community Services (Sorted by Subsidy per Boarding)**  
Fiscal Year 2018-19 Through Q3

Route	Zone	Farebox	Subsidy per Boarding	Direct Subsidy	Indirect Subsidy	"Capital Subsidy" Per Boarding	Revenue per Boarding	Boardings	CostVSH	Direct CostVSH	CostVSM	BoardVSH	VSH	Bus Count			
														40 FT	32 FT	60 FT	60 FT
021	N	7.8%	\$ 13.32	\$ 7.53	\$ 4.62	\$ 1.17	\$ 1.03	48,001	\$ 113.97	\$ 70.95	\$ 8.51	8.65	5,550	1	2	-	-
529	C	8.1%	12.66	7.09	4.51	1.06	1.02	41,123	150.11	97.23	13.03	11.89	3,457	6	4	-	-
085	S	8.9%	12.30	7.02	4.31	0.97	1.11	51,800	106.09	68.78	8.64	8.53	6,075	2	-	-	-
087	S	8.6%	11.49	6.58	4.04	0.87	1.00	49,529	111.81	70.46	7.45	9.63	5,146	-	2	-	-
001	S	7.8%	11.35	6.63	4.22	0.50	0.92	416,854	151.05	96.67	9.22	12.84	32,469	6	-	-	-
076	C	9.7%	10.21	5.77	3.67	0.77	1.01	64,766	137.78	87.16	11.74	13.18	4,915	2	-	-	-
153	N	10.3%	10.15	5.98	3.59	0.58	1.10	86,493	104.92	86.49	8.58	9.82	8,805	2	-	-	-
178	C	11.1%	9.53	5.49	3.30	0.74	1.10	67,662	105.44	68.61	8.49	10.66	6,346	2	-	-	-
177	S	13.1%	8.45	4.86	2.92	0.67	1.17	63,533	105.12	68.59	8.16	11.75	5,408	-	2	-	-
083	C	11.8%	7.67	4.35	2.77	0.55	0.96	485,932	146.06	93.35	8.07	18.10	25,747	10	-	-	-
086	C	13.2%	7.66	4.31	2.65	0.70	1.05	107,298	105.54	68.69	8.15	13.17	8,148	3	-	-	-
091	S	14.5%	7.38	4.19	2.57	0.62	1.15	294,325	107.00	69.20	7.43	13.53	21,755	8	-	-	-
167	C	14.2%	7.21	4.09	2.46	0.66	1.08	151,385	105.17	68.51	8.86	13.78	10,983	4	-	-	-
024	N	15.8%	6.83	3.74	2.30	0.79	1.14	95,541	105.26	68.60	8.22	14.66	6,517	3	-	-	-
090	S	15.9%	6.75	3.72	2.28	0.75	1.13	245,944	109.80	69.88	7.33	15.38	15,991	6	-	-	-
129	N	15.6%	6.51	3.74	2.25	0.52	1.11	144,579	106.71	68.89	8.84	15.04	9,613	2	-	-	-
050	N	12.9%	6.30	3.61	2.29	0.40	0.88	911,318	153.55	97.38	13.21	22.65	40,227	11	-	-	-
143	N	15.3%	6.28	3.70	2.22	0.36	1.07	137,869	104.93	68.43	9.28	15.01	9,183	2	-	-	-
056	N	13.2%	6.25	3.64	2.32	0.29	0.90	311,420	141.64	89.56	13.43	20.63	15,093	4	-	-	-
079	C	15.5%	6.22	3.57	2.19	0.46	1.05	329,207	105.20	68.49	9.27	15.43	21,331	6	-	-	-
089	S	15.7%	6.06	3.44	2.11	0.51	1.03	260,285	105.60	68.67	8.49	16.02	16,245	5	-	-	-
082	S	19.7%	6.05	3.00	1.84	0.21	1.19	62,063	119.02	72.20	8.42	19.76	3,141	3	-	-	-
059	C	16.2%	6.03	3.36	2.06	0.61	1.04	412,988	109.14	69.46	9.72	16.89	24,449	11	-	-	-
560	C	15.0%	5.99	3.33	2.12	0.54	0.96	581,906	147.55	93.49	12.74	23.04	25,257	6	7	-	-
055	C	16.6%	5.84	3.31	2.11	0.42	1.08	960,332	143.95	91.11	12.85	22.16	43,344	18	-	-	-
054	N	15.6%	5.69	3.19	2.03	0.47	0.96	896,235	143.31	90.73	12.94	23.19	38,655	17	-	-	-
150	C	18.6%	5.68	3.08	1.85	0.75	1.13	132,991	108.80	69.22	10.73	17.94	7,413	4	-	-	-
072	C	15.9%	5.67	3.22	2.05	0.40	1.00	373,686	138.42	87.73	11.18	22.11	16,899	6	-	-	-
025	N	17.0%	5.63	3.17	1.95	0.51	1.05	277,116	106.41	68.86	8.84	17.25	16,065	5	-	-	-
071	N	16.8%	5.47	3.15	1.93	0.39	1.03	516,277	105.79	68.76	8.45	17.32	29,802	8	-	-	-
037	N	15.9%	5.41	3.07	1.95	0.39	0.95	812,982	144.60	91.61	11.76	24.22	33,563	14	-	-	-
026	N	17.1%	5.21	3.02	1.86	0.33	1.01	332,272	106.85	68.78	10.52	18.15	18,303	4	-	-	-
029	N	16.8%	4.96	2.86	1.82	0.28	0.95	1,419,505	143.83	91.12	12.35	25.57	55,511	5	-	7	-
030	N	17.9%	4.62	2.65	1.63	0.34	0.93	486,112	105.24	68.64	8.13	20.19	24,078	6	-	-	-
047	C	19.7%	4.59	2.62	1.66	0.31	1.05	1,561,032	143.03	90.50	12.78	26.83	58,175	20	-	-	-
035	N	18.6%	4.51	2.48	1.52	0.51	0.92	600,386	108.62	69.32	9.49	22.08	27,195	12	-	-	-
543	N	19.1%	4.39	2.48	1.57	0.34	0.96	717,851	144.95	91.80	13.07	28.93	24,811	6	4	-	-
070	C	20.5%	4.37	2.44	1.50	0.43	1.01	693,580	110.52	69.96	9.00	22.35	31,039	12	-	-	-
033	N	18.4%	4.34	2.49	1.53	0.32	0.91	282,492	105.61	68.65	8.56	21.47	13,160	4	-	-	-
057	C	20.2%	4.23	2.39	1.52	0.32	0.99	1,475,067	150.07	95.04	14.10	30.58	48,236	8	-	4	-
060	C	19.5%	4.06	2.34	1.49	0.23	0.93	1,423,189	143.47	90.93	12.43	30.19	47,147	16	-	-	-
046	N	22.1%	3.93	2.20	1.35	0.38	1.01	477,819	105.92	68.71	9.17	23.23	20,567	7	-	-	-
053X	C	21.4%	3.92	2.22	1.41	0.29	0.99	489,585	130.34	82.24	12.66	28.19	17,369	6	-	-	-
038	N	21.1%	3.83	2.13	1.31	0.39	0.92	806,877	108.26	69.30	8.87	24.90	32,404	14	-	-	-
053	C	21.0%	3.81	2.18	1.38	0.25	0.95	1,055,662	146.96	92.83	15.71	32.59	32,390	10	-	-	-
043	N	22.0%	3.77	2.16	1.37	0.24	1.00	1,569,211	140.22	88.53	14.02	30.98	50,658	13	-	-	-
057X	C	25.0%	3.43	1.91	1.21	0.31	1.04	834,269	130.45	82.36	12.29	31.37	26,595	5	-	2	-
066	C	24.4%	3.31	1.90	1.21	0.20	1.00	1,514,939	141.42	89.35	14.02	34.41	44,030	12	-	-	-
042	N	23.0%	3.28	1.86	1.14	0.28	0.89	1,142,729	106.90	68.93	9.60	27.49	41,575	13	-	-	-
064	C	24.5%	2.97	1.71	1.09	0.17	0.91	1,151,068	142.32	89.90	14.69	38.48	29,913	7	-	-	-
064X	C	26.6%	2.72	1.55	0.99	0.18	0.92	462,038	130.41	82.30	12.43	37.70	12,255	3	-	-	-

(1) Total bus count (429) is based on PM weekday equipment requirements.

(2) Bus count for routes 53X, 57X and 64X are estimated based on total route 53, 57 and 64 equipment requirements.

(3) C under Zone is Central County, N is North County and S is South County.



**OCTA Operating Statistics By Route for Express Service (Sorted by Subsidy per Boarding)**  
Fiscal Year 2018-19 Through Q3

Route	Zone	Farebox	Subsidy per Boarding	Direct Subsidy	Indirect Subsidy	"Capital Subsidy" Per Boarding	Revenue per Boarding	Boardings	CostVSH	Direct CostVSH	CostVSM	BoardVSH	VSH	Bus Count		
														40 FT	32 FT	60 FT
211	C	1.9%	\$ 64.30	\$ 31.52	\$ 24.74	\$ 8.04	\$ 1.10	10,657	\$ 143.84	\$ 97.88	\$ 8.46	2.51	4,250	-	-	4
213	N	2.5%	47.23	21.99	17.26	7.98	1.00	10,737	163.43	103.42	9.54	4.06	2,644	-	-	4
721	N	4.7%	42.08	23.40	14.10	4.58	1.86	16,376	226.16	146.46	8.79	5.75	2,850	3	-	-
701	C	7.6%	30.60	16.39	9.88	4.33	2.16	17,338	259.91	168.06	10.83	9.14	1,897	3	-	-
206	C	4.3%	29.44	12.74	10.00	6.70	1.02	9,590	175.06	113.33	9.18	7.37	1,302	-	-	3
794	C	21.6%	25.92	12.16	9.54	4.22	5.98	23,719	219.86	153.60	8.23	7.94	2,986	4	-	-

(1) Total bus count (429) is based on PM weekday equipment requirements.

(2) C under Zone is Central County, N is North County and S is South County.



**OCTA Operating Statistics By Route for Stationlink Service (Sorted by Subsidy per Boarding)**  
Fiscal Year 2018-19 Through Q3

Route	Zone	Farebox	Subsidy per Boarding	Direct Subsidy	Indirect Subsidy	"Capital Subsidy" Per Boarding	Revenue per Boarding	Boardings	CostVSH	Direct CostVSH	CostVSM	BoardVSH	VSH	Bus Count		
														40 FT	32 FT	60 FT
463	C	4.0%	28.56	\$ 11.99	\$ 10.56	\$ 6.01	\$ 0.95	16,640	\$ 171.52	\$ 110.64	\$ 16.55	7.30	2,280	4	-	-
480	C	8.6%	12.34	5.25	4.63	2.46	0.93	20,316	172.25	111.01	14.76	15.94	1,275	2	-	-
472	C	10.3%	11.17	4.27	3.77	3.13	0.93	26,609	164.14	108.85	13.86	18.30	1,454	3	-	-
453	N	8.6%	11.13	4.73	4.16	2.24	0.84	22,370	176.66	111.88	16.57	18.15	1,233	2	-	-
473	C	13.4%	8.35	3.52	3.10	1.73	1.02	33,641	178.29	111.83	15.78	23.30	1,444	2	-	-
462	C	12.8%	7.61	3.57	3.14	0.90	0.99	27,927	159.74	107.34	22.66	20.76	1,346	1	-	-

(1) Total bus count (429) is based on PM weekday equipment requirements.

(2) C under Zone is Central County, N is North County and S is South County.



**OCTA Operating Statistics By Route for Local and Community Services (Sorted by Boardings)**  
Fiscal Year 2018-19 Through Q3

Route	Zone	Farebox	Subsidy per Boarding	Direct Subsidy	Indirect Subsidy	"Capital Subsidy" Per Boarding	Revenue per Boarding	Boardings	Cost/VSH	Direct Cost/VSH	Cost/VSM	Board/VSH	VSH	Bus Count		
														40 FT	32 FT	60 FT
043	N	22.0%	\$ 3.77	\$ 2.16	\$ 1.37	\$ 0.24	\$ 1.00	1,569,211	\$ 140.22	\$ 88.53	\$ 14.02	30.98	50,658	13	-	-
047	C	19.7%	4.59	2.62	1.66	0.31	1.05	1,561,032	143.03	90.50	12.78	26.83	58,175	20	-	-
066	C	24.4%	3.31	1.90	1.21	0.20	1.00	1,514,939	141.42	89.35	14.02	34.41	44,030	12	-	-
067	C	20.2%	4.23	2.39	1.52	0.32	0.99	1,475,067	150.07	95.04	14.10	30.58	48,236	8	-	4
060	C	19.5%	4.06	2.34	1.49	0.23	0.93	1,423,189	143.47	90.93	12.43	30.19	47,147	16	-	-
029	N	16.8%	4.96	2.86	1.82	0.28	0.95	1,419,505	143.83	91.12	12.35	25.57	55,511	5	-	7
064	C	24.5%	2.97	1.71	1.09	0.17	0.91	1,151,068	142.32	89.90	14.69	38.48	29,913	7	-	-
042	N	23.0%	3.28	1.86	1.14	0.28	0.89	1,142,729	106.90	68.93	9.60	27.49	41,575	13	-	-
053	C	21.0%	3.81	2.18	1.38	0.25	0.95	1,055,662	146.96	92.83	15.71	32.59	32,390	10	-	-
065	C	16.6%	5.84	3.31	2.11	0.42	1.08	960,332	143.95	91.11	12.85	22.16	43,344	18	-	-
050	N	12.9%	6.30	3.61	2.29	0.40	0.88	911,318	153.55	97.38	13.21	22.65	40,227	11	-	-
054	N	15.6%	5.69	3.19	2.03	0.47	0.96	896,235	143.31	90.73	12.94	23.19	38,655	17	-	-
057X	C	25.0%	3.43	1.91	1.21	0.31	1.04	834,269	130.45	82.36	12.29	31.37	26,595	5	-	2
037	N	15.9%	5.41	3.07	1.95	0.39	0.95	812,982	144.60	91.61	11.76	24.22	33,563	14	-	-
038	N	21.1%	3.83	2.13	1.31	0.39	0.92	806,877	108.26	69.30	8.87	24.90	32,404	14	-	-
543	N	19.1%	4.39	2.48	1.57	0.34	0.96	717,851	144.95	91.80	13.07	28.93	24,811	6	4	-
070	C	20.5%	4.37	2.44	1.50	0.43	1.01	693,580	110.52	69.96	9.00	22.35	31,039	12	-	-
035	N	18.6%	4.51	2.48	1.52	0.51	0.92	600,386	108.62	69.32	9.49	22.08	27,195	12	-	-
560	C	15.0%	5.99	3.33	2.12	0.54	0.96	581,906	147.55	93.49	12.74	23.04	25,257	6	7	-
071	N	16.8%	5.47	3.15	1.93	0.39	1.03	516,277	105.79	68.76	8.45	17.32	29,802	8	-	-
053X	C	21.4%	3.92	2.22	1.41	0.29	0.99	489,585	130.34	82.24	12.66	28.19	17,369	6	-	-
030	N	17.9%	4.62	2.65	1.63	0.34	0.93	486,112	105.92	68.64	8.13	20.19	24,078	6	-	-
046	N	22.1%	3.93	2.20	1.35	0.38	1.01	477,819	105.94	68.71	9.17	23.23	20,567	7	-	-
083	C	11.8%	7.67	4.35	2.77	0.55	0.96	465,932	146.06	93.35	8.07	18.10	25,747	10	-	-
064X	C	26.6%	2.72	1.55	0.99	0.18	0.92	462,038	130.41	82.30	12.43	37.70	12,255	3	-	-
001	S	7.8%	11.35	6.63	4.22	0.50	1.05	416,854	151.05	96.67	9.22	12.84	32,469	6	-	-
059	C	16.2%	6.03	3.36	2.06	0.61	1.04	412,988	109.14	69.46	9.72	16.89	24,449	11	-	-
072	C	15.9%	5.67	3.22	2.05	0.40	1.00	373,686	138.42	87.73	11.18	22.11	16,899	6	-	-
026	N	17.1%	5.21	3.02	1.86	0.33	1.01	332,272	106.85	68.78	10.52	18.15	18,303	4	-	-
079	C	15.5%	6.22	3.57	2.19	0.46	1.05	329,207	105.20	68.49	9.27	15.43	21,331	6	-	-
056	N	13.2%	6.25	3.64	2.32	0.29	0.90	311,420	141.64	89.56	13.43	20.63	15,093	4	-	-
081	S	14.5%	7.38	4.19	2.57	0.62	1.15	294,325	107.00	69.20	7.43	13.53	21,755	8	-	-
033	N	18.4%	4.34	2.49	1.53	0.32	0.91	282,492	105.61	68.65	8.56	21.47	13,160	4	-	-
025	N	17.0%	5.63	3.17	1.95	0.51	1.05	277,116	106.41	68.86	8.84	17.25	16,065	5	-	-
089	S	15.7%	6.06	3.44	2.11	0.51	1.03	260,285	105.60	68.67	8.49	16.02	16,245	5	-	-
090	S	15.9%	6.75	3.72	2.28	0.75	1.13	245,944	109.80	69.88	7.33	15.38	15,991	6	-	-
167	C	14.2%	7.21	4.09	2.46	0.66	1.08	151,385	105.17	68.51	8.86	13.78	10,983	4	-	-
129	N	15.6%	6.51	3.74	2.25	0.52	1.11	144,579	106.71	68.89	8.84	15.04	9,613	2	-	-
143	N	15.3%	6.28	3.70	2.22	0.36	1.07	137,869	104.93	68.43	9.28	15.01	9,183	2	-	-
150	C	18.6%	5.68	3.08	1.85	0.75	1.13	132,991	108.80	69.22	10.73	17.94	7,413	4	-	-
086	C	13.2%	7.66	4.31	2.65	0.70	1.05	107,298	105.54	68.69	8.15	13.17	8,148	3	-	-
024	N	15.8%	6.83	3.74	2.30	0.79	1.14	95,541	105.26	68.60	8.22	14.66	6,517	3	-	-
153	N	10.3%	10.15	5.98	3.59	0.58	1.10	86,493	104.92	68.49	8.58	9.82	8,805	2	-	-
178	C	11.1%	9.53	5.49	3.30	0.74	1.10	67,662	105.44	68.61	8.49	10.66	6,346	2	-	-
076	C	9.7%	10.21	5.77	3.67	0.77	1.01	64,766	137.78	87.16	11.74	13.18	4,915	2	-	-
177	S	13.1%	8.45	4.86	2.92	0.67	1.17	63,533	105.12	68.59	8.16	11.75	5,408	-	2	-
082	S	19.7%	6.05	3.00	1.84	1.21	1.19	62,063	119.02	72.20	8.42	19.76	3,141	3	-	-
085	S	8.9%	12.30	7.02	4.31	0.97	1.11	51,800	106.09	68.78	8.64	8.53	6,075	2	-	-
087	S	8.6%	11.49	6.58	4.04	0.87	1.00	49,529	111.81	70.46	7.45	9.63	5,146	-	2	-
021	N	7.8%	13.32	7.53	4.62	1.17	1.03	48,001	113.97	70.95	8.51	8.65	5,550	1	2	-
529	C	8.1%	12.66	7.09	4.51	1.06	1.02	41,123	150.11	97.23	13.03	11.89	3,457	6	4	-

(1) Total bus count (429) is based on PM weekday equipment requirements.

(2) Bus count for routes 53X, 57X and 64X are estimated based on total route 53, 57 and 64 equipment requirements.

(3) C under Zone is Central County, N is North County and S is South County.





**OCTA Operating Statistics By Route for Express Service (Sorted by Boardings)**  
Fiscal Year 2018-19 Through Q3

Route	Zone	Farebox	Subsidy per Boarding	Direct Subsidy	Indirect Subsidy	"Capital Subsidy" Per Boarding	Revenue per Boarding	Boardings	CostVSH	Direct CostVSH	CostVSM	BoardVSH	VSH	Bus Count		
														40 FT	32 FT	60 FT
794	C	21.6%	\$ 25.92	\$ 12.16	\$ 9.54	\$ 4.22	\$ 5.98	23,719	\$ 219.86	\$ 153.60	\$ 8.23	7.94	2,986	4	-	-
701	C	7.6%	30.60	16.39	9.88	4.33	2.16	17,338	259.91	168.06	10.83	9.14	1,897	3	-	-
721	N	4.7%	42.08	23.40	14.10	4.58	1.86	16,376	226.16	146.46	8.79	5.75	2,850	3	-	-
213	N	2.5%	47.23	21.99	17.26	7.98	1.00	10,737	163.43	103.42	9.54	4.06	2,644	-	4	-
211	C	1.9%	64.30	31.52	24.74	8.04	1.10	10,657	143.84	97.88	8.46	2.51	4,250	-	4	-
206	C	4.3%	29.44	12.74	10.00	6.70	1.02	9,590	175.06	113.33	9.18	7.37	1,302	-	3	-

(1) Total bus count (429) is based on PM weekday equipment requirements.

(2) C under Zone is Central County, N is North County and S is South County.



**OCTA Operating Statistics By Route for Stationlink Service (Sorted by Boardings)**  
Fiscal Year 2018-19 Through Q3

Route	Zone	Farebox	Subsidy per Boarding	Direct Subsidy	Indirect Subsidy	"Capital Subsidy" Per Boarding	Revenue per Boarding	Boardings	CostVSH	Direct CostVSH	CostVSM	BoardVSH	VSH	Bus Count		
														40 FT	32 FT	60 FT
473	C	13.4%	8.35	3.52	3.10	1.73	1.02	33,641	\$ 178.29	\$ 111.83	\$ 15.78	23.30	1,444	2	-	-
462	C	12.8%	7.61	3.57	3.14	0.90	0.99	27,927	159.74	107.34	22.66	20.76	1,346	1	-	-
472	C	10.3%	11.17	4.27	3.77	3.13	0.93	26,609	164.14	108.85	13.86	18.30	1,454	3	-	-
453	N	8.6%	11.13	4.73	4.16	2.24	0.84	22,370	176.66	111.88	26.57	18.15	1,233	2	-	-
480	C	8.6%	12.34	5.25	4.63	2.46	0.93	20,316	172.25	111.01	14.76	15.94	1,275	2	-	-
463	C	4.0%	28.56	11.99	10.56	6.01	0.95	16,640	171.52	110.64	16.55	7.30	2,280	4	-	-

(1) Total bus count (429) is based on PM weekday equipment requirements.

(2) C under Zone is Central County, N is North County and S is South County.

## Route Reference Table

Route	Route Description	Main Street	Route Category
1	Long Beach - San Clemente	via Pacific Coast Hwy	LOCAL
21	Buena Park - Sunset Beach	via Valley View St/ Bolsa Chica Rd	LOCAL
24	Buena Park - Orange	via Malvern Ave/ Chapman Ave/ Tustin Ave	LOCAL
25	Fullerton - Huntington Beach	via Knott Ave/ Goldenwest St	LOCAL
26	Fullerton - Placentia	via Commonwealth Ave/ Yorba Linda Blvd	LOCAL
29	La Habra - Huntington Beach	via Beach Blvd	LOCAL
30	Cerritos - Anaheim	via Orangethorpe Ave	LOCAL
33	Fullerton - Huntington Beach	via Magnolia St	LOCAL
35	Fullerton - Costa Mesa	via Brookhurst St	LOCAL
37	La Habra - Fountain Valley	via Euclid St	LOCAL
38	Lakewood - Anaheim Hills	via Del Amo Blvd/ La Palma Ave	LOCAL
42	Seal Beach - Orange	via Seal Beach Blvd/ Los Alamitos Blvd/ Lincoln Ave	LOCAL
43	Fullerton - Costa Mesa	via Harbor Blvd	LOCAL
46	Long Beach - Orange	via Ball Road/ Taft Ave	LOCAL
47	Fullerton - Balboa	via Anaheim Blvd/ Fairview St	LOCAL
50	Long Beach - Orange	via Katella Ave	LOCAL
53/53X	Anaheim - Irvine	via Main St	LOCAL
54	Garden Grove - Orange	via Chapman Ave	LOCAL
55	Santa Ana - Newport Beach	via Standard Ave/ Bristol St/ Fairview St/ 17th St	LOCAL
56	Garden Grove - Orange	via Garden Grove Blvd	LOCAL
57/57X	Brea - Newport Beach	via State College Blvd/ Bristol St	LOCAL
59	Anaheim - Irvine	via Kraemer Blvd/ Glassell St/ Grand Ave/ Von Karman Ave	LOCAL
60	Long Beach - Tustin	via Westminster Ave/ 17th St	LOCAL
64/64X	Huntington Beach - Tustin	via Bolsa Ave/ 1st St	LOCAL
66	Huntington Beach - Irvine	via McFadden Ave/ Walnut Ave	LOCAL
70	Sunset Beach - Tustin	via Edinger Ave	LOCAL
71	Yorba Linda - Newport Beach	via Tustin Ave/ Red Hill Ave/ Newport Blvd	LOCAL
72	Sunset Beach - Tustin	via Warner Ave	LOCAL
76	Huntington Beach - John Wayne Airport	via Talbert Ave/ MacArthur Blvd	LOCAL
79	Tustin - Newport Beach	via Bryan Ave/ Culver Dr/ University Ave	LOCAL
82	Foothill Ranch - Rancho Santa Margarita	via Portola Pkwy/ Santa Margarita Pkwy	LOCAL
83	Anaheim - Laguna Hills	via 5 Fwy/ Main St	LOCAL
85	Mission Viejo - Laguna Niguel	via Marguerite Pkwy/ Crown Valley Pkwy	LOCAL
86	Costa Mesa - Mission Viejo	via Alton Pkwy/ Jeronimo Rd	LOCAL
87	Rancho Santa Margarita - Laguna Niguel	via Alicia Pkwy	LOCAL
89	Mission Viejo - Laguna Beach	via El Toro Rd/ Laguna Canyon Rd	LOCAL
90	Tustin - Dana Point	via Irvine Center Dr/ Moulton Pkwy/ Golden Lantern St	LOCAL
91	Laguna Hills - San Clemente	via Paseo de Valencia/ Camino Capistrano/ Del Obispo St	LOCAL
129	La Habra - Anaheim	via La Habra Blvd/ Brea Blvd/ Birch St/ Kraemer Blvd	COMMUNITY
143	La Habra - Brea	via Whittier Blvd/ Harbor Blvd/ Brea Blvd/ Birch St	COMMUNITY
150	Santa Ana - Costa Mesa	via Fairview St/ Flower St	COMMUNITY
153	Brea - Anaheim	via Placentia Ave	COMMUNITY
167	Orange - Irvine	via Irvine Ave/ Hewes St/ Jeffrey Rd	COMMUNITY
177	Foothill Ranch - Laguna Hills	via Lake Forest Dr/ Muirlands Blvd/ Los Alisos Blvd	COMMUNITY
178	Huntington Beach - Irvine	via Adams Ave/ Birch St/ Campus Dr	COMMUNITY
206	Santa Ana - Lake Forest Express	via 5 Fwy	EXPRESS BUS
211	Huntington Beach - Irvine Express	via 405 Fwy	EXPRESS BUS
213	Brea - Irvine Express	via 55 Fwy	EXPRESS BUS
453	Orange Transportation Center - St. Joseph's Hospital	via Chapman Ave/ Main St/ La Veta Ave	STATIONLINK
462	Santa Ana Regional transportation Center - Civic Center	via Santa Ana Blvd/ Civic Center Dr	STATIONLINK
463	Santa Ana Regional transportation Center - Hutton Centre	via Grand Ave	STATIONLINK
472	Tustin Metrolink Station - Irvine Business Complex	via Edinger Ave/ Red Hill Ave/ Campus Dr/ Jamboree Rd	STATIONLINK
473	Tustin Metrolink Station - U.C.I.	via Edinger Ave/ Harvard Ave	STATIONLINK
480	Irvine Metrolink Station - Lake Forest	via Alton Pkwy/ Bake Pkwy/ Lake Forest Dr	STATIONLINK
529	Fullerton - Huntington Beach	via Beach Blvd	BRAVO
543	Fullerton Transportation Center - Santa Ana	via Harbor Blvd	BRAVO
560	Santa Ana - Long Beach	via 17th St/ Westminster Blvd	BRAVO
701	Huntington Beach - Los Angeles Express	via 405 Fwy/ 605 Fwy/ 105 Fwy/ 110 Fwy	EXPRESS BUS
721	Fullerton - Los Angeles Express	via 110 Fwy/ 91 Fwy	EXPRESS BUS
794	Riverside / Corona - South Coast Metro Express	via 91 Fwy/ 55 Fwy	EXPRESS BUS

## OC Bus 360° Plan: Performance to Date

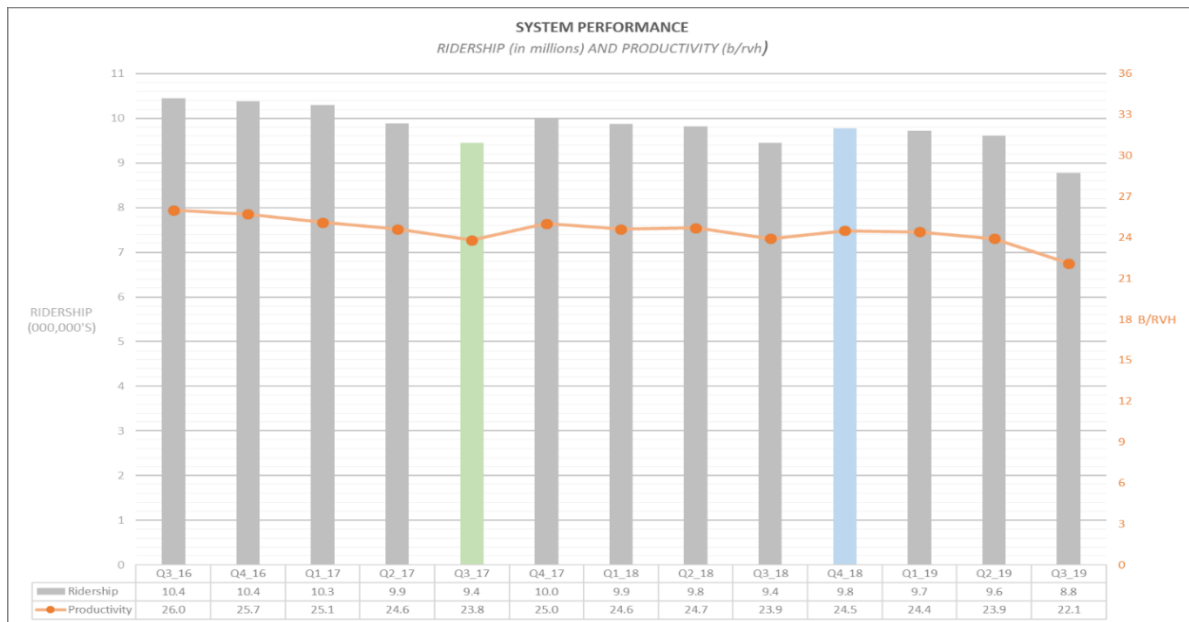
To address declining bus ridership, the OCTA Board of Directors (Board) endorsed a comprehensive action plan, known as the OC Bus 360° plan, in 2015. This effort included a comprehensive review of current and former rider perceptions, a peer review panel that reviewed OCTA's performance and plans, new branding and marketing tactics tied to rider needs, upgraded bus routes and services to better match demand and capacity, technology solutions to improve the passenger experience, and pricing, as well as other revenue changes to stimulate ridership and provide new funding.

Extensive work was invested by OCTA to implement the OC Bus 360° plan. These efforts included:

- Implementation of new and faster bus routes;
- Redeployment of services in June 2016, October 2016, October 2017, and February 2018, to improve efficiencies and build ridership;
- Competitively awarded grants to local agencies through Project V for transit services tailored to community needs;
- Implementation of a promotional fare and college pass program;
- Rollout of new technologies, such as mobile ticketing, real-time bus arrival information, a microtransit service; and
- Extensive marketing, public outreach, and promotional campaigns.

### Impact of the Service Changes

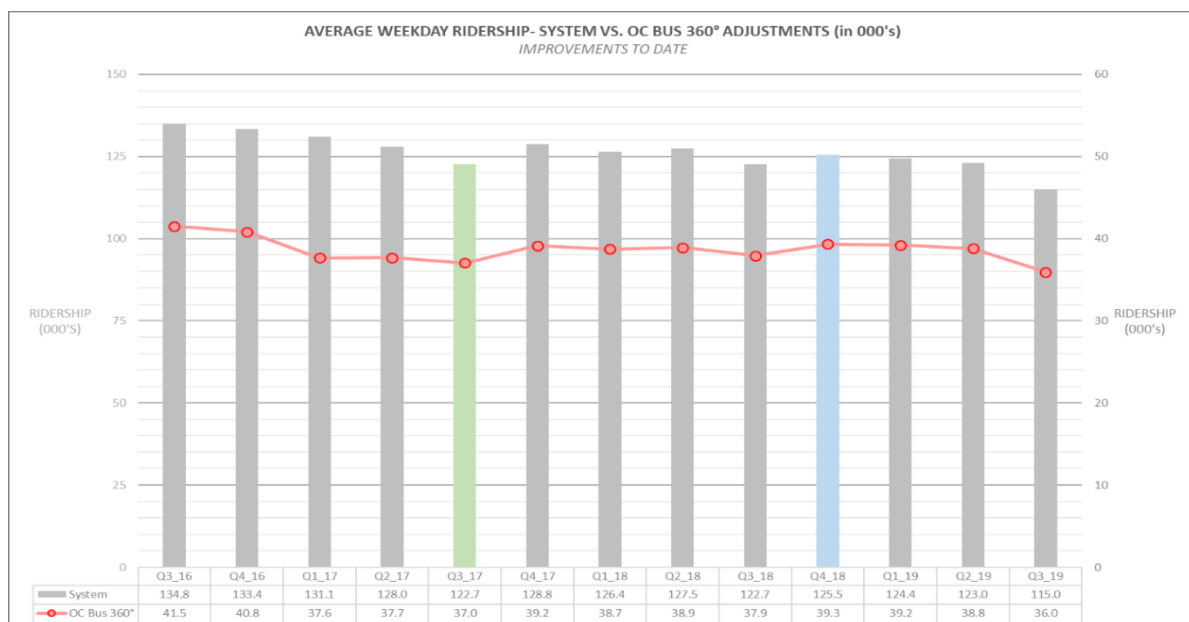
Of the series of approved bus service changes under the OC Bus 360° Plan, the changes implemented in October 2016 and February 2018 were the most significant; these have been tracked for overall OC Bus 360° plan impact. Provided below is a series of charts that show overall system performance over the last 13 quarters and the impact of these route adjustments (*October 2016 marked by green bar; February 2018 marked by blue bar*). In this review, performance is measured by change in average weekday boardings for routes that were improved and average B/RVH for routes that were reduced. This analysis is necessary and on-going to gauge the effectiveness of the recommended changes and the overall OC Bus 360° plan. The trend of overall system ridership and productivity is provided on the following chart.



Through the third quarter of FY 2018-19, ridership and productivity are down compared to last quarter and with respect to the quarterly trend since the October 2016 service change. Rain and lost service operated by the contractor were the primary factors for the drop in systemwide performance.

- Ridership was 8.3 percent lower than the previous quarter, and 6.3 percent lower than the same quarter last year.
- Productivity over the third quarter fell by 7.5 percent from last quarter and the same quarter last year.

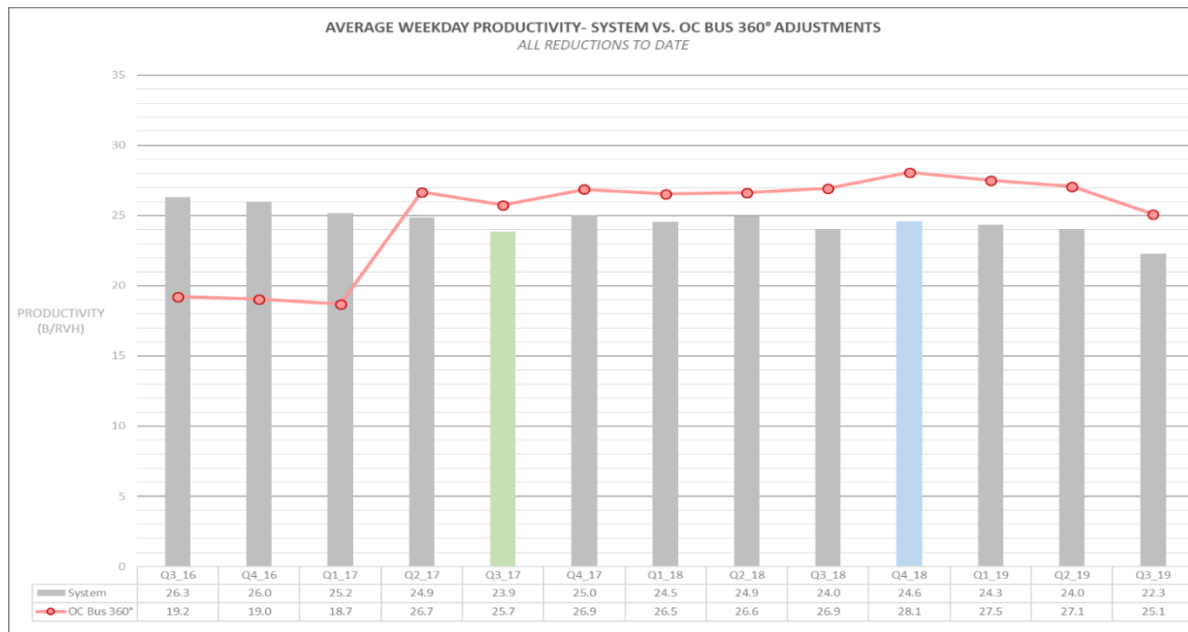
The impacts of the adjustments implemented under the OC Bus 360° plan are consistent with the systemwide trend. The following chart compares the system trend against the group of routes improved under the OC Bus 360° plan.



Comparing the results of the third quarter of FY 2018-19 with the third quarter of FY 2017-18, systemwide average weekday ridership fell by 6.5 percent, while the improved routes dropped more than 7.4 percent.

Improved system and route productivity are the goals for services that are *reduced* or *eliminated* under the OC Bus 360° Plan – making low performing routes more productive.

The following chart compares the system productivity trend against the productivity of the group of routes that were reduced/eliminated in October 2016 and February 2018.



During the third quarter of FY 2018-19, productivity for the collective reductions remain above the system average, by 12.6 percent, but is trending similar to ridership, falling by 7.3 percent compared to last quarter and by 6.7 compared to the same quarter last year.

### Other OC Bus 360° Initiatives

#### **OC Flex Pilot Program**

Through the first six months of operation, October 15, 2018 through March 31, 2019, the performance of the OC Flex microtransit pilot is favorable. Of the five Board-approved performance metrics, two have reached the respective targets, another is close to meeting the target, and the remaining two, though below their respective targets, are trending favorably (see chart below). The OC Flex team remains flexible to adjust the service as needed to meet the established performance targets, comprehensively evaluate the service concept along with meeting customer needs for the development of feasible recommendations as appropriate and look to attract new and existing transit riders.

Board Adopted Goals / Measures		Performance*	Goal Met?
<b>Productivity</b> <i>Boardings per Revenue Vehicle Hour</i>	6	1.7	X
<b>Cost Effectiveness</b> <i>Subsidy per Boarding</i>	\$9.00	\$41.12	X
<b>Shared Rides</b> <i>% of Bookings sharing a vehicle, including groups</i>	25%	23.2%	—
<b>Connecting Transit Trips</b> <i>% of transfer trips</i>	25%	29%	✓
<b>Customer Satisfaction</b> <i>% “likely”/“very likely” to recommend service</i>	85%	89%	✓

#### College Pass Program

The College Pass Program started in August 2017, with students from Santa Ana College and continuing education students from Santa Ana College and Santiago Canyon College. In August 2018, the program expanded to include all students from Santiago Canyon College. The college pass program has been very successful and popular among students and colleges. OCTA continues to work with other colleges to expand the College Pass program using available Low Carbon Transit Operations Program (LCTOP) and Mobile Source Air Pollution Reduction (MSRC) grant funds, along with college-provided funding or student fees.

As of March 31, 2019, the College Pass Program has reported 1.89 million boardings with 10,939 unique participating students among participating colleges since August 2017. Ridership trends for the College Pass are generally positive, however, during Q3 ridership decreased for several months during this period – likely due to inclement weather, loss of service, and college spring break schedules.

Fullerton College is expected to join the college pass program in August 2019. During a recent Fullerton College election – with an unusually high turnout due to program’s presence on the ballot – 89 percent of student voters approved a three-year program that is free to students for the first year (paid by LCTOP and MSRC grants) and funded by low student fees the second and third year.

In May 2019, the student council government for Golden West College approved funds for the second and third years of the three-year college pass program, with the first year funding provided by LCTOP.

Implementation of the College Pass at Fullerton and Golden West colleges will begin this fall.

# **BUS OPERATIONS PERFORMANCE MEASUREMENTS REPORT**

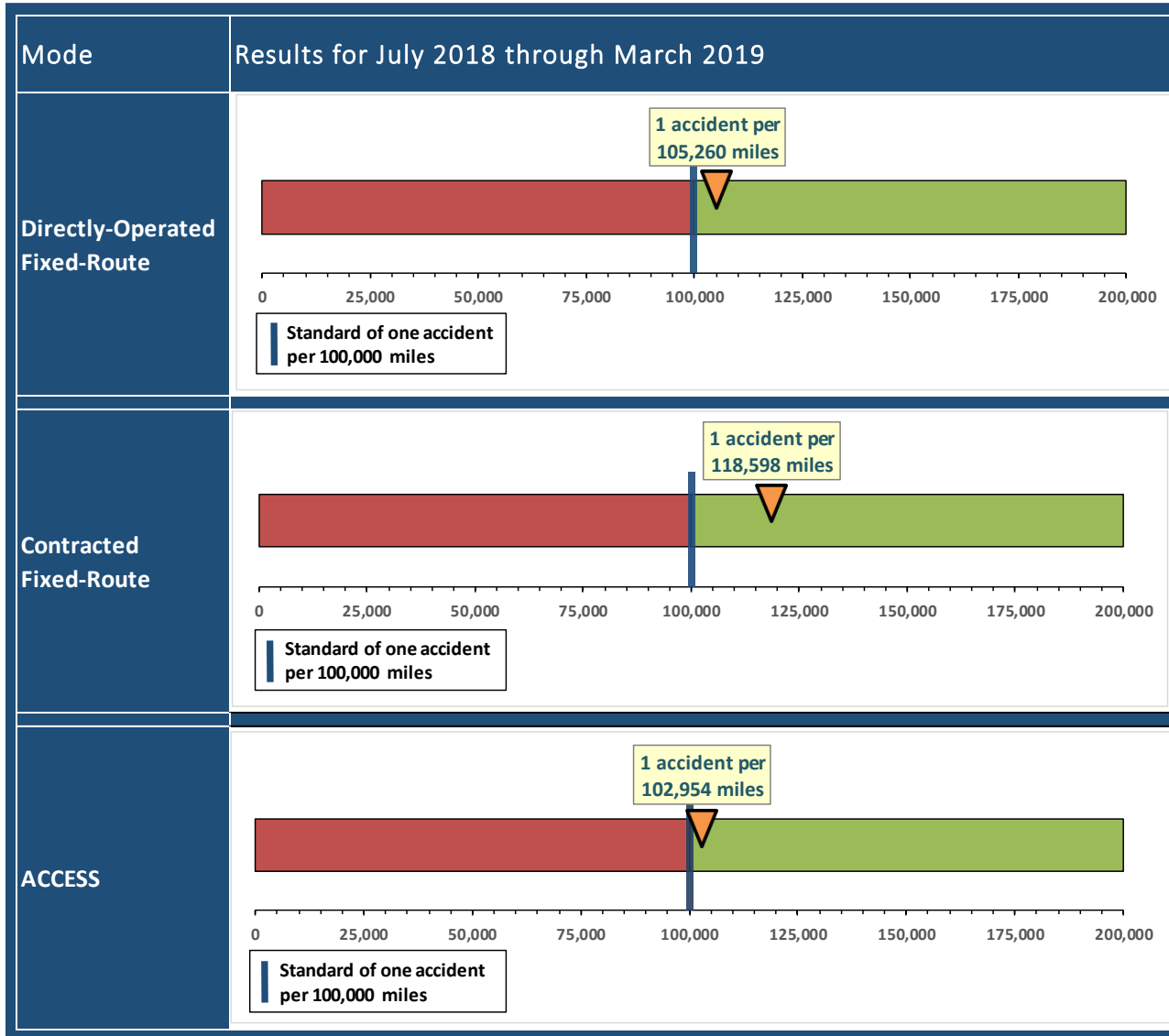
**For the Third Quarter of  
Fiscal Year 2018-19**

# Performance Measurements

- Safety – Preventable Vehicle Accidents
- Courtesy – Customer Complaints
- Reliability – On-Time Performance (OTP) and Miles Between Road Calls (MBRC)
- Ridership and Productivity
- Farebox Recovery Ratio (FRR)
- Operating Cost per Revenue Vehicle Hour (RVH)
- Performance by Route

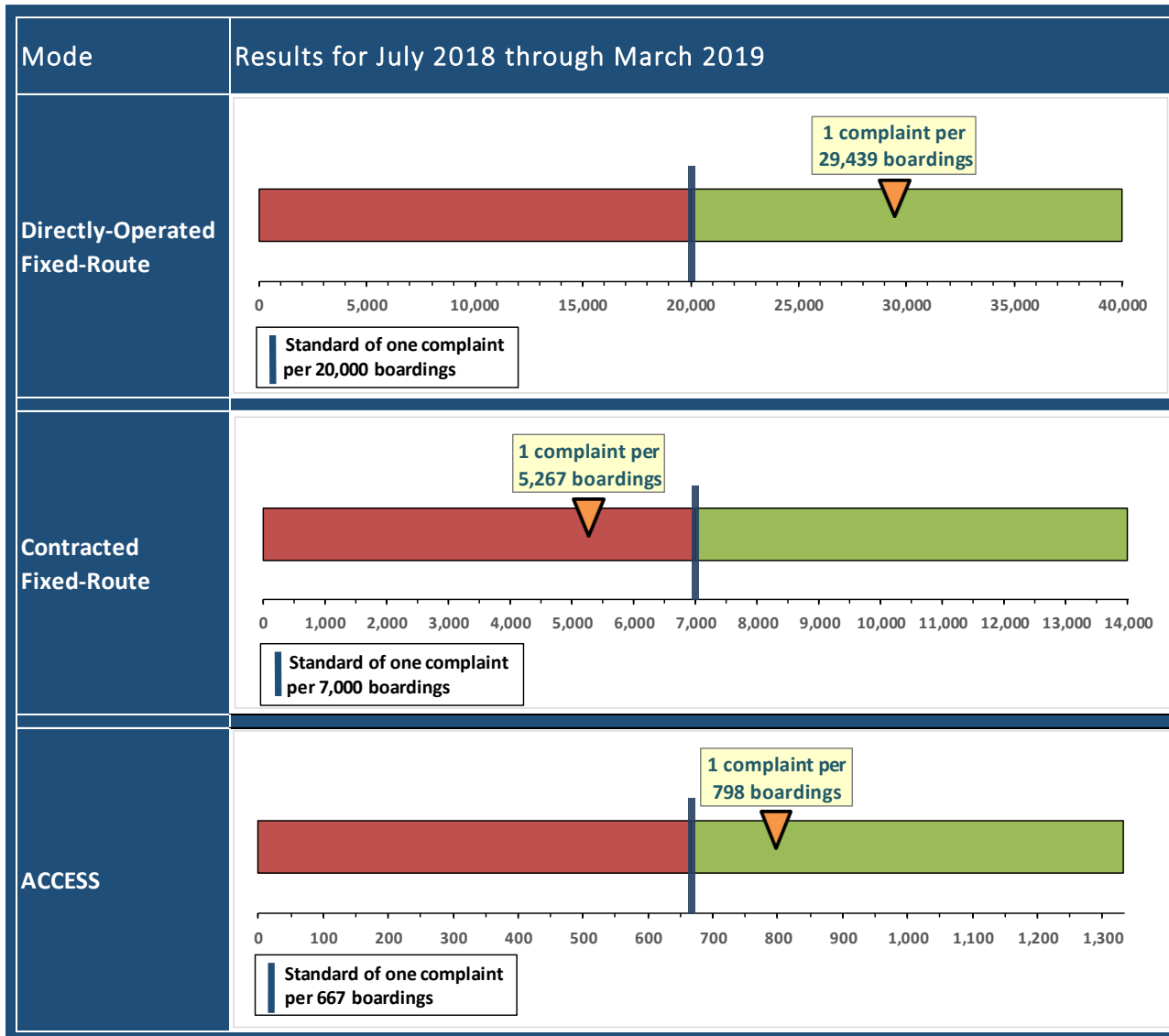


# Safety



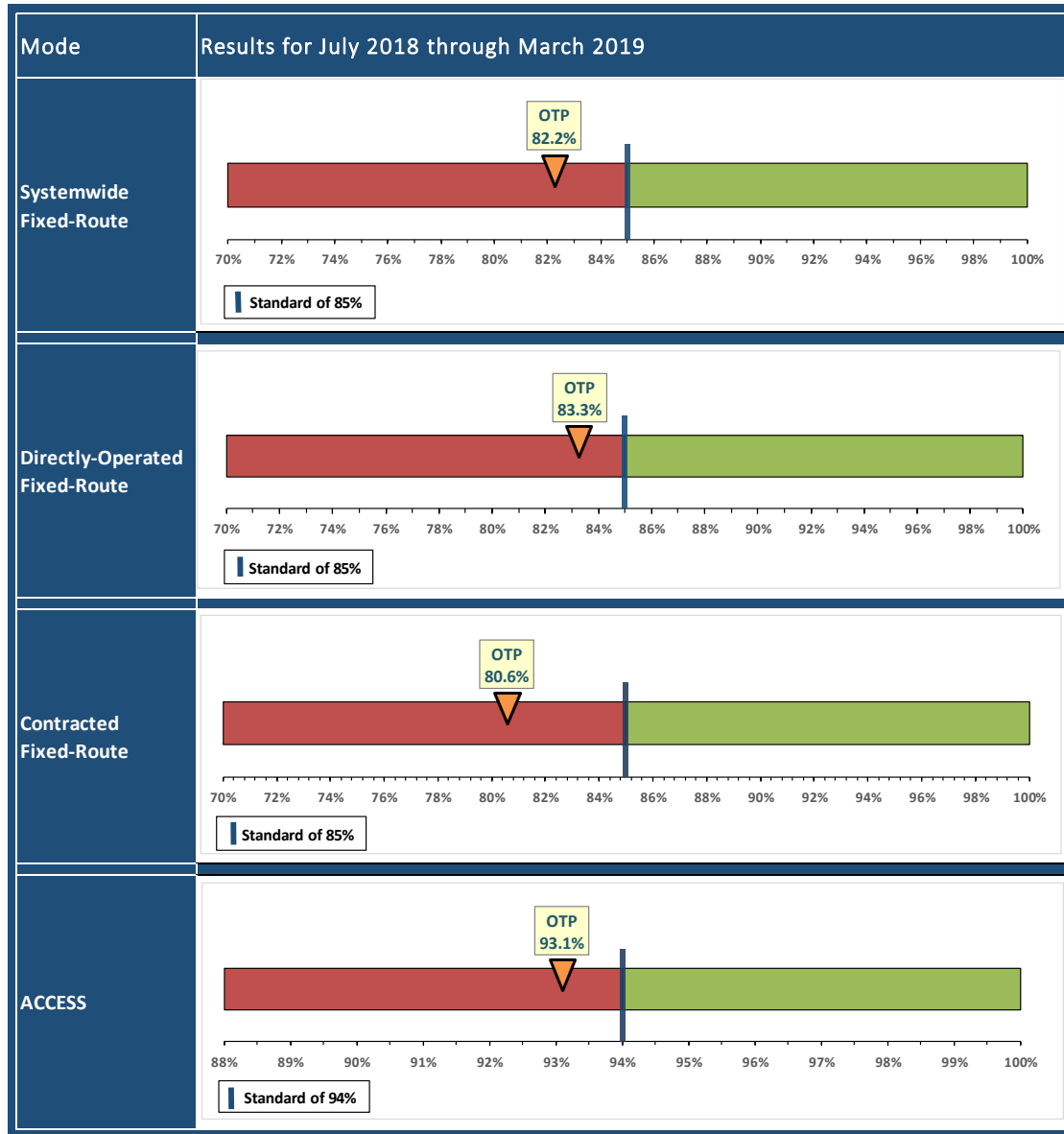
- All three modes of service exceeded the safety standard

# Courtesy



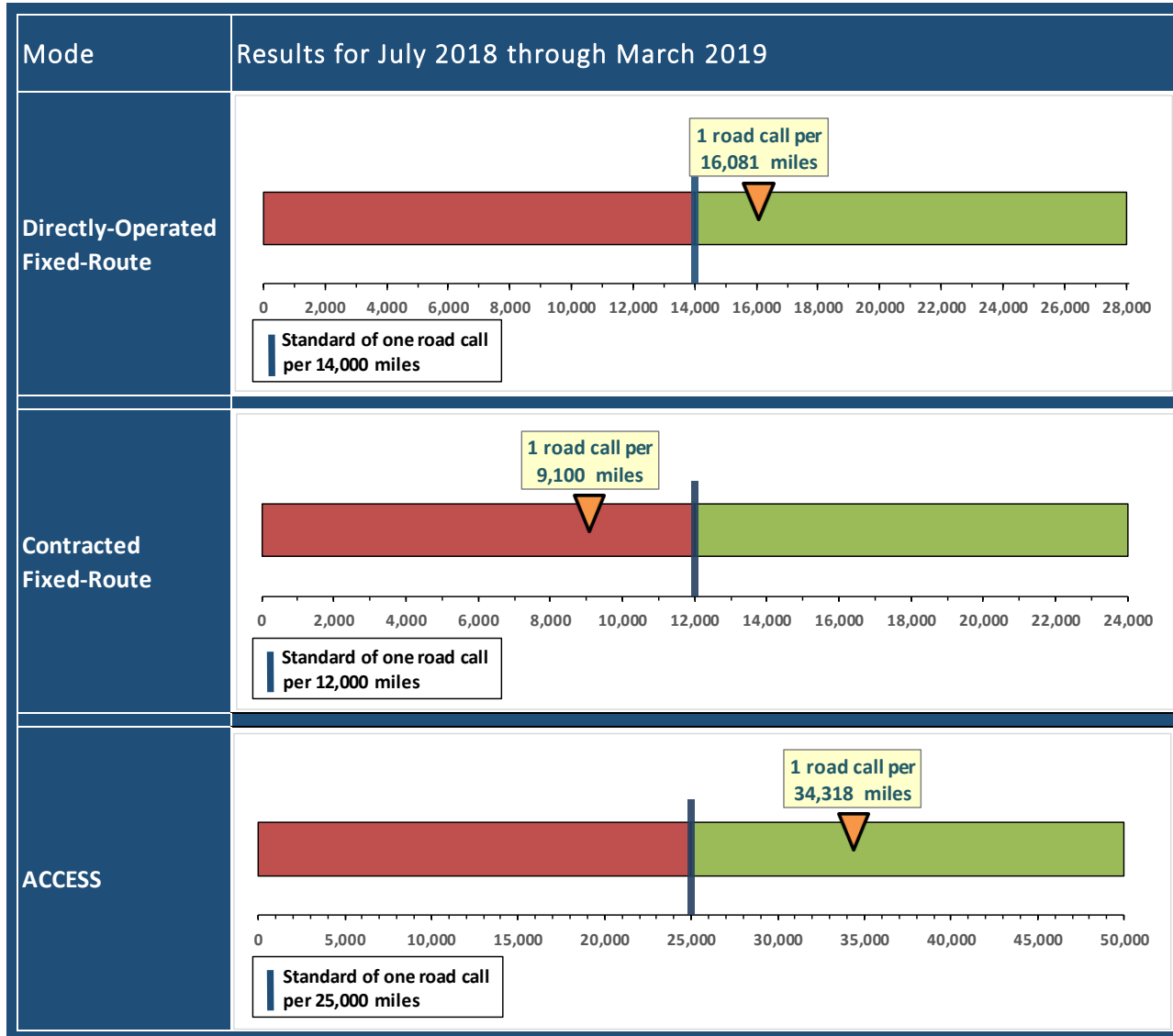
- Directly-operated fixed-route (DOFR) and OC ACCESS exceeded the courtesy standard
- Contracted fixed-route (CFR) was 2.5 percent below the standard.

# Reliability-OTP



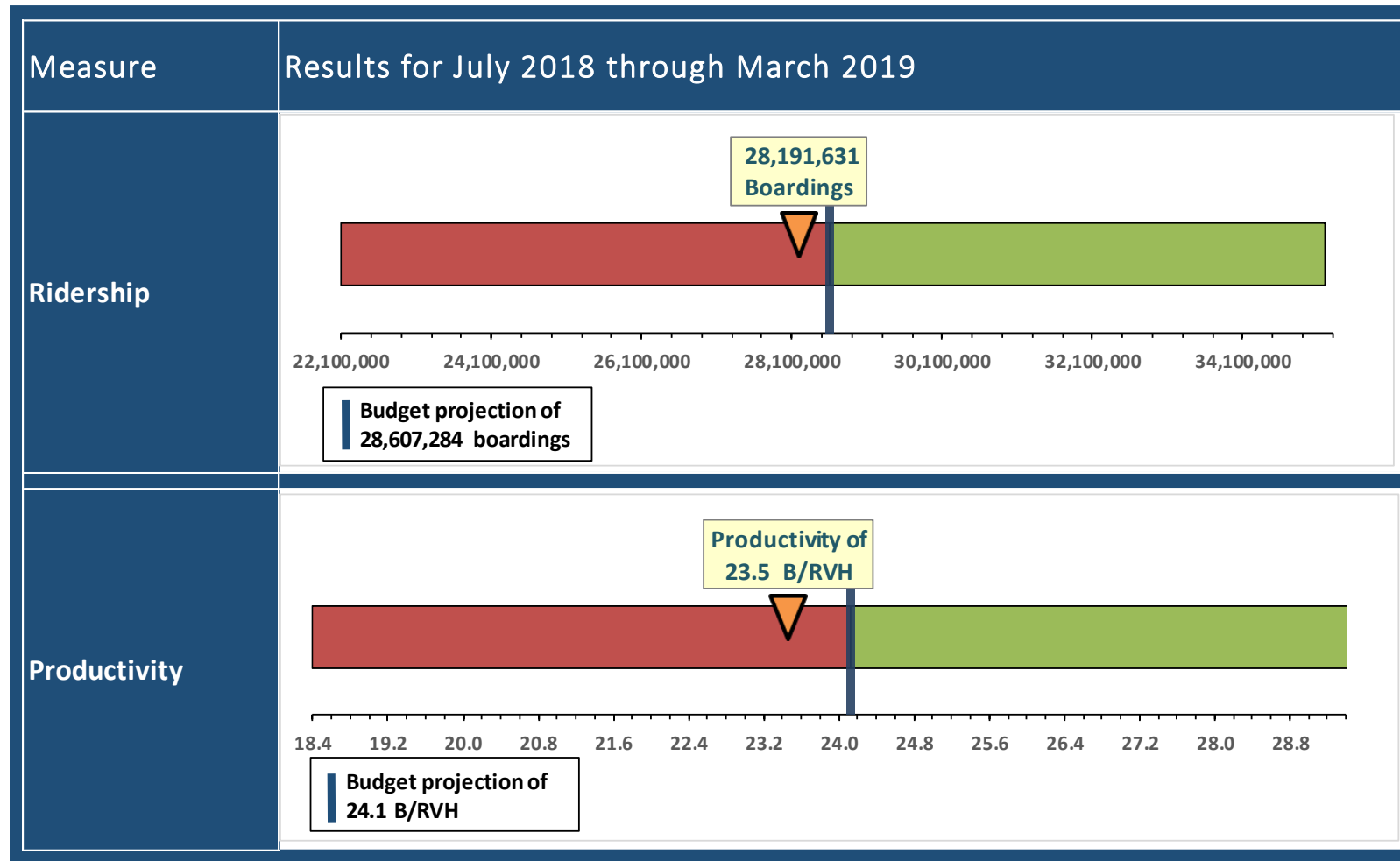
- Systemwide fixed-route service was 2.8 percent below the standard
- DOFR service was 1.7 percent below the standard
- CFR service was within 4.4 percent below the standard
- OC ACCESS service was 0.9 percent below the standard

# Reliability-MBRC



- DOFR and OC ACCESS services exceeded the MBRC standard
- CFR did not meet the standard
- Continued to focus on vehicle reliability:
  - Provided additional maintenance training
  - Implemented more rigorous quality control processes to improve vehicle repair procedures
  - Maintained corporate support and presence in maintenance shop

# Fixed-Route-Ridership and Productivity



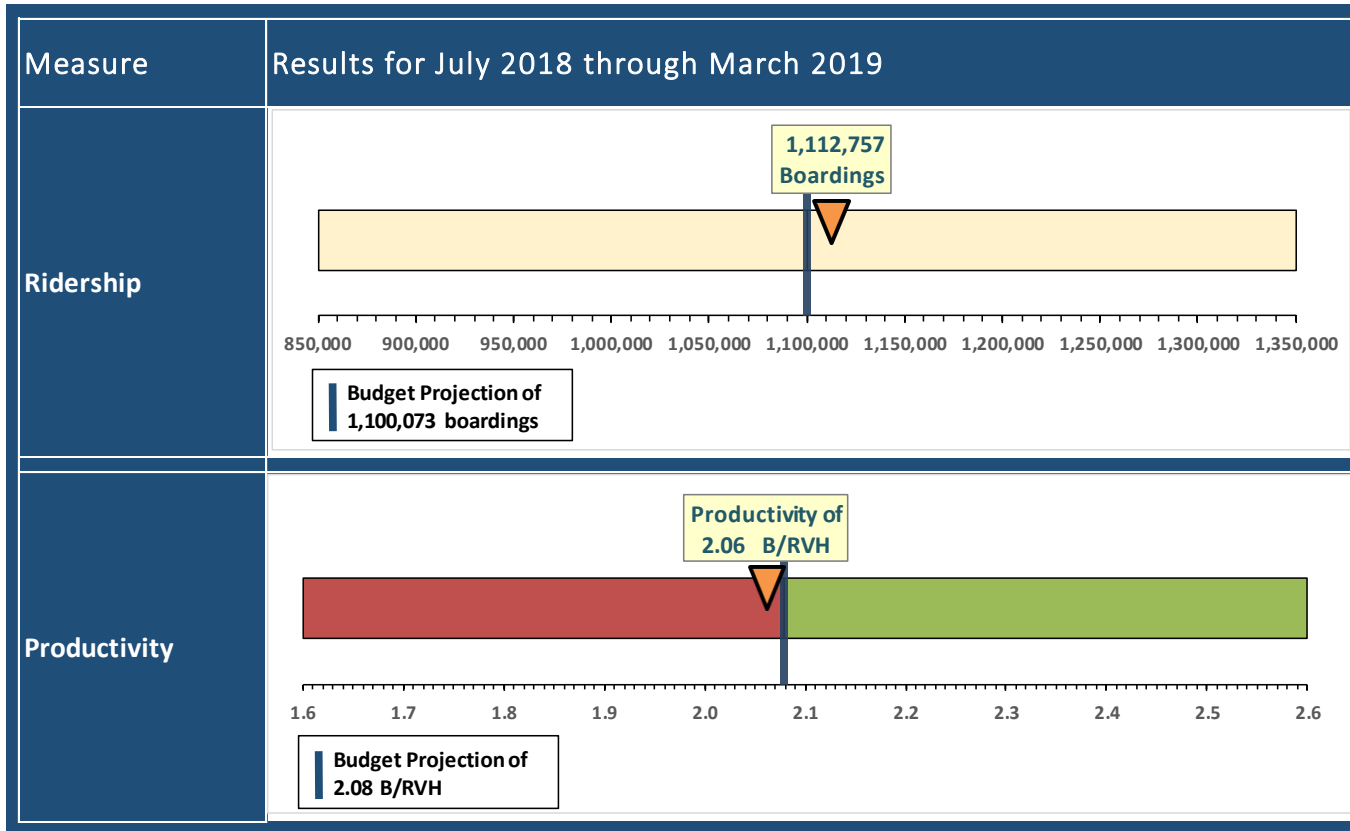
- Fixed-route service was below the budget projection for ridership and productivity

# Ridership and Rain

- Daily ridership data and research have shown that rain has a negative impact on ridership
- OCTA counts “rain” days as those days where rainfall exceeds one tenth of an inch
- During the third quarter of FY 2018-19, there were 22 days of rain vs 14 days during the third quarter of last year

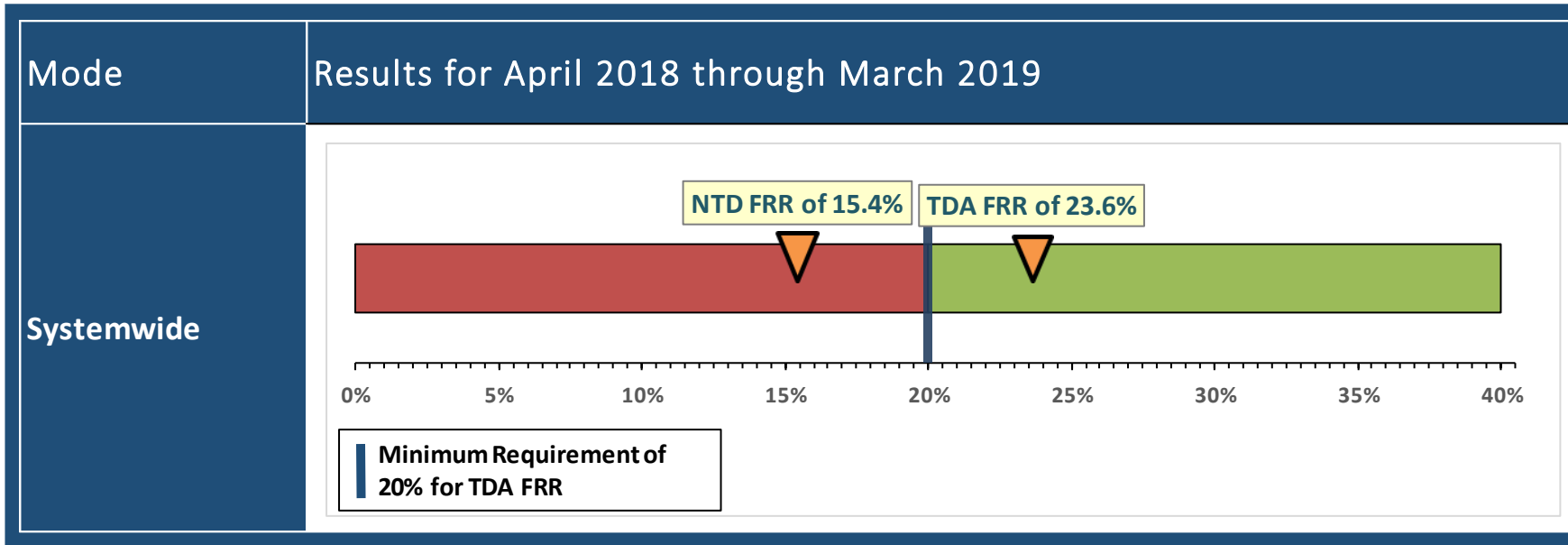
Day of Week	Quarter 3 - FY 2018-19			Quarter 3 - FY 2017-18		
	Average "Rain" Day	Average "Non-Rain" Day	Δ (%)	Average "Rain" Day	Average "Non-Rain" Day	Δ (%)
Weekday	100,587	119,127	-15.6%	117,366	123,648	-5.1%
Saturday	50,666	69,009	-26.6%	62,874	69,432	-9.4%
Sunday	45,910	53,239	-13.8%	46,746	55,707	-16.1%

# OC ACCESS-Ridership and Productivity



- OC ACCESS service exceeded budget projection for ridership.
- Productivity is one percent below the budgeted projections.

# Farebox Recovery Ratio



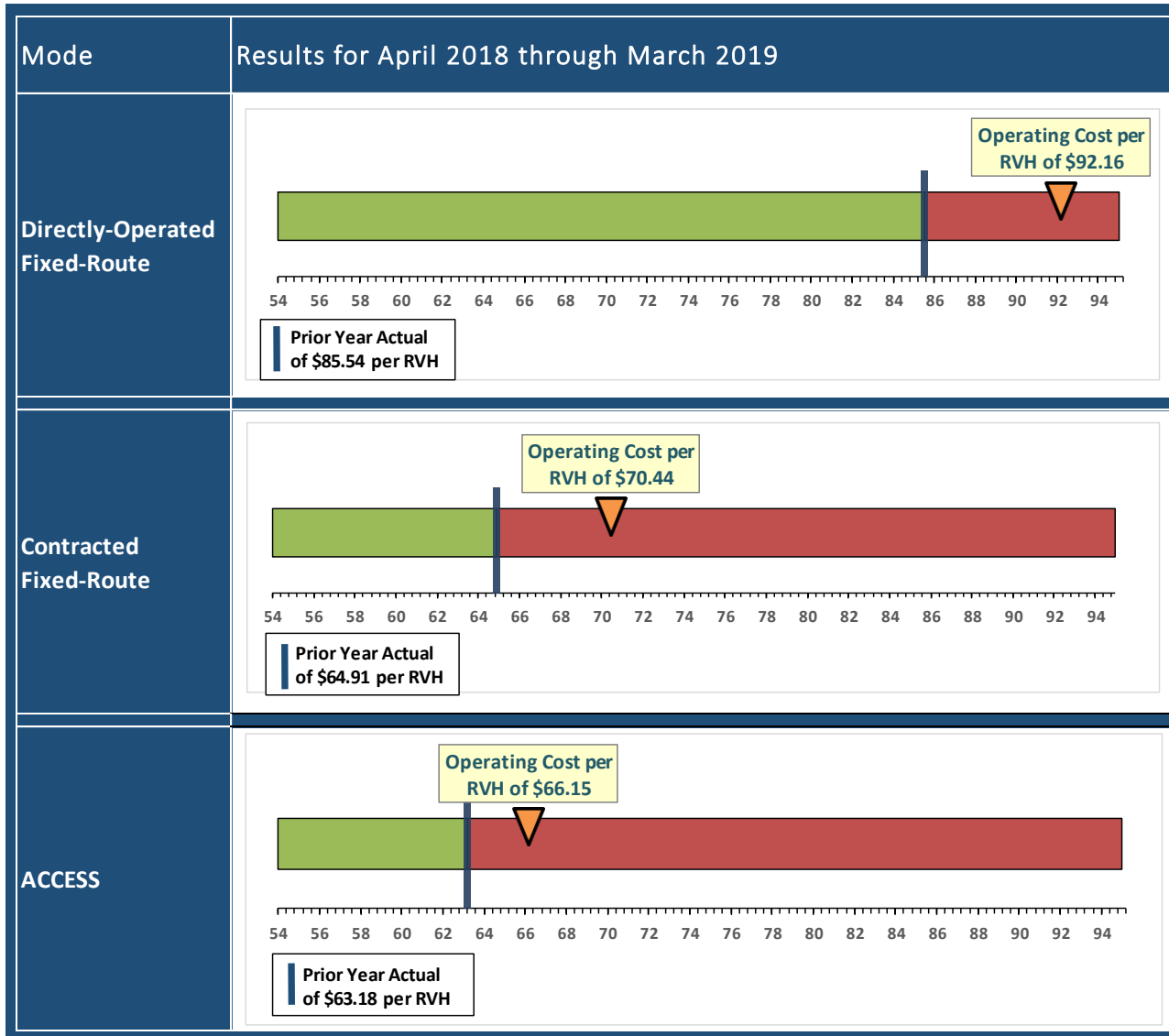
**Note:**

- National Transit Database (NTD) FRR consists of only passenger fares
- Transportation Development Act (TDA) FRR includes passenger fares, property tax revenue, advertising revenue and Measure M fare stabilization

- NTD FRR was 4.6 percent under the standard, and
- TDA FRR exceeded the standard by 3.6 percent



# Cost per RVH



- DOFR operating cost increased 7.7 percent from the prior year actuals
- CFR operating cost increased 8.5 percent from the prior year actuals
- OC ACCESS operating cost increased 4.7 percent from the prior year actuals

# Performance: Local Routes

Route	Farebox	Subsidy per Boarding	Boardings	BoardVSH	VSH	40 FT	32 FT	60 FT
021	7.8%	\$ 13.32	48,001	8.65	5,550	1	2	-
529	8.1%	12.66	41,123	11.89	3,457	6	4	-
085	8.9%	12.30	51,800	8.53	6,075	2	-	-
087	8.6%	11.49	49,529	9.63	5,146	-	2	-
001	7.8%	11.35	416,854	12.84	32,469	6	-	-
076	9.7%	10.21	64,766	13.18	4,915	2	-	-
083	11.8%	7.67	465,932	18.10	25,747	10	-	-
086	13.2%	7.66	107,298	13.17	8,148	3	-	-
091	14.5%	7.38	294,325	13.53	21,755	8	-	-
024	15.8%	6.83	95,541	14.66	6,517	3	-	-
090	15.9%	6.75	245,944	15.38	15,991	6	-	-
050	12.9%	6.30	911,318	22.65	40,227	11	-	-
056	13.2%	6.25	311,420	20.63	15,093	4	-	-
079	15.5%	6.22	329,207	15.43	21,331	6	-	-
089	15.7%	6.06	260,285	16.02	16,245	5	-	-
082	19.7%	6.05	62,063	19.76	3,141	3	-	-
059	16.2%	6.03	412,988	16.89	24,449	11	-	-
560	15.0%	5.99	581,906	23.04	25,257	6	7	-
055	16.6%	5.84	960,332	22.16	43,344	18	-	-
054	15.6%	5.69	896,235	23.19	38,655	17	-	-
072	15.9%	5.67	373,686	22.11	16,899	6	-	-
025	17.0%	5.63	277,116	17.25	16,065	5	-	-

VSH - vehicle service hour

BoardVSH - boardings per vehicle service hour

Route	Farebox	Subsidy per Boarding	Boardings	BoardVSH	VSH	40 FT	32 FT	60 FT
071	16.8%	\$ 5.47	516,277	17.32	29,802	8	-	-
037	15.9%	\$ 5.41	812,982	24.22	33,563	14	-	-
026	17.1%	\$ 5.21	332,272	18.15	18,303	4	-	-
029	16.8%	\$ 4.96	1,419,505	25.57	55,511	5	-	7
030	17.9%	\$ 4.62	486,112	20.19	24,078	6	-	-
047	19.7%	\$ 4.59	1,561,032	26.83	58,175	20	-	-
035	18.6%	\$ 4.51	600,386	22.08	27,195	12	-	-
543	19.1%	\$ 4.39	717,851	28.93	24,811	6	4	-
070	20.5%	\$ 4.37	693,580	22.35	31,039	12	-	-
033	18.4%	\$ 4.34	282,492	21.47	13,160	4	-	-
057	20.2%	\$ 4.23	1,475,067	30.58	48,236	8	-	4
060	19.5%	\$ 4.06	1,423,189	30.19	47,147	16	-	-
046	22.1%	\$ 3.93	477,819	23.23	20,567	7	-	-
053X	21.4%	\$ 3.92	489,585	28.19	17,369	6	-	-
038	21.1%	\$ 3.83	806,877	24.90	32,404	14	-	-
053	21.0%	\$ 3.81	1,055,662	32.59	32,390	10	-	-
043	22.0%	\$ 3.77	1,569,211	30.98	50,658	13	-	-
057X	25.0%	\$ 3.43	834,269	31.37	26,595	5	-	2
066	24.4%	\$ 3.31	1,514,939	34.41	44,030	12	-	-
042	23.0%	\$ 3.28	1,142,729	27.49	41,575	13	-	-
064	24.5%	\$ 2.97	1,151,068	38.48	29,913	7	-	-
064X	26.6%	\$ 2.72	462,038	37.70	12,255	3	-	-

# Performance: Community Routes

Route	Farebox	Subsidy per Boarding	Boardings	BoardVSH	VSH	40 FT	32 FT	60 FT
153	10.3%	\$ 10.15	86,493	9.82	8,805	2	-	-
178	11.1%	9.53	67,662	10.66	6,346	2	-	-
177	13.1%	8.45	63,533	11.75	5,408	-	2	-
167	14.2%	7.21	151,385	13.78	10,983	4	-	-
129	15.6%	6.51	144,579	15.04	9,613	2	-	-
143	15.3%	6.28	137,869	15.01	9,183	2	-	-
150	18.6%	5.68	132,991	17.94	7,413	4	-	-

# Performance: Express/Stationlink Routes

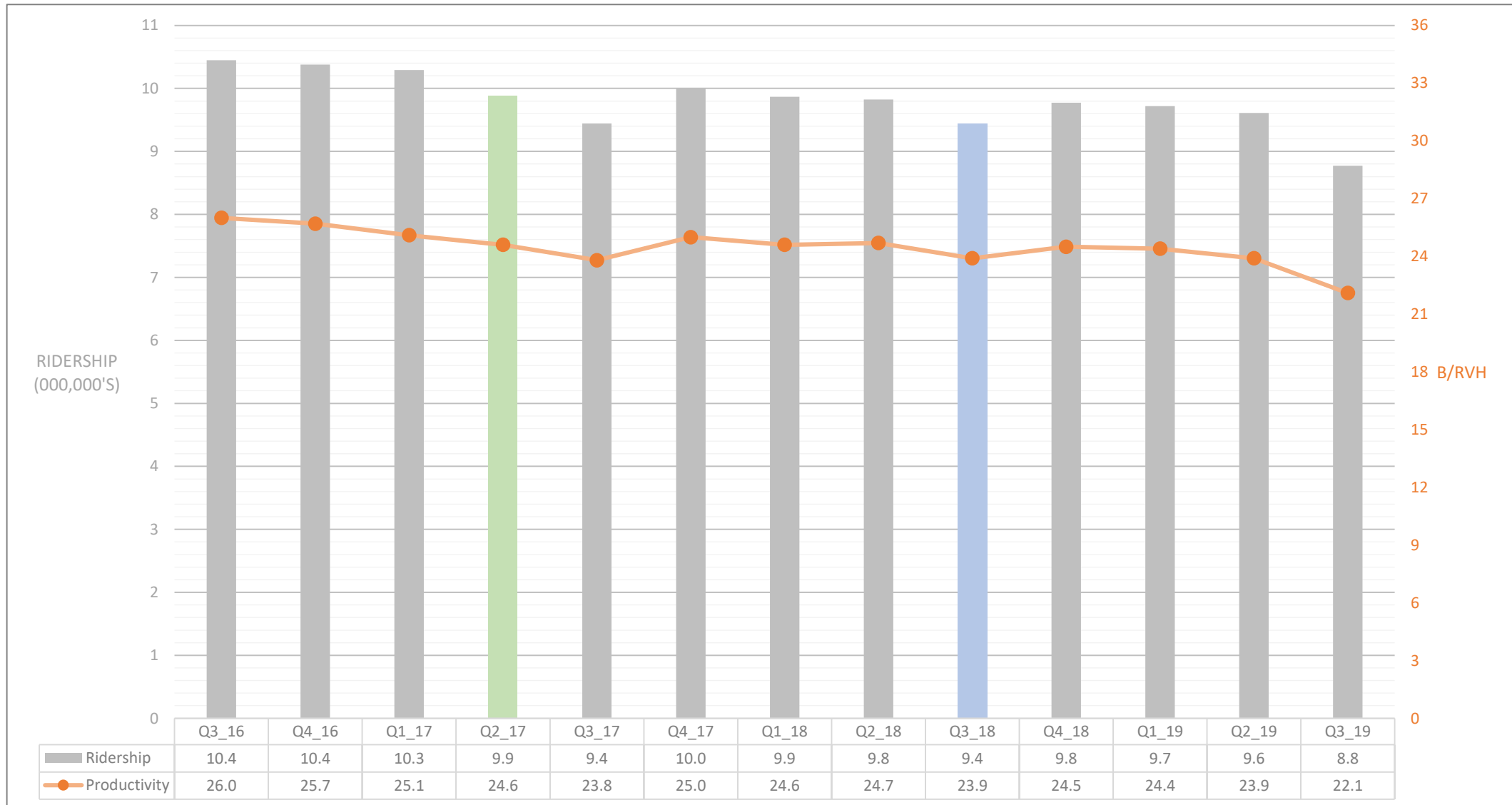
Route	Farebox	Subsidy per Boarding	Boardings	BoardVSH	VSH	40 FT	32 FT	60 FT
211	1.9%	\$ 64.30	10,657	2.51	4,250	-	4	-
213	2.5%	47.23	10,737	4.06	2,644	-	4	-
721	4.7%	42.08	16,376	5.75	2,850	3	-	-
701	7.6%	30.60	17,338	9.14	1,897	3	-	-
206	4.3%	29.44	9,590	7.37	1,302	-	3	-
794	21.6%	25.92	23,719	7.94	2,986	4	-	-

Route	Farebox	Subsidy per Boarding	Boardings	BoardVSH	VSH	40 FT	32 FT	60 FT
463	4.0%	\$ 28.56	16,640	7.30	2,280	4	-	-
480	8.6%	12.34	20,316	15.94	1,275	2	-	-
472	10.3%	11.17	26,609	18.30	1,454	3	-	-
453	8.6%	11.13	22,370	18.15	1,233	2	-	-
473	13.4%	8.35	33,641	23.30	1,444	2	-	-
462	12.8%	7.61	27,927	20.76	1,346	1	-	-

# **BUS OPERATIONS PERFORMANCE AND OC BUS 360°**

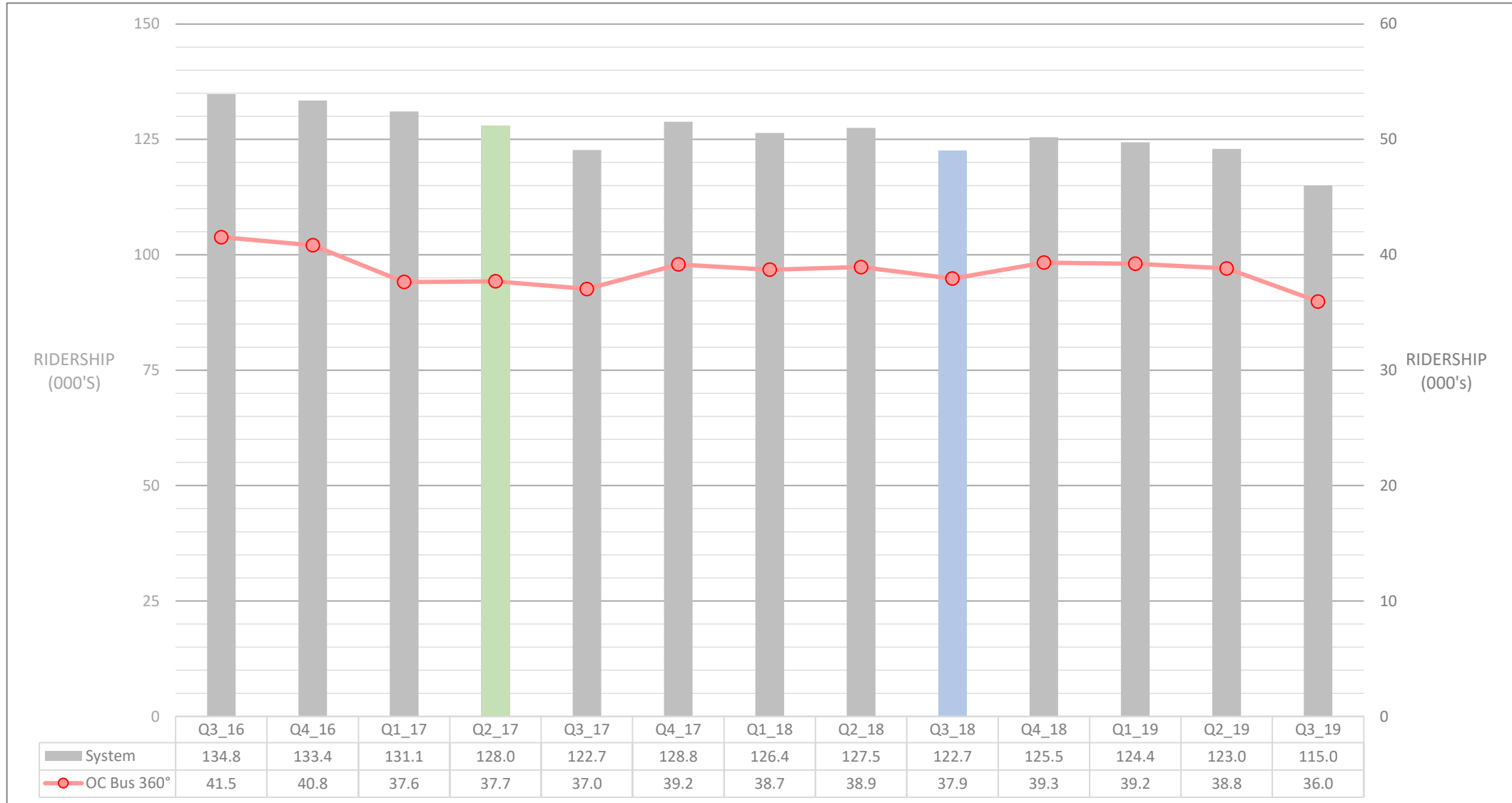
# Performance: System-wide Trends

*RIDERSHIP and PRODUCTIVITY: 13-Quarter Trend*



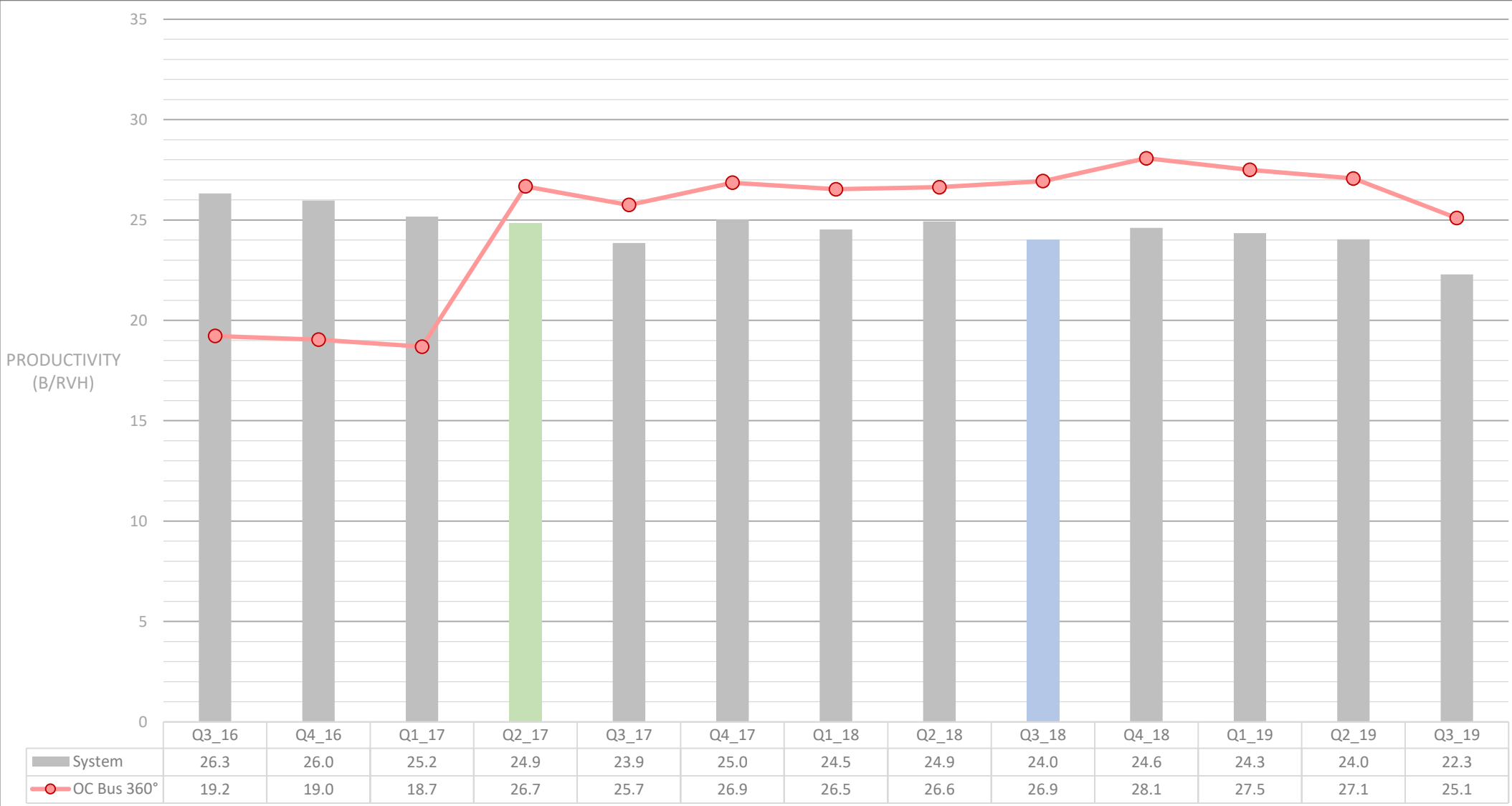
# Performance: OC Bus 360° Improvements

*Average Weekday RIDERSHIP – System vs. OC Bus 360° Route Improvements To Date*



# Performance: OC Bus 360° Reductions

Average Weekday PRODUCTIVITY – System vs. OC Bus 360° Route Reductions/Eliminations To Date





# Future Reports

October 10, 2019, Transit Committee

Fourth Quarter Bus Operations Performance Measurements Report



**July 11, 2019**

**To:** Transit Committee   
**From:** Darrell E. Johnson, Chief Executive Officer  
**Subject:** Amendment to the Agreement with First Transit, Inc., for the Provision of Contracted Fixed-Route Service

### **Overview**

On March 23, 2015, the Orange County Transportation Authority Board of Directors approved an agreement with First Transit, Inc., for the management and operation of contracted fixed-route, Stationlink, and express bus services. Several amendments have been made to this agreement expanding the scope of work to include providing iShuttle services and additional Measure M, Project V-funded circulators on behalf of cities and to extend the term to May 31, 2021. First Transit, Inc. has requested an amendment to adjust the wage rates for select operating labor classifications.

### **Recommendations**

- A. Authorize the Chief Executive Officer to negotiate and execute Amendment No. 9 to Agreement No. C-4-1737 between the Orange County Transportation Authority and First Transit, Inc., in the amount of \$6,544,810, to allow First Transit, Inc. to implement wage adjustments for operating staff. This will increase the maximum obligation of the agreement to a total contract value of \$242,571,788.
- B. Approve an amendment to the Orange County Transportation Authority Fiscal Year 2019-20, Operations Division Budget, in the amount of \$4,520,537.

### **Discussion**

The Orange County Transportation Authority (OCTA) Board of Directors (Board) awarded a contract to First Transit, Inc. (First Transit), to provide management, operations, and vehicle maintenance of contracted fixed-route (CFR) service in March 2015. First Transit began operating the service in June 2015, following the transition from a prior contractor. The original agreement was for an initial term of four years, with two, two-year option terms. The contract reimbursement

structure includes both a fixed rate and variable rate that are estimated based on an assumed number of revenue vehicle hours to be operated during each year of the contract. All amendments to this agreement are detailed in Attachment A.

In November 2018, the Board approved Amendment No. 8, which exercised the first two-year option and extended the agreement through May 31, 2021. Subsequently, OCTA received a request from First Transit to consider a rate increase for select operating labor classifications. This request would increase wages for select operating labor categories including coach operators, dispatchers, road supervisors, and trainers.

First Transit, not unlike many transit properties and contract operators across the country, is struggling to address a significant labor shortage, particularly with coach operators. In Southern California, this problem has been exacerbated by low unemployment rates, increasing minimum and entry level wage rates, high demand for skilled labor, and the high cost of living. It has been difficult for First Transit and OCTA to attract and retain well-qualified coach operators. First Transit has a current shortage of over 50 operators, while OCTA has a shortage of over 30 operators.

Effective with the February 10, 2019 service change, First Transit changed the way in which it scheduled and deployed its drivers to remedy a previously existing issue related to meal and rest breaks for operators. In doing so, there was an increase in the number of coach operator assignments that needed to be filled. That coupled with the existing coach operator labor shortage severely impacted First Transit's ability to deliver service. The issue was identified immediately, and First Transit took several actions to mitigate the impacts of the shortages. Unfortunately, despite these efforts there was a significant loss of service between February 2019 and May 2019, with a total of 2,892 hours of lost service and 2,370 missed trips. This information was previously conveyed to the Board and OCTA has exercised all contractual measures available to address this failure with First Transit as shown in Attachment B.

First Transit took significant action to remedy the lost service as quickly as possible and has made good progress restoring the delivery of service. Attachments C and D outline the total lost service and missed trips, reflecting the favorable trend of restoring service. One of those measures was to implement a much-needed wage increase to help attract and retain coach operators. At the time of the February service change, First Transit's starting wage for coach operators was \$3 lower per hour than comparable transit jobs in the region.

A comparison of public sector coach operator wages is provided below:

Agency	Starting Wage	Top Scale
OCTA	\$18.25	\$28.67
Long Beach Transit	\$16.35	\$29.73
Los Angeles County Metropolitan Transportation Authority	\$15.82 (part time)	\$24.34 (part time) \$30.49 (full time)
OmniTrans	\$18.88	\$25.30
Riverside County Transportation Commission	\$17.91	\$27.56
Big Blue Bus	\$16.40	\$29.81
First Transit	\$13.00	\$21.23

As reflected in the table above, First Transit starting wages are well below the comparable transit jobs in the region, making the attraction and retention of coach operators even more challenging. In order to remedy the disparate starting wage rate, First Transit worked with Teamsters Local 952 to adopt a new wage scale for coach operators to better reflect market conditions and improve their ability to attract and retain operators, helping to ensure the continuity of operations. The new wage scale includes a starting wage of \$15.60 and makes necessary adjustments to the scale for coach operators, dispatchers, road supervisors, and trainers.

OCTA utilizes contract transportation services to help achieve financial sustainability goals by controlling costs, while providing the maximum level of safe, reliable, and efficient service. The contract is based on a fixed monthly rate and a variable rate per revenue vehicle hour. During the initial four-year term of the agreement, it is estimated that OCTA saved approximately \$55.7 million by utilizing a contractor as opposed to directly operating service.

In evaluating this request, staff considered the goal of contract services noted above, specifically financial sustainability. While approval of the requested adjustment will increase the cost of providing service, the cost savings over the first, two-year option term is estimated to be \$24 million as compared to providing the service directly. This adjustment is also expected to provide for a more reliable service, continuity of operations, and still maintain the goal of controlling costs, while providing the maximum level of service. Staff also reviewed the number of revenue vehicle hours (RVH) estimated to be provided through the first, two-year option term. The estimated number of RVH included in the Board approval of the first option term was 675,640. In evaluating the number of RVH actually provided by First Transit, considering all planned service changes and retaining a reasonable contingency, staff is further recommending a reduction of

the assumption of annual RVH to 660,000. This more accurately aligns with the level of service being provided by First Transit.

Based on the discussion above, staff is recommending Board approval of the request to adjust select operating labor wage rates and revise the number of RVH to 660,000. These adjustments will help ensure the continued successful use of contract transportation services and maintain the financial sustainability goals; while this adjustment is also to help ensure that First Transit can attract and retain operators, reducing vacancies, it will take time to implement and fully recognize the benefits. Staff will continue to work with First Transit and closely monitor all service delivery.

### ***Procurement Approach***

This procurement was handled in accordance with OCTA Board-approved policies and procedures for professional and technical services. On March 23, 2015, the Board approved a contract with First Transit for a four-year initial term with two, two-year option terms in the amount of \$143,487,171, from June 1, 2015 through May 31, 2019. The original agreement was awarded on a competitive basis and was previously amended as described in Attachment A.

The proposed Amendment No. 9 is to adjust the rate for the two-year option term of the agreement effective July 1, 2019 through May 31, 2021. Amending this agreement will increase the maximum cumulative obligation by \$6,544,810, bringing the total contract value to \$242,571,788.

### **Fiscal Impact**

Funds to support Amendment No. 9 to the First Transit agreement are not included in the OCTA Fiscal Year 2019-20 Operations Division Budget. Staff requests approval of a budget amendment to the Operations Division Budget in the amount of \$4,520,537. This amount will be funded through the Local Transportation Fund.

### ***Summary***

Staff requests Board authorization for the Chief Executive Officer to negotiate and execute Amendment No. 9 to Agreement No. C-4-1737 between OCTA and First Transit in the amount of \$6,544,810, to allow the contractor to make wage adjustments for select operating labor categories in the first option term, effective July 1, 2019 through May 31, 2021, as well as approval of the required budget amendment to support Amendment No. 9.

***Attachments***

- A. First Transit, Inc., Agreement No. C-4-1737 Fact Sheet
- B. Memorandum from Darrell E. Johnson, Chief Executive Officer to the Members of the Board of Directors, dated March 22, 2019, Follow-Up to February 2019 Bus Service Change
- C. First Transit, Inc. Lost Service, February 10 Through May 31, 2019
- D. Summary of Lost Service and Missed Trips, February 10 through May 31, 2019

**Prepared by:**



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Beth McCormick  
General Manager, Operations  
714-560-5964

**Approved by:**



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Jennifer L. Bergener  
Chief Operating Officer, Operations  
714-560-5462



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Virginia Abadessa  
Director, Contracts Administration and  
Materials Management  
714-560-5623

**First Transit, Inc.  
Agreement No. C-4-1737 Fact Sheet**

1. March 23, 2015, Agreement No. C-4-1737, \$143,487,171, approved by the Board of Directors (Board).
  - Agreement to provide all management and operation of contracted fixed-route, StationLink, and express bus service.
  - Initial term effective June 1, 2015 through May 31, 2019, with two, two-year option terms.
2. October 26, 2015, Amendment No. 1 to Agreement No. C-4-1737, \$0, approved by Contracts Administration and Materials Management Department (CAMM).
  - Amendment to reimburse for costs associated with start-up of the operation.
  - Reimbursement costs for the start-up of the operation were included as part of the original agreement.
3. May 23, 2016, Amendment No. 2 to Agreement No. C-4-1737, \$3,476,956, approved by the Board.
  - Amendment to transfer the management and operation of the iShuttle service to First Transit, Inc., on June 13, 2016.
4. November 14, 2016, Amendment No. 3 to Agreement No. C-4-1737, \$1,838,402, approved by the Board.
  - Amendment to accommodate the operation of additional community circulator services through the Measure M2, Project V program.
5. April 10, 2018, Amendment No. 4 to Agreement No. C-4-1737, -(\$286,021), approved by CAMM.
  - Amendment to update the price summary to capture the original contract amount and subsequent addenda.
6. April 26, 2018, Amendment No. 5 to Agreement No. C-4-1737, \$0, approved by CAMM.
  - Amendment to revise exhibit A, scope of work, related to assessment of penalties, performance of repair, and/or replacement of major mechanical components.

7. June 25, 2018, Amendment No. 6 to Agreement No. C-4-1737, \$383,744, approved by the Board.
  - Amendment to increase service to accommodate the expansion of the iShuttle service.
8. November 2, 2018, Amendment No. 7 to Agreement No. C-4-1737, \$0, approved by CAMM.
  - Amendment to update First Transit key personnel assigned to the local management team.
9. November 12, 2018, Amendment No. 8 to Agreement No. C-4-1737, \$87,126,726, approved by the Board.
  - Amendment to exercise the first two-year option term to extend the current agreement through May 31, 2021.
10. June 24, 2019, Amendment No. 9 to Agreement No. C-4-1737, \$6,544,810, pending approval by the Board.
  - Amendment to increase the contract value to accommodate a wage increase for coach operators, dispatchers, road supervisors, and trainers.

Total committed to First Transit, Inc., Agreement No. C-4-1737: \$242,571,788.






## MEMORANDUM

March 22, 2019

To: Members of the Board of Directors

From: Darrell E. Johnson, Chief Executive Officer 

Subject: **Follow-up to February 2019 Bus Service Change**

As a follow-up to the memo I sent you on February 25, 2019, I wanted to provide you with an update on the service issues we have been working to resolve since the Bus Service Change that occurred on February 10, 2019. This update also includes information that was reported to the Transit Committee on March 14 by Jennifer Bergener, Orange County Transportation Authority's (OCTA) Chief Operating Officer.

As you already know, we have seen missed trips and lost service increase significantly since the most recent service change. OCTA, our contract fixed-route operator, First Transit, as well as most transit properties across the country, are experiencing severe labor shortages. In Southern California, this has been exacerbated by low unemployment, high cost of housing, and high demand for skilled labor.

First Transit changed the way in which it schedules and deploys its drivers to remedy an existing issue related to meal and rest breaks for operators as part of the February service change. In doing so, there was an increase to the number of operator assignments that needed to be filled. That, coupled with the existing labor shortage, severely impacted First Transit's ability to deliver service. In all, First Transit was short 80 coach operators as compared to OCTA's own shortage of approximately 30 coach operators.

The issue was identified immediately, and First Transit took some steps to mitigate the impacts of the shortage. First Transit began using managers, supervisors, other administrative staff, and also reached out to their union for assistance to cover open assignments. Unfortunately, these measures only provided minimal help.

From February 10 through March 17, 2019, OCTA estimates that First Transit has missed a total of 1,570 trips, which is a loss of 1,833 hours of service. First Transit operates approximately 40 percent of OCTA bus service, and this amounts to about 2.4 percent of the total number of scheduled operating hours.

OCTA staff continues to work closely with First Transit to resolve the issue. All contractual requirements remain in effect, including the assessment of penalties for lost service. First Transit has submitted a formal corrective action plan that includes:

- The use of coach operators from National Tour Company,
- The continued use of administrative and management staff to cover service,
- Using operators from neighboring properties for which First Transit provides service
- Adjusting the assignments associated with the schedule change to reduce the number of drivers needed by up to 25, and
- Implementing a much-needed wage increase to help attract and retain operators; currently the First Transit starting wage for coach operators is approximately \$3 lower per hour than comparable transit jobs in the region.

First Transit has been responsive to the issue at hand and has worked closely with OCTA staff to implement these corrective action plan elements. All of the corrective measures are expected to be in place by March 25. OCTA staff has provided significant support to the First Transit team over the last several weeks, and we feel confident that the measures outlined here are moving us in the right direction.

As I said previously, while this is an explanation of what has happened, there is no excuse for failing to meet the high standards that we set for OCTA bus service; we remain committed to providing the highest quality service possible.

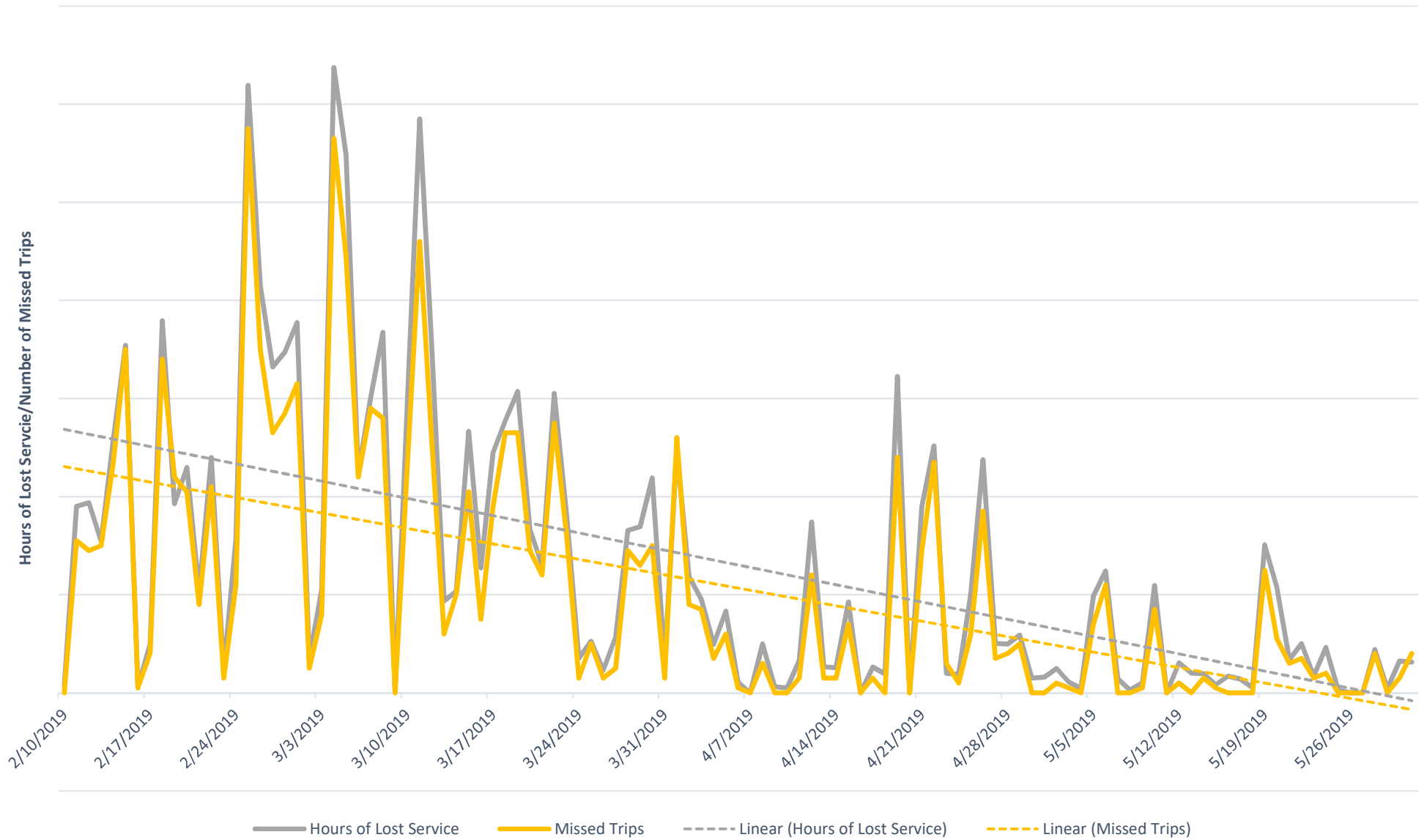
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c: Executive Staff

**ATTACHMENT C****First Transit, Inc. Lost Service  
February 10 Through May 31, 2019**

<b>Month</b>	<b>Missed Trips</b>	<b>Hours Lost</b>	<b>Hours Scheduled</b>	<b>Percent Lost Service</b>
February 2019	749	849.90	33,309.06	2.55%
March 2019	1,114	1,356.25	52,093.60	2.60%
April 2019	369	475.63	52,529.88	0.91%
May 2019	138	210.30	53,311.50	0.39%
	2,370	2,892.08		

## Summary of Lost Service and Missed Trips February 10 through May 31, 2019





**July 11, 2019**

**To:** Transit Committee

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

**Subject:** October 2019 and February 2020 Bus Service Plan Recommendations

### **Overview**

Bus system changes to improve system productivity and ridership are proposed for the October 2019 and February 2020 service changes. The proposed changes required a public hearing and public outreach process to gather customer input prior to implementation. Final route recommendations have been developed based on the input received.

### **Recommendations**

- A. Approve the final October 2019 and February 2020 Bus Service Plan and direct staff to begin implementation.
- B. Receive and file the October 2019 and February 2020 Bus Service Plan Public Involvement Program final report.
- C. Direct the Executive Director of Planning, or his designee, to file a Notice of Exemption from the California Environmental Quality Act related to the bus service changes.

### **Background**

The Orange County Transportation Authority (OCTA) implements schedule and route revisions to selected bus routes three times a year, in February, June, and October. The goal of the Fiscal Year (FY) 2019-20 Bus Service Plan is to grow ridership, increase productivity, and implement routing changes during the OC Streetcar construction. Several of the recommendations are considered major service changes under OCTA's Service and Fare Change Evaluation Policy and required public outreach and a public hearing prior to Board of Directors' (Board) approval.

Staff presented the draft recommendations to the Board in April 2019 (Attachment A). A comprehensive public outreach program was conducted and concluded with a public hearing at the Board meeting on June 10, 2019. Staff is proposing final route recommendations based on public feedback.

### ***Discussion***

To address continuing bus ridership declines, in 2015, the Board endorsed a comprehensive action plan, known as OC Bus 360°. This effort included a comprehensive review of current and former rider perceptions, a peer review panel that reviewed the OCTA performance and plans, new branding and marketing tactics tied to rider needs, improved bus routes and services to better match demand and capacity, technology changes to improve passenger experience, fare adjustments, and other changes to stimulate ridership and provide new funding.

There are indications that the ridership decline is slowing after implementation of OC Bus 360°. Staff has developed the draft FY 2019-20 Bus Service Plan to reallocate additional service to grow ridership and improve productivity. In addition, the recommendations include restructuring bus service in the Santa Ana Civic Center area during the OC Streetcar construction. The recommended final service plan would reallocate about 1.9 percent of the bus service, equivalent to 30,000 annual revenue hours. The route recommendations are consistent with prior OC Bus 360° efforts and the OC Streetcar Bus Rail Interface Plan.

### **Public Outreach Summary**

In April 2019, the Board directed staff to implement a public outreach program to solicit feedback on the proposed October 2019 and February 2020 Bus Service Plan. This effort resulted in a total of 210 individual respondents giving feedback on the proposed changes and concluded with a public hearing at the June 10, 2019, Board meeting. At the public hearing, six speakers requested that OCTA consider modifying the final Bus Service Plan in response to each individual's travel circumstance.

While there was general support for the approach to the service reallocation included in the proposed Bus Service Plan, there were concerns over:

- Eliminating routes 129, 206, and 211,
- Eliminating segments of routes 83 and 86,
- Reducing frequency on routes 53/X and 89,
- Simplifying routing for direct service on Route 213/A,
- Combining routes 129 and 143 into a new Route 153.

Other specific comments are included in the draft Public Involvement Program Report (Attachment B).

### Final Service Plan Changes

Staff recommends a series of changes to the October 2019 and February 2020 Bus Service Plan based on customer and stakeholder feedback received. The final recommendations are detailed in Attachment C. Maps with the updated changes on weekdays and weekends are shown in Attachment D and Attachment E. Of the original 24 routes recommended for changes, 11 were modified in some manner based on feedback. Below is a summary of the recommended changes to the final Bus Service Plan.

- Route 53/X (Anaheim – Irvine)
  - Draft: Reduce weekday AM peak frequency from 20 to 30 minutes. and midday service from 24 to 36 minutes.
  - Final: Withdraw recommendation based on negative public input and further review of ridership impact.
- Route 60 (Long Beach - Tustin) and Route 560 (Long Beach - Santa Ana)
  - Draft: Run all trips to Long Beach during peak and midday. Implement more direct routing for Bravo! 560.
  - Final: Withdraw recommendation based on further review of ridership projection. An updated ridership projection for these combined changes does not justify the amount of resources required. The Route 60/560 routing and frequencies will be revisited when the OC Streetcar opens for revenue service.
- Route 79 (Tustin - Newport Beach)
  - Draft: Add weekday southbound trips between Michelson Drive and University of California, Irvine (UCI) due to heavy passenger loads.
  - Final: A review of recent ridership shows that only one trip needs to be added at this time. Staff will monitor ridership after implementation to see if any more trips are necessary. This additional service will only operate during the UCI school year.

- Route 83 (Anaheim - Laguna Hills)
  - Draft: Implement OC Streetcar routing in Santa Ana, cut Walnut Loop (Anaheim), and serve Anaheim Gardenwalk; improve weekday frequency to 15/30 minutes during peak and 30 minutes midday. Improve weekend service to 30-minute frequency.
  - Final: Withdraw routing changes in the Anaheim Resort area based on input from City of Anaheim regarding ridership impacts on Walnut Street and uncertainty securing a bus layover location at Gardenwalk. Frequency improvements and routing changes in Santa Ana will be implemented.
- Route 86 (Costa Mesa - Mission Viejo)
  - Draft: Cut route back to Laguna Hills Transportation Center; improve frequency to 60 minutes all day.
  - Final: Withdraw recommendation based on negative public input and further review of ridership impact.
- Route 129 (La Habra - Anaheim)
  - Draft: Eliminate and combine sections with routes 145 and 153.
  - Final: Withdraw recommendation based on negative public input and further review of ridership impact.
- Route 143 (La Habra - Brea)
  - Draft: Implement new route from combined portions of routes 129 and 143 at 50-minute weekday frequency.
  - Final: Withdraw routing recommendation based on negative public input and further review of ridership impact. Implement weekday frequency improvements only.
- Route 153 (Brea - Anaheim)
  - Draft: Implement new route from combined portions of routes 129 and 153 at 60-minute frequency.
  - Final: Withdraw recommendation based on negative public input and further review of ridership impact.



- Route 206 (Santa Ana - Lake Forest Express)
  - Draft: Eliminate route.
  - Final: Eliminate only one morning and one afternoon trip based on public input to keep the service. A recent ridership review shows that some of the trips have higher ridership and some resources can be saved by only eliminating low ridership trips.
- Route 213 (Brea - Irvine Express)
  - Draft: Simplify routing for direct service between Brea Mall, Santa Ana Depot, and UCI.
  - Final: Routing has been revised from original proposal based on public feedback. The new routing will keep the stop at the Fullerton Transportation Center and Village at Orange. It will serve most of the existing passengers while making all the trips more direct and easier to understand.

#### Service Improvement and Reduction Highlights

Overall, the proposed service changes are expected to temporarily increase annual revenue hours by 4,800 per year and decrease peak vehicle requirements by three buses. The new Downtown Santa Ana Shuttle will use approximately 8,100 of the increased revenue hours and would be discontinued when the OC Streetcar opens. The changes are expected to grow ridership by 107,000 annual boardings. Below is a summary of the route improvements and reductions in the proposed final October 2019 and February 2020 Bus Service Plan organized by service change. Full details are included in Attachment C.

#### Final October 2019 Service Changes.

- Extend Route 26 to Yorba Linda Boulevard and Imperial Highway (all days) and reduce peak frequency (weekdays),
- Extend weekday Route 59 midday trips to The District (weekdays),
- Add one morning trip on Route 79 to address passenger loading to UCI (weekdays),
- Eliminate two low ridership trips on Route 206 (weekdays),
- Eliminate Route 211 because of low ridership (weekdays),
- Reduce two low ridership trips and revise routing on Route 213 (weekdays),
- Eliminate Stationlink Route 462 in Downtown Santa Ana for OC Streetcar,
- Revise routing on routes 55 and 83 in Santa Ana Civic Center for OC Streetcar construction (all days),

- Improve frequency on Route 83 (all days),
- Implement new Downtown Santa Ana Shuttle during OC Streetcar construction (all days).

**Proposed Final February 2020 Service Changes.**

- Eliminate routes 21 and 24 and replace with new Route 123 covering most of the discontinued routes with service from the Goldenwest Transportation Center to Anaheim Canyon Metrolink Station via the Buena Park Metrolink Station (weekdays),
- Extend all peak trips on Route 54 to Chapman Avenue and Valley View Street (weekdays),
- Improve frequencies on routes 56 and 72 (weekends),
- Improve frequency on Route 143 (weekdays).

**Title VI and Environmental Justice Analysis**

Staff conducted a Title VI and Environmental Justice Analysis of the recommended October 2019 and February 2020 Bus Service Plan, per OCTA policy and Federal Transit Administration requirements. The analysis accumulated impacts to minority and low-income communities by comparing the transit service levels before and after the route changes. Based on this analysis, it has been determined that the final Bus Service Plan recommendations, taken in their entirety, would not have a disparate impact on minority persons nor a disproportionate burden on low-income persons.

***Next Steps***

With Board approval, staff will begin implementing the recommendations for the October 2019 and February 2020 service changes. Customers will be notified of the changes starting three weeks prior to implementation.

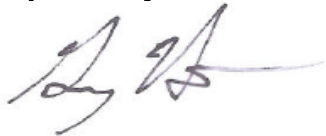
***Summary***

It is recommended the Board approve the proposed final October 2019 and February 2020 Bus Service Plan. The final route recommendations respond to public feedback and will improve productivity of the fixed-route bus service.

***Attachments***

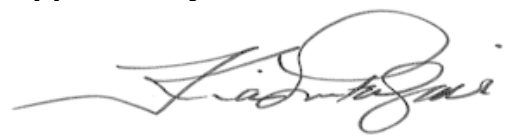
- A. Draft Fiscal Year 2019-20 Bus Service Plan
- B. Proposed October 2019 and February 2020 Bus Service Plan, Public Involvement Program, Final Report, July 11, 2019
- C. Proposed Fiscal Year 2019-20 Bus Service Plan
- D. Proposed Final October 2019 and February 2020 Bus Service Plan, Weekday Route Changes
- E. Proposed Final October 2019 and February 2020 Bus Service Plan, Weekend Route Changes

**Prepared by:**



Gary Hewitt  
Section Manager, Transit Planning  
(714) 560-5715

**Approved by:**



Kia Mortazavi  
Executive Director, Planning  
(714) 560-5741

**Draft Fiscal Year 2019-20 Bus Service Plan**

Route	Recommendations			Daily Revenue Hour Change			Daily Boarding Change		
	Weekday	Saturday	Sunday	Weekday	Saturday	Sunday	Weekday	Saturday	Sunday
<b>21: Buena Park – Sunset Beach</b> <i>via Valley View Street / Bolsa Chica Road</i>	Terminate south end of route at Goldenwest Transportation Center and combine with Route 24 at 60 minute headway (New Route 123). OC Flex covers deleted portion.	-	-	(31.1)	-	-	(255)	-	-
<b>24: Buena Park – Orange</b> <i>via Malvern Avenue / Chapman Avenue / Tustin Avenue</i>	Combine with Route 21 and cut back to Anaheim Canyon Metrolink (New Route 123).	-	-	(33.7)	-	-	(492)	-	-
<b>26: Fullerton – Placentia</b> <i>via Commonwealth Avenue / Yorba Linda Boulevard</i>	Extend route to Yorba Linda Boulevard/Imperial Highway and reduce peak service to 20/40 minutes and keep 30 minutes midday. Add one morning tripper for Metrolink to California State University, Fullerton.	Extend route to Yorba Linda Boulevard and Imperial Highway.	Extend route to Yorba Linda Boulevard and Imperial Highway.	0.5			40	44	34
<b>53/53X: Anaheim – Irvine</b> <i>via Main Street</i>	Reduce AM peak frequency from 20 to 30 minutes. Reduce midday service from 24 to 36 minutes.	-	-	(24.0)	-	-	(78)	-	-
<b>54: Garden Grove – Orange</b> <i>via Chapman Avenue</i>	Eliminate peak hour short turn terminal on west end of the line and start all trips at Chapman Avenue and Valley View Street.	-	-	6.0	-	-	39	-	-
<b>55: Santa Ana – Newport Beach</b> <i>via Standard Avenue / Bristol Street / Fairview Street / 17th Street</i>	Implement OC Streetcar routing in Santa Ana Civic Center.	Implement OC Streetcar routing in Santa Ana Civic Center.	Implement OC Streetcar routing in Santa Ana Civic Center.	-	-	-	-	-	-
<b>56: Garden Grove – Orange</b> <i>via Garden Grove Boulevard</i>	-	Implement same Saturday and Sunday schedule; improve frequency from 70 to 45 minutes.	Implement same Saturday and Sunday schedule; improve frequency from 70 to 45 minutes.		13.0	14.3	-	143	117
<b>59: Anaheim – Irvine</b> <i>via Kraemer Boulevard / Glassell Street / Grand Avenue / Von Karman Avenue</i>	Extend midday short trips from Dyer Road and Pullman Street to The District.	-	-	-	-	-	-	-	-
<b>60: Long Beach – Tustin</b> <i>via Westminster Avenue / 17th Street</i>	Run all trips to Long Beach during peak and midday. Implement more direct routing for Bravo! 560.	-	-	33.3	-	-	-	-	-
<b>72: Sunset Beach – Tustin</b> <i>via Warner Avenue</i>	-	Improve weekend frequency from 65 to 45 minutes.	Improve weekend frequency from 65 to 45 minutes.	-	12.0	12.0	-	138	83
<b>79: Tustin – Newport Beach</b> <i>via Bryan Avenue / Culver Drive / University Avenue</i>	Add weekday southbound trips between Michelson Drive and University of California, Irvine due to heavy passenger loads.	-	-	2.0	-	-	60	-	-
<b>83: Anaheim – Laguna Hills</b> <i>via Interstate 5 / Main Street</i>	Implement OC Streetcar routing, cut Walnut Loop, and serve Anaheim Gardenwalk; improve frequency to 15/30 minutes during peak and 30 minutes midday; improve span by adding one southbound evening trip.	Implement OC Streetcar routing, cut Walnut loop, and serve Anaheim Gardenwalk; improve frequency to 30 minutes.	Implement OC Streetcar routing, cut Walnut loop, and serve Anaheim Gardenwalk; improve frequency to 30 minutes.	3.5	2.0	15.0	(451)	(215)	(82)
<b>86: Costa Mesa – Mission Viejo</b> <i>via Alton Parkway / Jeronimo Road</i>	Cut route back to Laguna Hills Transportation Center; improve frequency to 60 minutes all day.	-	-	(2.7)	-	-	-	-	-
<b>89: Mission Viejo – Laguna Beach</b> <i>via El Toro Road / Laguna Canyon Road</i>	Reduce frequency from 30 to 45 minutes midday.	-	-	(12.0)	-	-	(103)	-	-

**Draft Fiscal Year 2019-20 Bus Service Plan**

Route	Recommendations			Daily Revenue Hour Change			Daily Boarding Change		
	Weekday	Saturday	Sunday	Weekday	Saturday	Sunday	Weekday	Saturday	Sunday
<b>129: La Habra – Anaheim</b> <i>via La Habra Boulevard / Brea Boulevard / Birch Street / Kraemer Boulevard</i>	Combine with Route 153.	Combine with Route 153.	Combine with Route 153.	(37.5)	(32.6)	(28.3)	(620)	(397)	(288)
<b>143: La Habra – Brea</b> <i>via Whittier Boulevard / Harbor Boulevard / Brea Boulevard / Birch Street</i>	Combine with Route 129.	Combine with Route 129.	Combine with Route 129.	(36.0)	(29.3)	(25.9)	(591)	(372)	(233)
<b>153: Brea – Anaheim</b> <i>via Placentia Avenue</i>	Combine with Route 129.	Combine with Route 129.	Combine with Route 129.	(34.7)	(27.4)	(25.4)	(374)	(229)	(183)
<b>206: Santa Ana – Lake Forest Express</b> <i>via Interstate 5 Freeway</i>	Eliminate Route.	-	-	(6.9)	-	-	(49)	-	-
<b>211: Huntington Beach – Irvine Express</b> <i>via Interstate 405</i>	Eliminate route unless free rides are provided during Interstate 405 construction.	-	-	(22.4)	-	-	(53)	-	-
<b>213/A: Brea – Irvine Express</b> <i>via State Route 55</i>	Simplify routing for direct service between Brea Mall, Santa Ana Depot, and University of California, Irvine.	-	-	(3.8)	-	-	44	-	-
<b>462: Santa Ana Regional Transportation Center – Civic Center</b> <i>via Santa Ana Boulevard / Civic Center Drive</i>	Eliminate route and replace with Civic Center shuttle.	-	-	(6.9)	-	-	(142)	-	-
<b>560: Santa Ana – Long Beach</b> <i>via 17th Street / Westminster Avenue</i>	New non-stop routing from Westminster Avenue and Goldenwest Street to the City of Long Beach every 36 minutes. Reduce midday to 18 minute frequency.	-	-	(6.7)	-	-	-	-	-
<b>123: Huntington Beach - Anaheim</b> <i>via Valley View Street / Bolsa Chica Road / Malvern Avenue / Chapman Avenue</i>	Implement new route on 60 minute frequency from combined portions of routes 21 and 24.	-	-	60.8	-	-	912	-	-
<b>New 143: North County Circulator</b> <i>via Harbor Boulevard / Central Avenue / Brea Boulevard</i>	Implement new route from combined portions of routes 129 and 143 at 50 minute frequency.	-	-	64.0	48.0	48.0	960	720	720
<b>New 153: Brea- Anaheim</b> <i>via Placentia Avenue</i>	Implement new route from combined portions of routes 129 and 153 at 60 minute frequency.	-	-	30.0	24.0	24.0	450	360	360
<b>662: Downtown Santa Ana Shuttle</b> <i>via Civic Center Drive</i>	Implement new route to replace Route 462 and deleted portion of Route 83 during OC Streetcar construction; provide 10 minute peak and 20 minute off peak frequency until midnight.	Implement new route to replace Route 462 and deleted portion of Route 83 during OC Streetcar construction; provide 20 minute frequency from 6:00 AM to midnight.	Implement new route to replace Route 462 and deleted portion of Route 83 during OC Streetcar construction; provide 20 minute frequency from 6:00 AM to midnight.	24.0	18.0	18.0	480	270	270
<b>Daily Fiscal Year 2019-20 Service Change</b>				<b>(34.2)</b>	<b>27.7</b>	<b>51.7</b>	<b>(222)</b>	<b>462</b>	<b>797</b>
<b>Annual Fiscal Year 2019-20 Service Change</b>						<b>(4,275.2)</b>			<b>13,577</b>

**Major Service Changes (Changes Highlighted in Gray):**

- Reducing route by more than 50% of directional route miles or reducing an existing route by more than 50% of bus stops.
- Adding a new route or a route segment that increases directional route miles of an existing route by more than 50% and when more than 50% of the new service bus stops are along currently unserved street segments.
- Weekday service increase or decrease of 25% or more annualized vehicle revenue hours, or weekend service increase or decrease of 25% or more annualized vehicle revenue hours (within 12 month period).



**Proposed October 2019 and February 2020  
Bus Service Plan  
Public Involvement Program  
Final Report  
July 11, 2019**



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## Introduction

In 2015, the Orange County Transportation Authority (OCTA) Board of Directors (Board) launched OC Bus 360°, a plan that examines and improves bus service in an effort to reverse declining bus ridership and improve productivity. During the initial implementation of this comprehensive plan, OC Bus 360° provided improved service in high-demand areas by reallocating existing resources, enhanced passenger experience through technology, and created new branding and marketing to attract new riders. There are some indications the ridership decline is slowing following the initial implementation of the OC Bus 360° program.

To continue the positive direction of OC Bus 360°, staff has developed the Proposed October 2019 and February 2020 Bus Service Plan to reallocate service to improve productivity and reduce fleet requirements. The proposed service changes consist primarily of the redeployment of resources, including both service reductions and improvements. In addition, the recommendations include restructuring bus service in the Santa Ana Civic Center area during the OC Streetcar construction. The service recommendations are consistent with prior OC Bus 360° efforts and the OC Streetcar Bus Rail Interface Plan.





## Executive Summary

The Orange County Transportation Authority is committed to ensuring that key stakeholders and the public remain engaged and informed about OC Bus 360°, a plan that examines and improves bus service in an effort to reverse declining bus ridership and improve productivity.

As part of the Proposed October 2019 and February 2020 Bus Service Plan development, OCTA developed a comprehensive outreach strategy. The goal of the outreach effort was to provide the public with information and to ensure customer and public input is heard and used to inform the final recommended Service Plan being presented to the OCTA Board for consideration.

A variety of tactics were used to inform and gather feedback, including public meetings and roundtables, direct mailings, email updates, bus and newspaper advertisings, press releases and well as 50,000 service change booklets / printed surveys in multiple languages. In addition, OCTA conducted online and social media outreach with feedback gathered through a qualitative online and mailed print survey.

### Key Findings:

The overall feedback from these activities yielded the following key themes:

- Most feedback on the individual proposed changes in the October 2019 and February 2020 Bus Service Plan was positive – with a majority of comments and individual survey responses expressing support for the proposed changes among the individuals that had an opinion.
- The proposed changes to the following routes were strongly supported: 72, 60, 59, 56 and 55. These changes included frequency improvements, new trip additions and route extensions.
- The proposed changes with strong opposition included routes 213/A, 211, 206, 129, 89, 86, 83, 53/53X and 24. These changes included route eliminations, frequency reductions and cutting services from key points of interest such as Golden West / Irvine / Brea Transportation Centers, Anaheim Canyon Metrolink Station, The Village at Orange and Orange Circle.
- There was general support for adjustments to improve system productivity, including reallocating service from low-demand areas to provide additional weekend service.
- Routes with improved service generally received more positive comments. However, there were concerns with changes that included service eliminations and route reductions.

## Public Information and Outreach Program

On April 22, 2019, the OCTA Board of Directors received the Proposed October 2019 and February 2020 Bus Service Plan and directed staff to implement a public outreach program to solicit feedback.

### Tactics

A variety of tactics were implemented to gain public feedback.

#### Public Notification

- Print Advertisements - 6 newspaper ads
- OC Register, Excelsior, and Nguoi Viet Community Meeting Notices
- OC Register, Excelsior and Nguoi Viet Public Hearing Notice

#### Bus Advertisements and Collateral

- 50,000 Public Notice Multilingual Brochures with comment card in English, Spanish, and Vietnamese
- OCTA website in English, Spanish, and Vietnamese including an online survey
- Interior Bus Cards (550 each language/1,650 total) - English, Spanish, and Vietnamese

**Mailings** - Letters with multilingual brochures were mailed out to:

- 105 stakeholders and businesses – libraries, schools, senior centers, city halls, etc.
- 56 potentially impacted ACCESS customers

#### Electronic Media

- Two emails regarding the plan/community meetings were each sent to 17,000 addresses
- Two “On the Move” e-Newsletters - 7,500 distribution per issue
- Public information and ads on Facebook



## Local Jurisdiction Communication

Emails were sent to public information officers at all cities with service change information for re-distribution via cities' communication channels. OCTA staff shared information with city public works staff where proposed changes would reduce or eliminate bus service.

## Press Releases and Public Service Announcements

### (714) 636-RIDE Customer Information Center Hotline

## Public Meetings

### Community Meetings (3)

- Brea Community Center, Brea (May 21, 2019)
- Santa Ana Senior Center, Santa Ana (May 22, 2019)
- Irvine Lakeview Senior Center (May 23, 2019)

### OCTA Advisory Committees

- Citizen Advisory Committee (April 16, 2019)
- Special Needs Advisory Committee (April 23, 2019)
- Diversity Community Leaders Quarterly Meeting (May 7, 2019)

### Customer Roundtable

- OCTA Headquarters, Orange (May 16, 2019)

### Public Hearing

- OCTA Headquarters, Orange (June 10, 2019)



Innovating from every angle

## PLAN PROPUESTO PARA EL SERVICIO DE AUTOBUSES DE OCTUBRE DE 2019 Y FEBRERO DE 2020

El OCTA está proponiendo cambios en nuestro sistema de autobuses, y le gustaría recibir sus comentarios. Asista a una reunión, escuche detalles, y dénos sus comentarios.

### REUNIONES COMUNITARIAS

**MARTES, 21 DE MAYO DE 2019** - De 6:00 p.m. a 8:00 p.m.  
Brea Community Center - Community Hall  
695 E. Madison Way - Brea, CA 92821  
Se llega con las rutas de autobuses 57, 129, 143, y 213

**MIÉRCOLES, 22 DE MAYO DE 2019** - De 5:30 p.m. a 7:30 p.m.  
Santa Ana Senior Center - Hibiscus Room  
424 W. 3rd St. - Santa Ana, CA 92701  
Se llega con las rutas de autobuses 53/53X, 55, 64, 83, 150  
La estructura de estacionamiento se encuentra en 3rd y Birch. Se proporciona validación con el recibo del estacionamiento.

**JUEVES, 23 DE MAYO DE 2019** - De 6:00 p.m. a 8:00 p.m.  
Irvine Lakeview Senior Center - Clarence Nedom Auditorium  
20 Lake Rd. - Irvine, CA 92604  
Se llega con las rutas de autobuses 53/53X, 79, 86

### AUDIENCIA PÚBLICA

**LUNES, 10 DE JUNIO DE 2019** - 9:00 a.m.  
Sede de OCTA, Sala de Juntas (Sala de Conferencias 07-08)  
550 South Main St. - Orange, CA 92663  
Se llega con las rutas de autobuses 53/53X, 56, 83

Para obtener más información o hacer comentarios en línea, visite [OCbus.com/BusPlan](http://OCbus.com/BusPlan). Si desea recibir esta información en un idioma que no sea inglés, español, por favor llame al (714) 636-RIDE. Cualquier persona con una discapacidad que requiera una modificación o establecimiento, con el fin de participar en estas reuniones, debe comunicarse con el Secretario de la Junta del OCTA al (714) 560-5676 no menos de dos (2) días hábiles antes de esta reunión para permitir a que la OCTA haga arreglos razonables para asegurar la accesibilidad a estas reuniones.



Innovating from every angle

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### REUNIONES COMUNITARIAS

<b>MARTES,</b> 21 DE MAYO DE 2019 De 6:00 p.m. a 8:00 p.m. Brea Community Center Community Hall 695 E. Madison Way Brea, CA 92821 Se llega con las rutas de autobuses 57, 129, 143 y 213	<b>MIÉRCOLES,</b> 22 DE MAYO DE 2019 De 5:30 p.m. a 7:30 p.m. Santa Ana Senior Center Hibiscus Room 424 W. 3rd St. Santa Ana, CA 92701 Se llega con las rutas de autobuses 53/53X, 55, 64, 83 y 150 La estructura de estacionamiento se encuentra en 3rd y Birch. Se proporciona validación con el recibo del estacionamiento.	<b>JUEVES,</b> 23 DE MAYO DE 2019 De 6:00 p.m. a 8:00 p.m. Irvine Lakeview Senior Center Clarence Nedom Auditorium 20 Lake Rd. Irvine, CA 92604 Se llega con las rutas de autobuses 53/53X, 79 y 86
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## **Feedback from Public Meetings**

### **Community Meetings**

Several meetings took place where customers and the public had the opportunity to discuss the proposed changes and provide input. A total of 24 customers participated in three community meetings and 18 public comments were recorded. A summary of comments from each meeting are listed below.

#### **Brea Community Center, Brea, May 21, 2019 (Participants: 15)**

After receiving information about the proposed bus changes, attending customers at the Brea Community Center offered feedback on a variety of issues.

Nine customers objected to the proposed routing changes on Route 213/A due to concerns about commuting and said that the alternative option, Route 143, would not work for them. Two commented that they would have to quit their jobs if the proposed changes are implemented. They said students who take this route from Fullerton Transportation Center to UCI will also be affected by this change.

Regarding Route 26, two customers said they were glad it would be extended to Yorba Linda Boulevard and Imperial Highway. One would like to see it extended to Anaheim Hills.

Two customers commented on Route 143. While happy about the increased frequency, they said the proposed changes would prohibit them from going to the Target store in Brea.

One customer had concerns on the proposed elimination on Route 129. She stated that if the route is discontinued, she will not be able to use the ACCESS service because she won't be within a quarter mile of a bus stop.

#### **Santa Ana Senior Center, Santa Ana, May 22, 2019 (Participants: 3)**

At the Santa Ana Senior Center meeting, attendees expressed concerns about proposed eliminations on Routes 206 and 211.

Commenting on Route 206, one customer said that workers near Barranca Parkway and Bake Parkway will be significantly impacted. The proposed options to take routes 87 and 177 are not viable since the bus stops are at least two miles away. The person expressed the opinion that ridership is low because service has not been good in the past few months due to no-shows and late arrivals and if service improves, riders will come back.

Another customer asked if the frequency change for Route 53/53X would only be for weekdays, and staff answered yes.

A customer commented on positive interactions with ACCESS drivers and approved of community meetings to discuss upcoming bus service changes.

Irvine Lakeview Senior Center, May 23, 2019 (Participants: 6)

Two customers commented on Route 86 at the Irvine Lakeview Senior Center.

One said that Route 86 is his transportation fallback and asked why rerouting was proposed as it will require him to walk more. Staff explained that a location was needed where the bus could both park and connect with other routes, and the Laguna Beach Transportation Center serves both purposes.

Another commenter on proposed changes to Route 86 said her mother will need to walk farther and wait longer for the bus. The bus is her mother's only transportation, and she uses it to travel to Westminster.

According to one person, people in North County don't know they can take the bus on the freeway to South County to work and shop. Staff responded that OCTA would conduct more grassroots education.

## **OCTA Advisory Committees**

### Citizen Advisory Committee

April 16, 2019 – OCTA Headquarters (Participants: 19)

The committee asked about proposed changes to Route 83. Staff said this route is being changed at one end due to the OC Streetcar in Santa Ana and at the other end of the route to service the Garden Walk.

The committee asked about Route 83 and what the advantages / disadvantages are of not servicing Disneyland. Staff said it will still make a connection at Disneyland and showed the planned route, which should serve more employment areas. The committee also asked about Route 53. Staff said the changes would affect Route 53X and some of the trips would go all the way into Irvine. The committee asked about the frequency in the core service area and was told by staff that it will stay the same.

The committee asked about the Bravo Route 560 and will this ever connect to the Blue Line. Staff said the service to the transit center in that area was cut because there was a lot of duplicate service already there. OCTA decided to end the route at the VA and not go any further.

### Special Needs Advisory Committee

April 23, 2019 – OCTA Headquarters (Participants: 9)

At the April 23, 2019 meeting of the Special Needs Advisory Committee, members received a presentation on the Proposed October 2019 and February 2020 Bus Service Plan, including the planned outreach efforts for public comments.

Feedback from the committee included discussion about the proposed changes to Route 86, including concerns that the proposed change would limit connectivity from central Orange County to south Orange County in this area.

Additional feedback involved the new bus routes in the Santa Ana Civic Center / OC Streetcar construction area. A committee member wanted to make sure that the proposed routes would still allow commuters from Santa Ana to reach the Laguna Hills area. Staff welcomed the feedback and said they would review the where people are traveling to / from work in the area.

### Diversity Community Leaders Quarterly Meeting

May 7, 2019 – OCTA Headquarters (Participants: 21)

The Proposed October 2018 and February 2019 Bus Service Change was presented at the Diversity Community Leaders Quarterly Meeting on May 7, 2019. While there was no route specific feedback, the participated diversity community leaders agreed to distribute the information in the communities.

### **Customer Roundtable**

May 21, 2019 – OCTA Headquarters (Participants: 22)

A special customer roundtable was held to gather input on the proposed service changes. Attending customers received information about the proposed changes and then provided feedback on a variety of issues.

There was discussion about the overall strategy of the Bus 360. Generally, customers agreed with the concept of removing or restricting a route if the resources could be reallocated somewhere else that is more beneficial.

There was strong attendee support for proposed changes to routes 24, 26 and 72. Customers commented that the proposed changes were excellent.

Several customers supported proposed route changes to routes 26 and 79, because of the increased service for early morning students to CSUF and UCI. There was also support for proposed changes to Route 21 because of improved service to Golden West Transportation Center.



Customers generally opposed proposed changes to routes 86 and 129, noting that changes to the route would eliminate service to needed areas. Two current riders of Route 206 strongly opposed the proposed elimination of the route. They noted that at least two of the morning / afternoon trips were busy and discussed the lack of alternatives to this route.

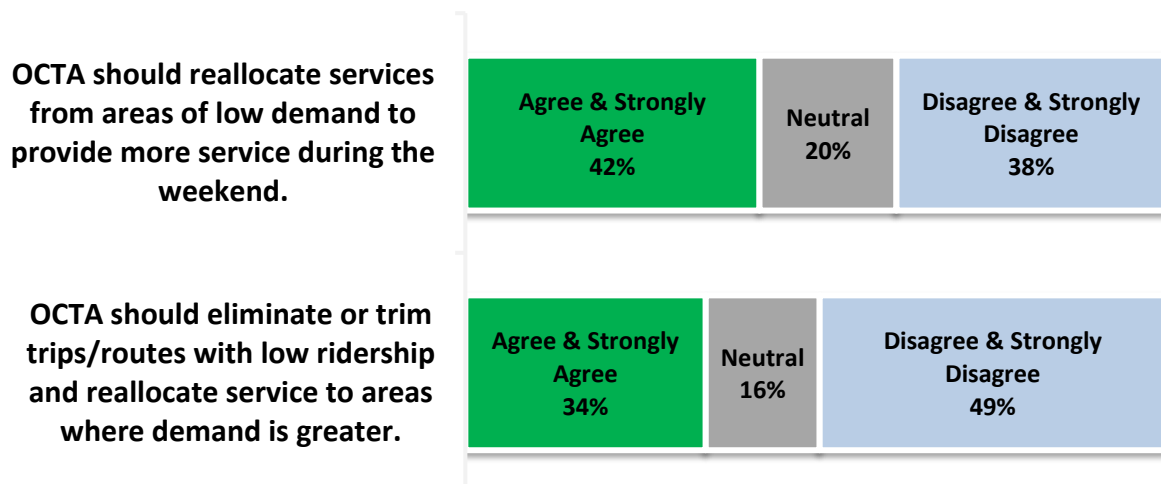
## **Online and Print Survey**

A qualitative online and print survey was conducted for customer and public feedback on proposed service changes. The online survey was available at OCTA.net and was widely publicized in social media postings and other materials. The print version of the survey (with the same questions) was included as a mail-in response attached to each of the 50,000 Service Change Booklets that were distributed onboard OC Bus, at transit centers, libraries and among the community. A total of 129 online and 27 mailed surveys were collected.

The survey results are considered informal and qualitative, rather than statistically valid, as the sample size is small and survey participants were self-selected. Informal research such as this survey is useful to explore a group's opinions and views, allowing for the collection of rich and verifiable data. This data can reveal information that may warrant further study and is often a cornerstone for the generation of new ideas.

The responses regarding individual routes are included along with other public feedback channels in the following "What We Heard" section and Comments by Routes charts.

There was general support for the service improvements included in the Proposed October 2019 and February 2020 Bus Service Plan. Based on survey questions regarding Bus Service Change strategies, most customers agreed with OCTA's approach to reallocate resources from low-ridership routes to provide more service during the weekend. However, 49 percent of respondents disagreed with the approach to eliminate or trim trips/routes with low-ridership and reallocate service to areas where the demand is greater.



## **Public Comments – Email and Phone Calls**

Public comments were collected via phone calls and emails from nine individuals to OCTA customer relations staff.

## **Public Hearing**

June 10, 2019 – OCTA Headquarters

Feedback received at the public hearing included comments opposing proposed changes to routes 86, 211 and 213. Staff from the City of Mission Viejo expressed concerns about the impact to current riders and their lives. Comments on routes 211 and 213/A opposed the proposed eliminations, saying that low ridership is due to service issues and the increased fare. They commented that the loss of the routes will have a serious impact on employees and students in the UCI area.



## What We Heard

Following extensive public outreach, a total of 216 individuals provided feedback comments on the proposed changes at community meetings, a customer roundtable and the public hearing, online, and by mail and phone. The table below identifies how those individuals shared their feedback.

### Who Provided Feedback

Method Received	No. of Individuals
Online Surveys	129
Mailed Surveys	27
Customer Roundtable*	22
Community Meetings*	18
Phone Calls/Emails	9
Public Hearing*	6
Advisory Committees*	5
<b>Total</b>	<b>216</b>

\* The number of individuals who provided feedback is shown rather than meeting attendance.

The proposed changes that most customers supported included:

- Improving frequency on routes 56 and 72
- Extending service segments on routes 26, 59, and 60
- Increasing connectivity to Metrolink Stations and Transit Centers on Route 123
- Implementing OC Streetcar routing on Route 55
- Implementing non-stop service from Westminster Avenue and Goldenwest Street to Long Beach on Route 560

While there was general support for the overall changes, a number of routes received opposing comments. These changes include route eliminations, frequency reductions and cutting services from key points of interest such as Goldenwest / Irvine / Fullerton transportation centers, Anaheim Canyon Metrolink Station, The Village at Orange and Orange Circle. The table below lists the routes with strong opposition to the proposed changes.

<b>Proposed Route Changes That Were Strongly Opposed</b>		
<b>Proposed October 2019 Changes</b>		
<b>Route</b>	<b>Change Description</b>	<b>Opposing Comments</b>
206: Santa Ana – Lake Forest Express	Route elimination	49
53/53X: Anaheim – Irvine	Frequency reduction (10 -12 min. reduction)	45
213/A: Brea – Irvine Express	Rerouting removes service to Fullerton Transportation Center and Orange Circle	40
89: Mission Viejo – Laguna Beach	Frequency reduction (15 min. reduction)	37
211: Huntington Beach – Irvine Express	Route elimination to Golden West Transportation Center	36
<b>Proposed February 2020 Changes</b>		
<b>Route</b>	<b>Change Description</b>	<b>Opposing Comments</b>
86: Costa Mesa – Mission Viejo	Route reduction removes service from Lake Forest's Jeronimo / Los Aliso area	58
129: La Habra – Anaheim	Route elimination that combines portions with Routes 143 & 153	39
24: Buena Park – Orange	Route reduction removes service from the Village at Orange/ Anaheim Canyon Metrolink Station	34

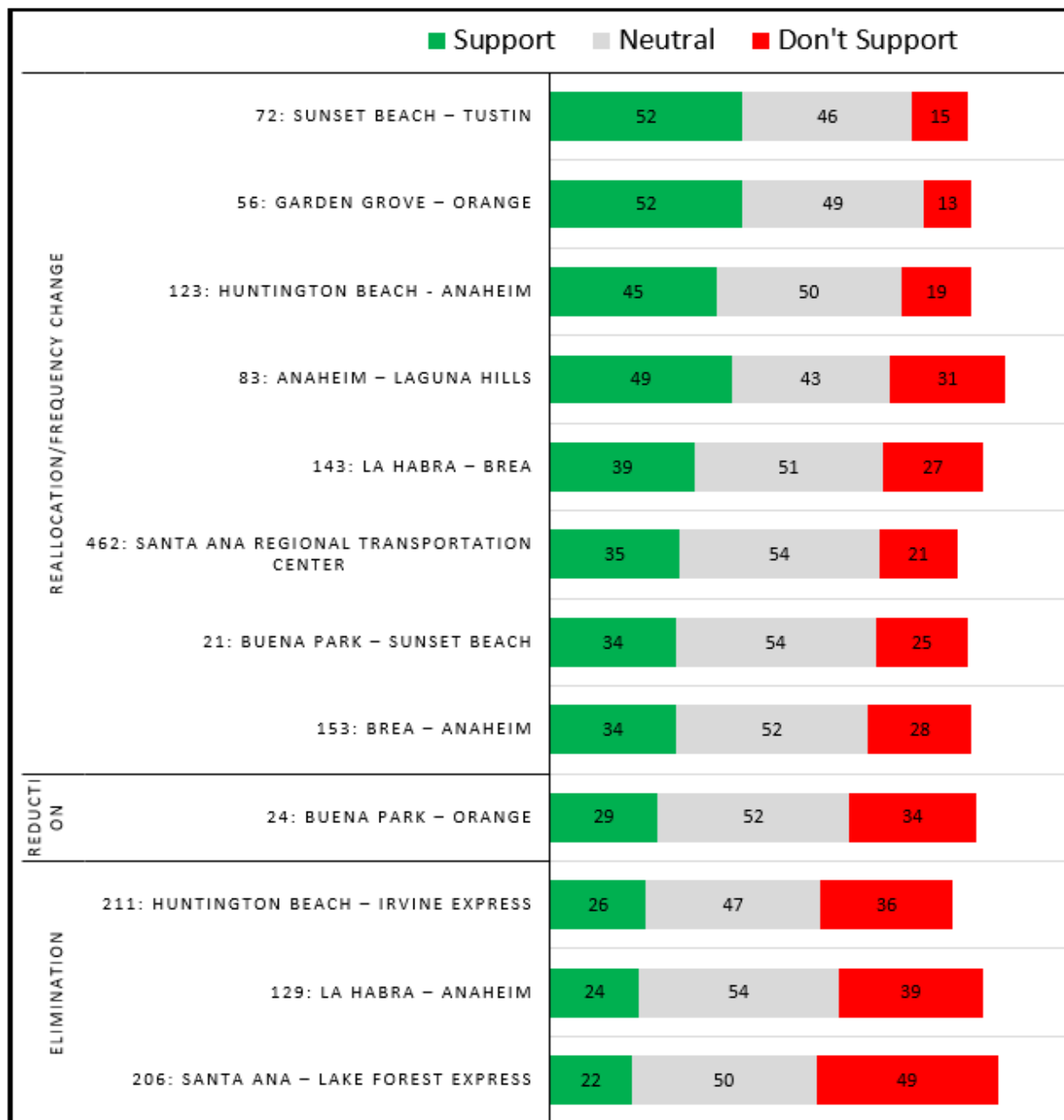
### **Feedback on Individual Routes**

A total of 2,797 comments from 216 individuals was received, including public meeting comments and survey responses to individual route changes. Most feedback on the individual proposed changes was positive, with 35 percent of comments expressing support for the proposed changes, 24 percent of comments opposing the changes and 41 percent comments were neutral or stated no opinion for or against the proposed changes.

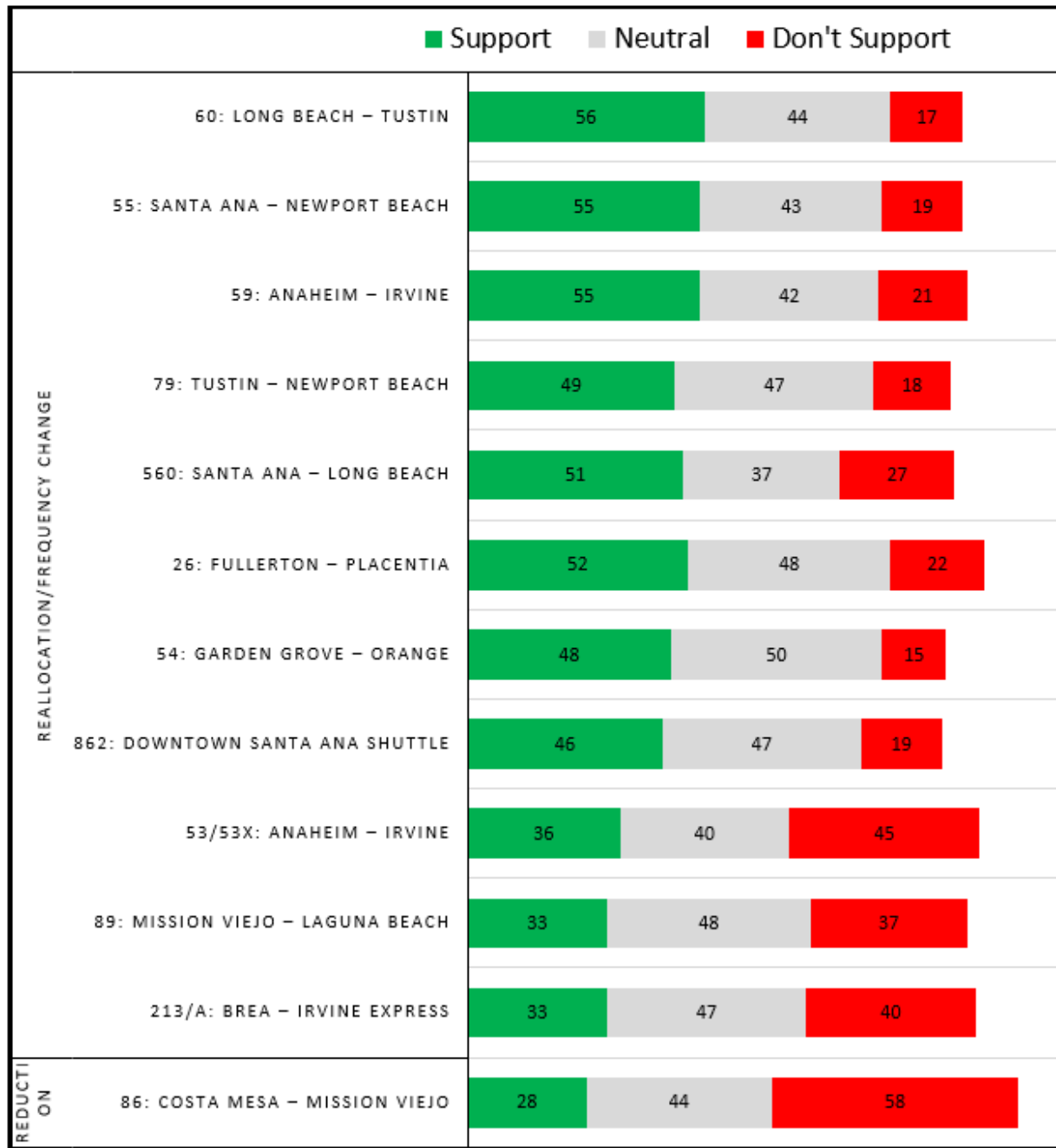
The following two charts show number and type of comments received for each individual route. A link to the actual comments are available at: [OCbus.com/Bus2019-20Comments](http://OCbus.com/Bus2019-20Comments).

The first chart shows comments received for routes with proposed major (greater than 25 percent change in service hours) changes. The second chart shows comments received for routes with minor changes.

### Number of Comments by Route (Major Changes)



## Number of Comments by Route (Minor Changes)



The overall feedback as well as responses to individual route changes was provided to the OCTA Planning Department to inform the final service change recommendations.

## Conclusion

After a comprehensive outreach effort and public hearings, 216 individuals commented on the proposed changes. Most feedback on the proposed changes in the October 2019 and February 2020 Bus Service Plan was positive, with some opposition to proposed changes on individual routes.

Public feedback from all sources was analyzed to identify major themes and identify common issues.

Routes with improved service generally received more positive comments. However, there were concerns with route changes that included service eliminations and route reductions.

The proposed elimination of routes 206, 211 and 129 and service reduction of routes 53/53X, 213/A, 89, 211, 83, 86, 24 and 153 generated mostly negative comments, although the overall volume of comments in support for all routes changes was higher than those opposing to the changes.

Based on public input, there was general support for adjustments to improve system productivity, including reallocating service from low-demand areas to provide additional weekend service.

The public feedback received on the proposed service changes was shared with OCTA's Planning Division and used to inform and develop the final proposed service change recommendations.

## Web Links to Meeting Minutes and Comment Matrix

The links below are for the following meetings and documents.

Comment Matrix	<a href="https://ocbus.com/Bus2019-20Comments">OCbus.com/Bus2019-20Comments</a>
Minutes from three Community Meetings	<a href="https://ocbus.com/Bus2019-20Meetings">OCbus.com/Bus2019-20Meetings</a>
Minutes from Customer Roundtable	<a href="https://ocbus.com/Bus2019-20Roundtable">OCbus.com/Bus2019-20Roundtable</a>
Minutes from Public Hearing	<a href="https://ocbus.com/Bus2019-20Hearing">OCbus.com/Bus2019-20Hearing</a>

# Online and Print Survey Questionnaire Form

Your input is very important. Please provide your comments below.

Su contribución es muy importante. Por favor proporcione sus comentarios a continuación.

Ý kiến đóng góp của quý vị là rất quan trọng. Hãy ghi ý kiến của quý vị vào phần dưới đây.

Name / Nombre / Tên: \_\_\_\_\_

Zip Code / Código postal / mã bưu điện: \_\_\_\_\_ Email / Correo electrónico: \_\_\_\_\_

Please indicate if you agree or disagree with the statements below.

Por favor indique si está de acuerdo o está en desacuerdo con las declaraciones a continuación.

Hãy cho biết quý vị đồng ý hay không đồng ý với những nhận định dưới đây.

1 = Strongly Agree / Muy de acuerdo / Rất Đồng ý

2 = Agree / De acuerdo / Đồng ý

3 = Neutral / Neutral / Trung lập

4 = Disagree / Desacuerdo / Không Đồng ý

5 = Strongly Disagree / Muy en desacuerdo / Rất Không Đồng ý

**1**

**OCTA should eliminate or trim trips/routes with low ridership and reallocate service to areas where demand is greater.**

- OCTA debe eliminar o reducir viajes/rutas de baja demanda y reasignar el servicio a zonas con demanda más alta.
- OCTA nên bỏ hoặc cắt bớt các chuyến/tuyến đường có ít hành khách và phân chia lại dịch vụ đến các khu vực có nhu cầu cao hơn.

1      2      3      4      5

**2**

**OCTA should reallocate services from areas of low demand to provide more service during the weekend.**

- OCTA debe reasignar los servicios de las zonas con baja demanda para poder brindar más servicio los fines de semana.
- OCTA nên phân chia lại dịch vụ từ các khu vực có nhu cầu thấp để cung cấp thêm dịch vụ vào cuối tuần.

1      2      3      4      5

**3**

**Please indicate if you agree or disagree with the proposed changes of your route(s) and why.**

- Indique si está de acuerdo o no con los cambios propuestos en su(s) ruta(s) y por qué.
- Xin cho biết quý vị có đồng ý hoặc không đồng ý về các thay đổi được đề nghị cho (các) tuyến đường của quý vị và cho biết lý do.

Route/Ruta/Tuyến đường \_\_\_\_\_ Comment/Comentario/ý kiến \_\_\_\_\_

Route/Ruta/Tuyến đường \_\_\_\_\_ Comment/Comentario/ý kiến \_\_\_\_\_

Route/Ruta/Tuyến đường \_\_\_\_\_ Comment/Comentario/ý kiến \_\_\_\_\_

Route/Ruta/Tuyến đường \_\_\_\_\_ Comment/Comentario/ý kiến \_\_\_\_\_

Route/Ruta/Tuyến đường \_\_\_\_\_ Comment/Comentario/ý kiến \_\_\_\_\_

**4**

**If your route is reduced or eliminated, would you consider other options such as OCTA's vanpool program, ridematching and other options?**

- Si la ruta que usted toma se redujera o se eliminara, ¿consideraría otras opciones, como el programa de camionetas de uso compartido de OCTA, los servicios de búsqueda de transporte compartido (ridematching) y otros más?
- Nếu tuyến đường của quý vị bị giảm hoặc bỏ, quý vị có muốn dùng các cách khác như chương trình đi chung xe van (vanpool) của OCTA, ridematching hoặc các lựa chọn khác không?

Yes/Sí/Có \_\_\_\_ No/No/ Không \_\_\_\_

## GET MORE INFORMATION

For more information on the Proposed Bus Service Plan, please visit [OCbus.com/BusPlan](http://OCbus.com/BusPlan) or call (714) 636-RIDE. You can provide comments online or mail them to: OCTA, Attn: Marketing, Rm 722, 600 S. Main St., P.O. Box 14184, Orange, CA 92863-1584.

Para más información sobre plan propuesto para el servicio de autobuses, por favor visite [OCbus.com/BusPlan](http://OCbus.com/BusPlan) o llame al (714) 636-RIDE. Puede proporcionar sus comentarios en línea o por correo a: OCTA, Attn: Marketing, Rm 722, 600 S. Main St., P.O. Box 14184, Orange, CA 92863-1584.

Để biết thêm thông tin về Đề nghị Kế hoạch Dịch vụ Xe buýt xin mời truy cập vào trang [OCbus.com/BusPlan](http://OCbus.com/BusPlan) hay gọi điện thoại số (714) 636-RIDE. Quý vị có thể đóng góp ý kiến trực tuyến hoặc gửi thư về địa chỉ: OCTA, Attn: Marketing, Rm 722, 600 S. Main St., P.O. Box 14184, Orange, CA 92863-1584.

### Translators and Accessibility

Spanish and Vietnamese translation services will be available at all community meetings.

Any person with a disability who requires a modification or accommodation in order to participate in these meetings should contact the OCTA Clerk of the Board at (714) 560-5676 no less than two (2) business days prior to this meeting to enable OCTA to make reasonable arrangements to assure accessibility to these meetings.

For more information or to comment online, visit [OCbus.com/BusPlan](http://OCbus.com/BusPlan). If you would like to receive this information in 中文, 한국어, العربية, or any other languages, please call (714) 636-RIDE.

### Traductores y accesibilidad

Los servicios de traducción al español y vietnamita estarán disponibles en todas las reuniones de la comunidad.

Cualquier persona con una discapacidad que requiere una modificación o establecimiento, con el fin de participar en estas reuniones, debe comunicarse con el Secretario de la Junta del OCTA al (714) 560-5676 no menos de dos (2) días hábiles antes de esta reunión para permitir a que la OCTA haga arreglos razonables para asegurar la accesibilidad a estas reuniones.

Para obtener más información o hacer comentarios en línea, visite [OCbus.com/BusPlan](http://OCbus.com/BusPlan). Si desea recibir esta información en un idioma que no sea Inglés, español o vietnamita, por favor llame al (714) 636-RIDE.

### Các phiên dịch viên và Sự Tham gia của người khuyết tật

Các dịch vụ phiên dịch tiếng Tây Ban Nha và tiếng Việt sẽ được cung cấp tại tất cả các cuộc họp cộng đồng.

Bất kỳ người khuyết tật nào cần có những điều chỉnh hay tiện nghi cần thiết để tham dự các cuộc họp cần liên hệ Thư ký OCTA của Hội đồng theo số (714) 560-5676 ít nhất hai (2) ngày làm việc trước khi cuộc họp diễn ra để cho phép OCTA có sự bố trí hợp lý nhằm đảm bảo khả năng tham gia của người khuyết tật vào các cuộc họp này.

Để biết thêm thông tin hay để góp ý kiến trực tuyến, mời quý vị truy cập vào trang [OCbus.com/BusPlan](http://OCbus.com/BusPlan). Nếu quý vị muốn nhận thông tin này bằng một ngôn ngữ khác ngoài tiếng Anh, tiếng Tây Ban Nha hay tiếng Việt, xin vui lòng gọi (714) 636-RIDE.

fold here / doblar aquí / gấp ở đây

ORANGE COUNTY TRANSPORTATION AUTHORITY  
ATTN: MKTG. RM 722  
PO BOX 14184  
ORANGE CA 92863-9831

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UNITED STATES

Proposed Fiscal Year 2019-20 Bus Service Plan

Route	Recommendations			Daily Revenue Hour Change			Daily Boarding Change		
	Weekday	Saturday	Sunday	Weekday	Saturday	Sunday	Weekday	Saturday	Sunday
<b>21: Buena Park – Sunset Beach</b> <i>via Valley View Street / Bolsa Chica Road</i>	Terminate south end of route at Goldenwest Transportation Center and combine with Route 24 at 60 minute headway (New Route 123). OC Flex covers deleted portion.	-	-	(31.1)	-	-	(255)	-	-
<b>24: Buena Park – Orange</b> <i>via Malvern Avenue / Chapman Avenue / Tustin Avenue</i>	Combine with Route 21 and cut back to Anaheim Canyon Metrolink (New Route 123).	-	-	(33.7)	-	-	(492)	-	-
<b>26: Fullerton – Placentia</b> <i>via Commonwealth Avenue / Yorba Linda Boulevard</i>	Extend route to Yorba Linda Boulevard/Imperial Highway and reduce peak service to 20/40 minutes and keep 30 minutes midday. Add one morning tripper for Metrolink to California State University, Fullerton.	Extend route to Yorba Linda Boulevard and Imperial Highway.	Extend route to Yorba Linda Boulevard and Imperial Highway.	0.5			40	44	34
<b>53/53X: Anaheim – Irvine</b> <i>via Main Street</i>	Reduce AM peak frequency from 20 to 30 minutes. Reduce midday service from 24 to 36 minutes.	-	-	-	-	-	-	-	-
<b>54: Garden Grove – Orange</b> <i>via Chapman Avenue</i>	Eliminate peak hour short turn terminal on west end of the line and start all trips at Chapman Avenue and Valley View Street.	-	-	6.0	-	-	39	-	-
<b>55: Santa Ana – Newport Beach</b> <i>via Standard Avenue / Bristol Street / Fairview Street / 17th Street</i>	Implement OC Streetcar routing in Santa Ana Civic Center.	Implement OC Streetcar routing in Santa Ana Civic Center.	Implement OC Streetcar routing in Santa Ana Civic Center.	-	-	-	-	-	-
<b>56: Garden Grove – Orange</b> <i>via Garden Grove Boulevard</i>	-	Implement same Saturday and Sunday schedule; improve frequency from 70 to 45 minutes.	Implement same Saturday and Sunday schedule; improve frequency from 70 to 45 minutes.	-	13.0	14.3	-	143	117
<b>59: Anaheim – Irvine</b> <i>via Kraemer Boulevard / Glassell Street / Grand Avenue / Von Karman Avenue</i>	Extend midday short trips from Dyer Road and Pullman Street to The District.	-	-	-	-	-	20	-	-
<b>60: Long Beach – Tustin</b> <i>via Westminster Avenue / 17th Street</i>	Run all trips to Long Beach during peak and midday. Implement more direct routing for Bravo! 560.	-	-	-	-	-	-	-	-
<b>72: Sunset Beach – Tustin</b> <i>via Warner Avenue</i>	-	Improve weekend frequency from 65 to 45 minutes.	Improve weekend frequency from 65 to 45 minutes.	-	12.0	12.0	-	138	83
<b>79: Tustin – Newport Beach</b> <i>via Bryan Avenue / Culver Drive / University Avenue</i>	Add weekday southbound trips between Michelson Drive and University of California, Irvine due to heavy passenger loads.	-	-	0.3	-	-	30	-	-
<b>83: Anaheim – Laguna Hills</b> <i>via Interstate 5 / Main Street</i>	Implement OC Streetcar routing; cut Walnut Loop, and serve Anaheim-Gardenwalk; improve frequency to 15/30 minutes during peak and 30 minutes midday; improve span by adding one southbound evening trip.	Implement OC Streetcar routing; cut Walnut loop; and serve Anaheim-Gardenwalk; improve frequency to 30 minutes.	Implement OC Streetcar routing; cut Walnut loop; and serve Anaheim-Gardenwalk; improve frequency to 30 minutes.	3.5	2.0	15.0	(382)	(179)	(48)
<b>86: Costa Mesa – Mission Viejo</b> <i>via Alton Parkway / Jeronimo Road</i>	Cut route back to Laguna Hills Transportation Center; improve frequency to 60 minutes all day.	-	-	-	-	-	-	-	-
<b>89: Mission Viejo – Laguna Beach</b> <i>via El Toro Road / Laguna Canyon Road</i>	Reduce frequency from 30 to 45 minutes midday.	-	-	(12.0)	-	-	(76)	-	-



**Proposed Fiscal Year 2019-20 Bus Service Plan**

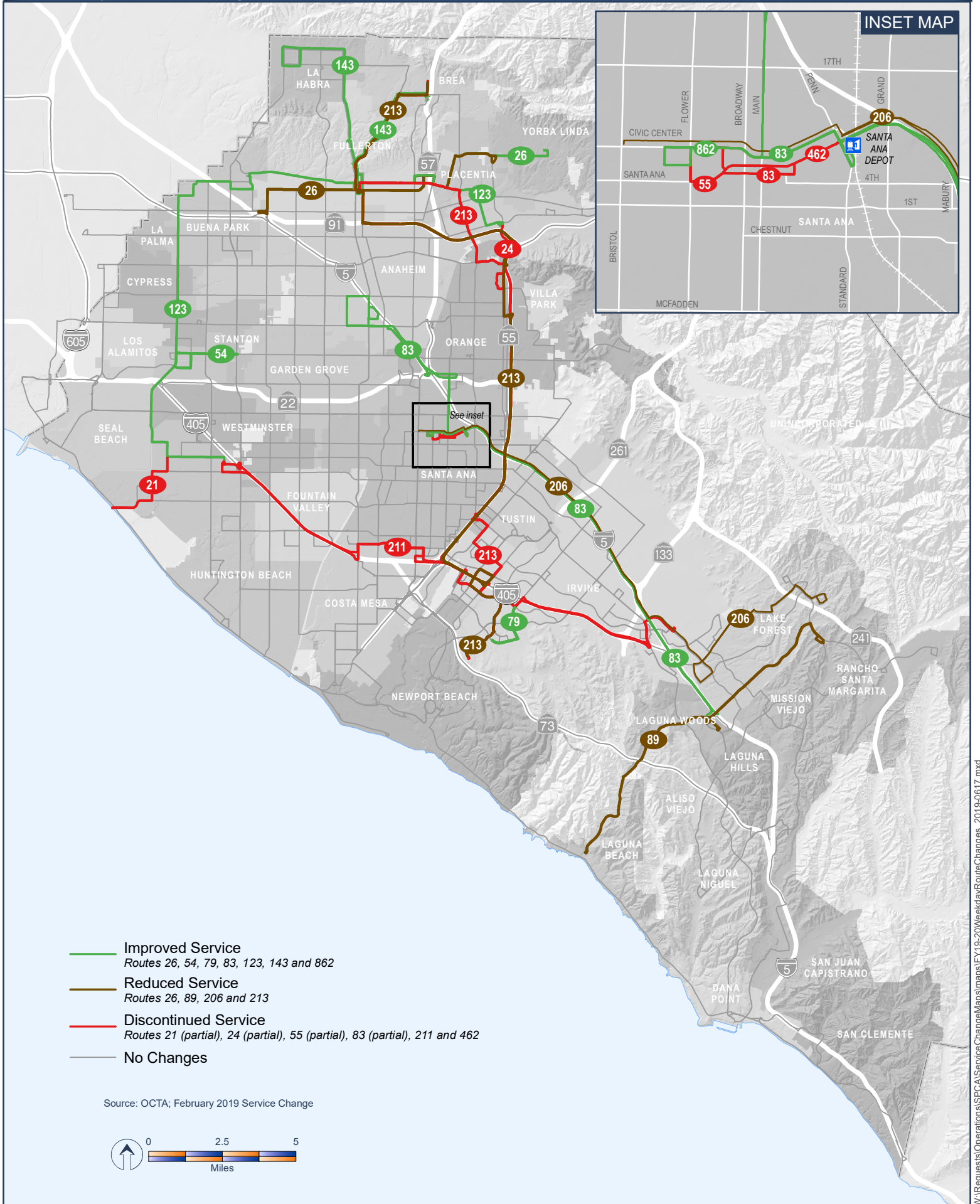
Route	Recommendations			Daily Revenue Hour Change			Daily Boarding Change		
	Weekday	Saturday	Sunday	Weekday	Saturday	Sunday	Weekday	Saturday	Sunday
<b>129: La Habra – Anaheim</b> <i>via La Habra Boulevard / Brea Boulevard / Birch Street / Kraemer Boulevard</i>	Combine with Route 153:	Combine with Route 153:	Combine with Route 153:	-	-	-	-	-	-
<b>143: La Habra – Brea</b> <i>via Whittier Boulevard / Harbor Boulevard / Brea Boulevard / Birch Street</i>	Combine with Route 129: Improve frequency from 75 to 50 minutes	Combine with Route 129:	Combine with Route 129:	15.0	-	-	147	-	-
<b>153: Brea – Anaheim</b> <i>via Placentia Avenue</i>	Combine with Route 129:	Combine with Route 129:	Combine with Route 129:	-	-	-	-	-	-
<b>206: Santa Ana – Lake Forest Express</b> <i>via Interstate 5 Freeway</i>	Eliminate Route: Remove one low ridership AM and PM trip	-	-	(2.4)	-	-	(11)	-	-
<b>211: Huntington Beach – Irvine Express</b> <i>via Interstate 405</i>	Eliminate Route.	-	-	(22.4)	-	-	(53)	-	-
<b>213/A: Brea – Irvine Express</b> <i>via State Route 55</i>	Simplify routing for direct service between Brea Mall, ARTIC Fullerton Transportation Center, Santa Ana Depot Village at Orange, and UC Irvine; offer three southbound trips in the AM peak and three northbound trips in the PM peak.	-	-	(5.5)	-	-	(24)	-	-
<b>462: Santa Ana Regional Transportation Center – Civic Center</b> <i>via Santa Ana Boulevard / Civic Center Drive</i>	Eliminate route and replace with Civic Center shuttle.	-	-	(6.9)	-	-	(142)	-	-
<b>560: Santa Ana – Long Beach</b> <i>via 17th Street / Westminster Avenue</i>	New non-stop routing from Westminster Avenue and Goldenwest Street to the City of Long Beach every 36 minutes. Reduce midday to 18 minute frequency.	-	-	-	-	-	-	-	-
<b>123: Huntington Beach - Anaheim</b> <i>via Valley View Street / Bolsa Chica Road / Malvern Avenue / Chapman Avenue</i>	Implement new route on 60 minute frequency from combined portions of routes 21 and 24.	-	-	60.8	-	-	912	-	-
<b>New 143: North County Circulator</b> <i>via Harbor Boulevard / Central Avenue / Brea Boulevard</i>	Implement new route from combined portions of routes 129 and 143 at 50 minute frequency.	-	-	-	-	-	-	-	-
<b>New 153: Brea – Anaheim</b> <i>via Placentia Avenue</i>	Implement new route from combined portions of routes 129 and 153 at 60 minute frequency.	-	-	-	-	-	-	-	-
<b>662-862: Downtown Santa Ana Shuttle</b> <i>via Civic Center Drive</i>	Implement new route to replace Route 462 and deleted portion of Route 83 during OC Streetcar construction; provide 10 minute peak and 20 minute off peak frequency until midnight.	Implement new route to replace Route 462 and deleted portion of Route 83 during OC Streetcar construction; provide 20 minute frequency from 6:00 AM to midnight.	Implement new route to replace Route 462 and deleted portion of Route 83 during OC Streetcar construction; provide 20 minute frequency from 6:00 AM to midnight.	24.0	18.0	18.0	480	270	270
<b>Daily Fiscal Year 2019-20 Service Change</b>				<b>(3.8)</b>	<b>45.0</b>	<b>59.3</b>	<b>232</b>	<b>416</b>	<b>456</b>
<b>Annual Fiscal Year 2019-20 Service Change</b>						<b>4,797.7</b>			<b>107,329</b>

**Major Service Changes (Changes Highlighted in Gray):**

- Reducing route by more than 50% of directional route miles or reducing an existing route by more than 50% of bus stops.
- Adding a new route or a route segment that increases directional route miles of an existing route by more than 50% and when more than 50% of the new service bus stops are along currently unserved street segments.
- Weekday service increase or decrease of 25% or more annualized vehicle revenue hours, or weekend service increase or decrease of 25% or more annualized vehicle revenue hours (within 12 month period).

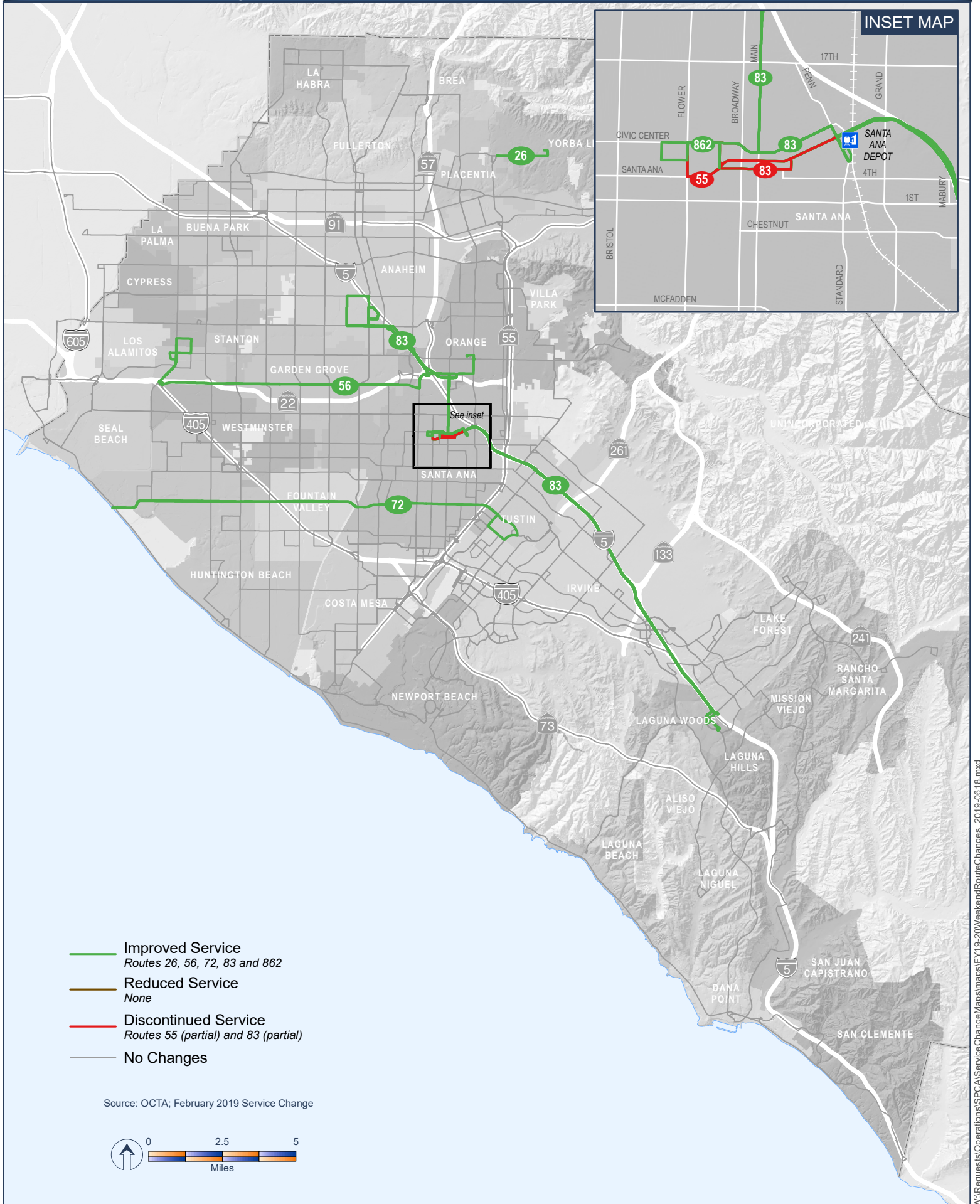
# Proposed Final October 2019 and February 2020 Bus Service Plan Weekday Route Changes

**ATTACHMENT D**

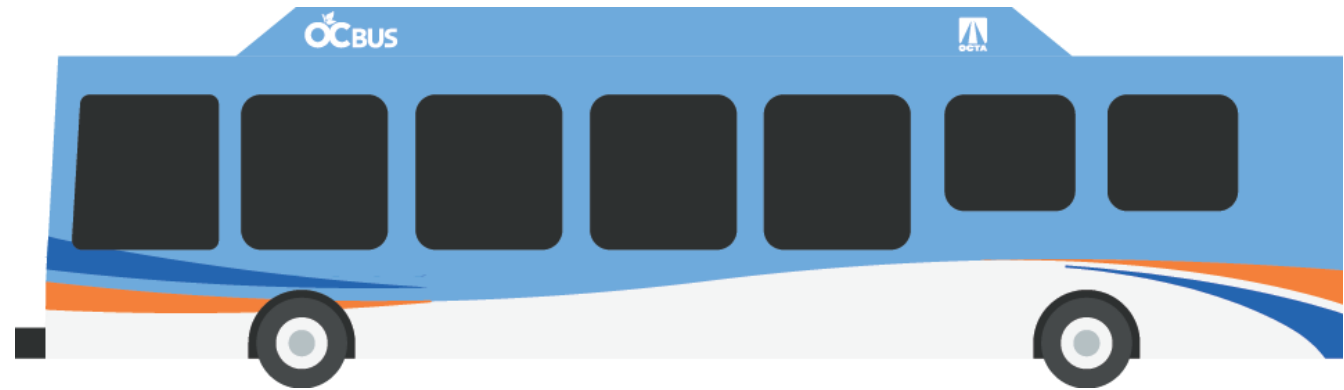


# Proposed Final October 2019 and February 2020 Bus Service Plan Weekend Route Changes

**ATTACHMENT E**



# October 2019 and February 2020 Bus Service Plan Recommendations





# OC Bus 360°

- Action plan endorsed by the Board in 2015 to address ridership decline
- Redeployment of bus service
- Comprehensive review of current and former rider perceptions
- Peer review of OCTA's performance and plans
- New branding and marketing tactics tied to rider needs
- Upgraded bus routes and services to better match demand and capacity
- Technology changes to improve the passenger experience



Board – Board of Directors

OCTA – Orange County Transportation Authority

# Service Design Framework

- Reallocation of 40,000 annual revenue hours to improve ridership and productivity (2.5% of service)
- Implement OC Streetcar bus rail interface routing changes
- Stay within existing resources for service hours and buses
- Major changes require public hearing
- Must meet Title VI and Environmental Justice Analysis requirements

# Outreach

- 50,000 brochures in multiple languages
- Newspaper and on-bus ads
- Local jurisdiction communications
- Three community meetings
- Digital and e-communications
- Press releases / advertisements
- Citizen committees
- Customer roundtable

Methods Received	Number of Individuals
Online Surveys	129
Mailed Surveys	27
Customer Roundtable	22
Community Meetings	18
Phone Calls/Emails	9
Public Hearing	6
Advisory Committees	5
Total	216

# What We Heard

- Most customers supported OCTA's approach to reallocate resources
- Most customers supported proposed changes with improvements on routes 55, 56, 59, 60, 72
- A number of customers disagreed with the proposed route eliminations and reductions

Proposed October 2019 Changes		
Route	Change Description	Opposing Comments
206: Santa Ana – Lake Forest Express	Elimination	49
53/53X: Anaheim – Irvine	Reallocation / Frequency Change	45
213/A: Brea – Irvine Express	Reallocation / Frequency Change	40
89: Mission Viejo – Laguna Beach	Reallocation / Frequency Change	48
211: Huntington Beach – Irvine Express	Elimination	36
83: Anaheim – Laguna Hills	Reallocation / Frequency Change	31
Proposed February 2020 Changes		
86: Costa Mesa – Mission Viejo	Reduction	58
129: La Habra – Anaheim	Elimination	39
24: Buena Park – Orange	Reduction	34
153: Brea – Anaheim	Reallocation / Frequency Change	28



# Changes to Draft Recommendations

## **Route 53/X (Anaheim – Irvine)**

- Withdraw recommendation

## **Route 60 (Long Beach – Tustin)**

- Withdraw recommendation

## **Route 79 (Tustin – Newport Beach)**

- Add one trip to UCI only

## **Route 83 (Anaheim – Laguna Hills)**

- Withdraw routing changes in Anaheim

## **Route 86 (Costa Mesa – Mission Viejo)**

- Withdraw recommendation

## **Route 129 (La Habra – Anaheim)**

- Withdraw recommendation

## **Route 143 (La Habra – Brea)**

- Improve weekday frequency only

## **Route 153 (Brea – Anaheim)**

- Withdraw recommendation

## **Route 206 (Santa Ana – Lake Forest Express)**

- Eliminate one morning and one afternoon trip only

## **Route 213 (Brea – Irvine Express)**

- Revise routing based on public feedback

## **Route 560 (Long Beach – Santa Ana)**

- Withdraw recommendation

# Final October 2019 Service Changes

- Extend Route 26 to Yorba Linda Boulevard and Imperial Highway (all days) and reduce peak frequency (weekdays)
- Extend weekday Route 59 midday trips to The District (weekdays)
- Add one morning trip on Route 79 to address passenger loading to UCI (weekdays)
- Eliminate two low ridership trips on Route 206 (weekdays)
- Eliminate Route 211 because of low ridership (weekdays)
- Reduce two low ridership trips and revise routing on Route 213 (weekdays)
- Eliminate Stationlink Route 462 in Downtown Santa Ana for OC Streetcar
- Revise routing on routes 55 and 83 in Santa Ana Civic Center for OC Streetcar construction (all days)
- Improve frequency on Route 83 (all days)
- Implement new Downtown Santa Ana Shuttle during OC Streetcar construction (all days)

# Final February 2020 Service Changes

- Eliminate routes 21 and 24 and replace with new Route 123 covering most of the discontinued routes with service from the Goldenwest Transportation Center to Anaheim Canyon Metrolink Station via the Buena Park Metrolink Station (weekdays)
- Extend all peak trips on Route 54 to Chapman Avenue and Valley View Street (weekdays)
- Improve frequencies on routes 56 and 72 (weekends)
- Improve frequency on Route 143 (weekdays)

# Resource Impacts

- **Draft Plan**
  - Reduce 4,275 annual revenue hours
  - Reduce eight weekday peak buses
- **Proposed Final Plan**
  - Increase 4,800 annual revenue hours
    - 8,100 annual hours are for Downtown Santa Ana Shuttle (Route 862), which will end with OC Streetcar opening
  - Reduce three weekday peak buses
  - Increase 107,000 annual boardings
- **Reallocates 30,000 annual revenue hours (approximately 1.9 percent of service)**

# Next Steps

- **July 2019**
  - Transit Committee and Board approval
- **September 2019**
  - Begin October 2019 service change public notification
- **October 2019**
  - Implement service change (10/13/19)
- **January 2020**
  - Begin February 2019 service change public notification
- **February 2020**
  - Implement service change (02/09/20)



**July 11, 2019**

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

*[Handwritten signature: J. Kenneth Rugg for]*

### **Overview**

The Orange County Transportation Authority is currently implementing the OC Streetcar project. Project updates are provided to the Board of Directors on a quarterly basis. This report provides a project update for the fourth quarter of fiscal year 2018-19 (April-June).

### **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 in the City of Santa Ana and the Harbor Boulevard/Westminster Boulevard intersection 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-route-mile (8.3-track-mile) OC Streetcar line involves complex and specialized work, including the installation of embedded track in streets, overhead catenary system to supply power to the vehicles, 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, changeable message signs, video cameras, a public address system, and ticket vending

machines which will be procured separately. Platforms will be 14 inches high to enable level boarding. Also included are the installations of new traffic signals and transit signal priority at intersections.

The MSF can accommodate up to 15 modern streetcar vehicles and includes Project administration, operations, vehicle maintenance, parts storage, and maintenance-of-way. Secured exterior vehicle storage, including a wye-track for turning vehicles end-for-end, a free-standing vehicle wash, employee parking, and fire department/delivery access will also be included.

On March 26, 2018, the OCTA Board of Directors (Board) awarded a contract to Siemens Mobility, Inc. (Siemens) for the manufacture and delivery of eight modern streetcar vehicles, spare parts, and special tools. On September 24, 2018, the OCTA Board awarded the Project construction contract to Walsh Construction Company II, LLC (Walsh). On November 30, 2018, the Federal Transit Administration (FTA) executed the Full Funding Grant Agreement (FFGA), which was a significant milestone as it secured \$149 million in federal New Starts discretionary funding for the Project. In February 2019, the FFGA was awarded through the FTA Transit Award Management System, which was the final step necessary to begin the drawdown of federal funding. As of the reporting quarter, \$9.89 million dollars has been drawn down on the FFGA.

### ***Discussion***

The following is a status of ongoing OC Streetcar activities.

#### **Right-of-Way Acquisition**

Possession of all property rights required to construct the Project was completed on March 4, 2019.

#### **Utility Relocation**

There are numerous overhead and underground utilities that require relocation to accommodate the Project. Wet utilities (sewer, water, and storm drains) are being relocated by Walsh as part of the construction contract. There are eight private utility companies with relocations underway. Final relocation of the private utilities is expected to be completed by September 2019, with the exception of final AT&T relocations which will take place after the sewer work is complete. OCTA closely coordinates with the utility companies to monitor progress and minimize conflicts with the construction contractor.

### Permits

The remaining permits needed from Army Corps of Engineers and the Orange County Flood Control District (OCFCD) for the construction of the Project bridge across the Santa Ana River were obtained in April 2019.

### Construction Activities

The Notice to Proceed with Construction was issued to Walsh on March 4, 2019. Construction activities have commenced on the western half of the alignment, with the focus on preparations for construction of the Santa Ana River and Westminster Avenue bridges, the MSF, storm drain relocations, and sewer and water systems within the City of Santa Ana streets.

Work is currently focused on installing foundations for the new 350-foot long bridge across the Santa Ana River. Completion of foundations, bridge piers, and abutments (the approaches at either side of the river) is anticipated by October 1, 2019, to comply with requirements to be out of the river channel before the beginning of the next rainy season. Once the foundation work is complete for the Santa Ana River Bridge, crews will complete similar work for the bridge over Westminster Avenue. Drainage systems are also being installed in preparation for the installation of ballasted track in the Pacific Electric Right-of-Way (PE ROW).

Construction of the MSF is critical to the Project schedule as the MSF is needed to accept delivery and conduct final assembly and acceptance testing for the eight vehicles being manufactured by Siemens in Sacramento. The foundations and other items left behind by the former property owner have been removed. Under separate report, staff is seeking Board approval for a construction change order for the removal and disposal of contaminated materials at the MSF property. Grading for the building foundation was completed, and Walsh is currently working on installing utility duct work for the plumbing, drainage, and electrical systems.

Sewer relocations are progressing on Santa Ana Boulevard from Raitt to Bristol Streets, and preparations are being made for sewer rehabilitation work on 4th Street. Water line and storm drain relocations for all of the street-running portions of the Project are also underway. All of the utility relocation work is necessary before track installation can begin towards the end of this year.

### Vehicle Manufacturing and Delivery

Preliminary design review is near completion and will transition into final design review beginning in July 2019. Major elements of the vehicle, representing over



34 technical submittals, including the carbody, doors, cab layout, exterior/interior design, propulsion, auxiliary power, energy absorbing bumpers, and related manuals have been evaluated with Siemens consistent with the technical specifications. During final design review, comments and revisions will be incorporated into a final design review package for OCTA's final review and approval prior to the start of production. The production of the first car shell is anticipated to be complete in December 2019.

Coordination continued between OCTA, Siemens, and Walsh in the development of the Wheel to Rail Interface Plan that details the integration of the vehicle with the infrastructure, including the tracks, platforms, MSF, and wayside equipment and systems. Under separate report, staff is seeking Board approval for integration and engineering services of OCTA's Intelligent Transportation Management System (ITMS) with the streetcar vehicles.

Other key Project updates include:

- Responded to questions on the operations and maintenance (O&M) request for proposals. Proposals are due July 24, 2019.
- Ongoing coordination with FTA, the City of Santa Ana, City of Garden Grove, Orange County Fire Authority, OCFCD, and OC Parks.

#### Public Outreach

Outreach activities continue to focus on keeping the community and project stakeholders aware of ongoing construction activities along the alignment with emails and social media updates. The Stakeholder Working Group (SWG) reconvened, and two community open house meetings were held in June 2019. Outreach staff also participated in several existing community events.

The biweekly Construction News email looks ahead to general activities along the alignment, as well as segment-by-segment details. In addition to the email to the project database, individual notifications are provided with a door hanger describing the activity in more detail in multiple languages. The emails are available on the project website, and social media channels are used to broaden its availability and awareness.

On June 19, 2019, the SWG met and staff provided updates on the construction activities, vehicle manufacturing, upcoming procurement for O&M services, and the material developed for the community open houses. A broad cross section of stakeholders participated, including community neighborhood and business association representatives, the City of Santa Ana and Santa Ana Unified School district staff members, and others. This is a very engaged group which assists

OCTA by sharing information through its communication channels and providing feedback on our activities in the community.

Two community open houses were held in June 2019. The first one was at the Santa Ana Corporate Yard facility on Saturday, June 22, 2019. The second was at the Santa Ana Senior Center on the evening of Monday, June 24, 2019. The meeting notification invited the recipients to the open houses and included an overview of the construction sequencing information. The notice was distributed to all properties within 500 feet of the alignment. At the meeting, 30 exhibit boards presented project background and benefits information, renderings of bridges and stop locations, as well as a new section explaining the sequence of construction and start-up activities. Videos highlighting a flyover of the alignment, a streetcar arriving at a station stop, and a frameup of the MSF were available to view.

### Cost and Contingency

The Project cost, as included in the FFGA, remains at \$407.7 million. This includes \$37.96 million in contingency. To date, \$513,633 in contingency has been expended for construction change orders. The contingency amount will be updated with the construction change order pending execution (estimated at \$160,000), additional construction change orders anticipated (estimated at \$225,000), as well as the execution of the award of the ITMS Agreement (with a not-to-exceed value of \$2,719,650) pending Board approval.

### Next Steps

Construction activities in the next quarter are scheduled to include: on-site utilities for the MSF and building foundations; completing the foundations, piers, and abutments for the Santa Ana River Bridge; foundations for the Westminster Avenue Bridge; preparation for ballasted track installation in the PE ROW; and completion of in-street utilities and the start of in-street embedded tracks. Next steps for vehicles include finalizing the design review and beginning production of the car shell. Upcoming outreach activities include coordination with the construction team and the City of Santa Ana regarding the sewer replacement along 4th Street and water line replacement in several segments.

Additionally, staff will be returning with an item to the Board that will update the programming of funds within OCTA's Capital Funding Plan to ensure consistency with prior Board approvals on the Project.

***Summary***

The fiscal year 2018-19 fourth quarter update on the OC Streetcar project 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 "Mary Shavali".

Mary Shavali  
Program Manager  
(714) 560-5856

**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



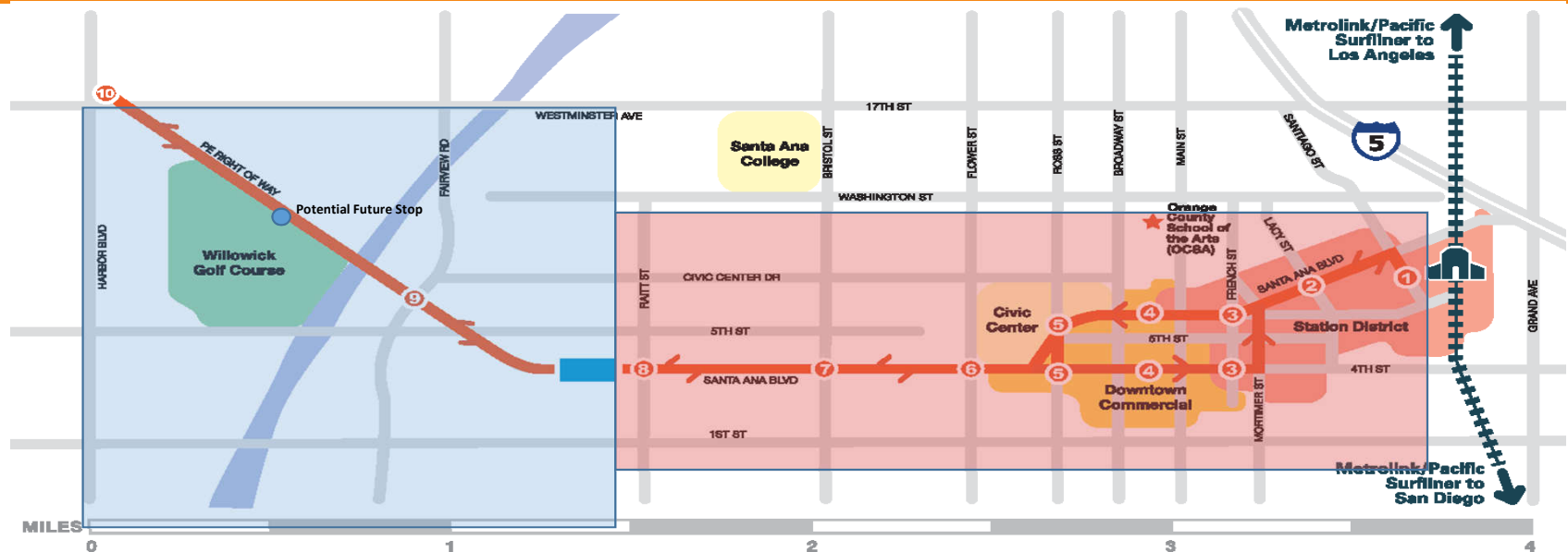
# **OC Streetcar Project Update**

# Background

- Measure M2 Project S – Transit Extensions to Metrolink approved by the Orange County voters in November 2006
- Key Project implementation dates:

Key Milestone	Date	Contract Execution Amount ( in Millions)
Vehicle Contract Award	March 2018	\$51.52
Construction Contract Award	September 2018	\$220.53
Full Funding Grant Agreement Executed	November 2018	\$148.96

# OC Streetcar Features



## Pacific Electric Right-of-Way (ROW)

- Dedicated ROW owned by the Orange County Transportation Authority (OCTA)
- Double-Track, Ties, and Ballast
- Two Bridges-Westminster and Santa Ana River
- Two Gated Crossings-Fairview and 5<sup>th</sup> Street
- Maintenance facility for eight cars west of Raitt Street
- Center Platforms
- Two-Wire Overhead Catenary System (OCS)

## STREET RUNNING

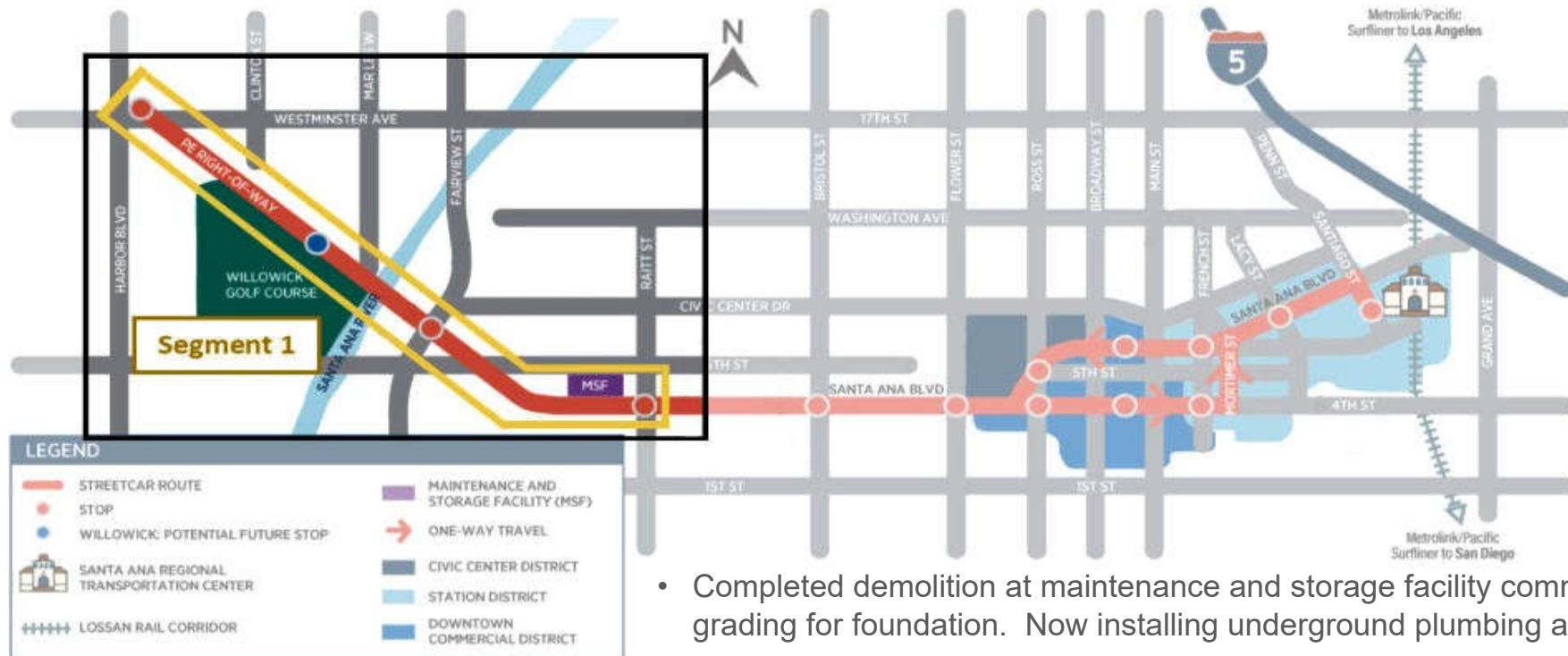
- Traffic Signal Priority
- One-way couplet downtown
  - 4<sup>th</sup> Street Eastbound, Santa Ana Boulevard Westbound
- Embedded Track (Block Rail)
- Side Platforms (except Santa Ana Regional Transportation Center)
- Protected bike lane on Santa Ana Boulevard
- One-Wire OCS with underground feeder

# Utilities

- Wet utilities are being relocated by the streetcar construction contractor: water, sewer, and storm drain
- Eight private utilities are in the process of being relocated
- Final utility relocation work for the private utilities is expected to be complete by September 2019, with exception of final AT&T relocation after sewer lines are complete



# Construction—Segment 1



- Completed demolition at maintenance and storage facility commercial site and grading for foundation. Now installing underground plumbing and electrical
- Installing foundations for the Santa Ana River Bridge
- Once complete, the crew will move to the Westminster Avenue Bridge
- Installing drainage improvements
- Grading in preparation for ballasted trackwork installation



# Santa Ana River Bridge



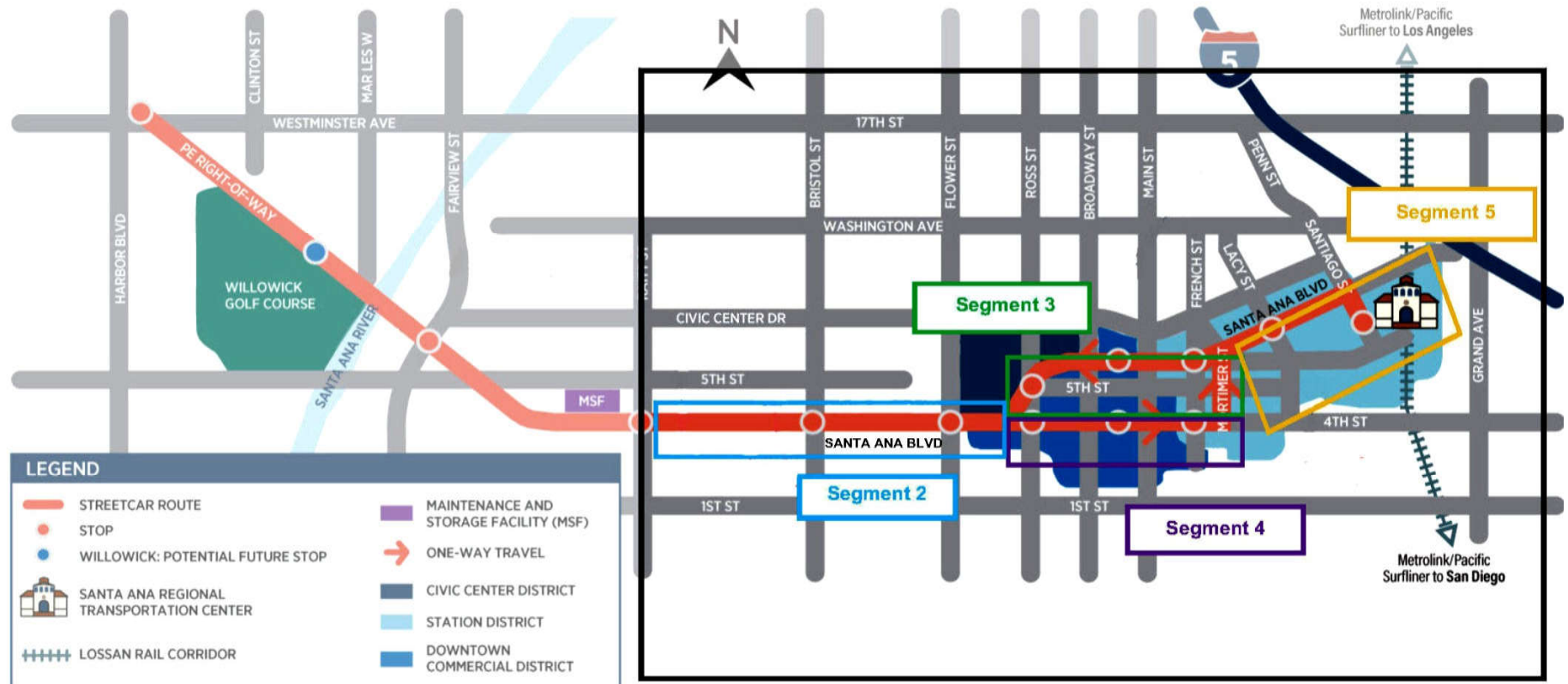
Photo taken 6/26/19 looking southwest

# Maintenance and Storage Facility



Photo taken 6/26/19 looking northeast

# Construction—Segments 2 through 5



- Installing sewer lines, waterlines, and storm drains—in preparation for track installation late this year



# Vehicles

- Production of the first car shell is anticipated to be complete in December 2019.
- Coordination continues between OCTA, Siemens, and Walsh in the development of the Wheel to Rail Interface Plan that details the integration of the vehicle with the project infrastructure and track tolerance.
- Procurement of integration and engineering services of OCTA's Intelligent Transportation Management System with the streetcar vehicles.



# Other key OC Streetcar updates

- Responded to questions on the Operations and Maintenance (O&M) Request for Proposals. Proposals due July 24, 2019.
- Award of O&M contract is anticipated for first quarter 2020.
- Ongoing coordination with the Federal Transit Administration, City of Santa Ana, City of Garden Grove, Orange County Fire Authority, OCFCD, and OC Parks.



# Outreach

- **Biweekly Construction News emails**
  - Segment by Segment details of construction activities
  - Distributed 2,000+ recipients
- **Stakeholder Working Group**
  - Representatives from Neighborhood Associations, the City of Santa Ana, Santa Ana Unified School District, and Santa Ana Business Association
  - Provided updates on construction activities, vehicle manufacturing, operations & maintenance and construction sequencing
- **Two Community Open Houses**
  - Distributed 3,000+ invitations with construction sequencing information
  - 30 Attendees with positive feedback
- **Community Events**
  - Garden Grove High School (130 contacts)
  - Communication Linkage Awards Banquet (300 + attendees)
- **Targeted outreach to affected businesses and residents**

