



# **AGENDA**

## ***Transit Committee Meeting***

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### **Committee Members**

Andrew Do, Chairman  
Gregory T. Winterbottom, Vice Chairman  
Laurie Davies  
Steve Jones  
Miguel Pulido  
Tim Shaw  
Harry S. Sidhu

Orange County Transportation Authority  
Headquarters  
550 South Main Street  
Board Room – Conf. Room 07  
Orange, California

**Thursday, March 12, 2020 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 Jones

### **1. Public Comments**

### **Special Calendar**

There are no Special Calendar matters.



## **Consent Calendar (Items 2 through 8)**

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 February 13, 2020.

### **3. Agreement for Installation of Monitoring Wells at Garden Grove Bus Base**

George Olivo/James G. Beil

#### **Overview**

Monitoring wells are required to be installed at the Garden Grove Bus Base at the direction of the Regional Water Quality Control Board. Bids for construction of the monitoring wells were received in accordance with the Orange County Transportation Authority's public works procurement procedures. Approval from the Board of Directors is requested to execute the agreement.

#### **Recommendation**

Authorize the Chief Executive Officer to negotiate and execute Agreement No. C-9-1595 between the Orange County Transportation Authority and Core Probe International, Inc., the lowest responsive, responsible bidder, in the amount of \$91,000, for the installation of monitoring wells at the Garden Grove Bus Base.

### **4. Agreement for Replacement of Heating, Ventilation, and Air Conditioning Units at the Garden Grove Bus Base Maintenance Building**

George Olivo/James G. Beil

#### **Overview**

As a part of the Orange County Transportation Authority's Fiscal Year 2019-20 Budget, the Board of Directors approved the replacement of heating, ventilation, and air conditioning units at the Garden Grove Bus Base maintenance building. Bids were received in accordance with the Orange County Transportation Authority's public works procurement procedures. Approval from the Board of Directors is requested to execute the agreement.



**4. (Continued)**

**Recommendations**

- A. Find GM Climate Control, Inc., the apparent low bidder, as non-responsive for failure to meet the federal requirement for Disadvantaged Business Enterprise participation.
- B. Authorize the Chief Executive Officer to negotiate and execute Agreement No. C-9-1696 between the Orange County Transportation Authority and Golden Gate Steel, Inc., doing business as Golden Gate Construction, the lowest responsive, responsible bidder, in the amount of \$254,250, for the replacement of heating, ventilation, and air conditioning units at the Garden Grove Bus Base maintenance building.

**5. Agreement for Asphalt Pavement Replacement at the Fullerton Park and Ride**

George Olivo/James G. Beil

**Overview**

As part of the Orange County Transportation Authority Fiscal Year 2019-20 Budget, the Board of Directors approved asphalt pavement replacement at the Fullerton Park and Ride. Bids were received in accordance with the Orange County Transportation Authority's public works procurement procedures. Approval from the Board of Directors is requested to execute the agreement.

**Recommendations**

- A. Find PaveWest, Inc., the apparent low bidder, as non-responsive for failure to meet the federal requirement for Disadvantaged Business Enterprise participation.
- B. Authorize the Chief Executive Officer to negotiate and execute Agreement No. C-9-1796 between the Orange County Transportation Authority and Onyx Paving Company, Inc., the lowest responsive, responsible bidder, in the amount of \$210,000, for asphalt pavement replacement at the Fullerton Park and Ride.

**6. Selection of Consultants for On-Call Architectural and Engineering Design and Construction Support Services for Transit Facility Projects**  
Nhatran Phi Do/James G. Beil

**Overview**

On October 28, 2019, the Orange County Transportation Authority Board of Directors authorized the issuance of a request for proposals for consultants to provide on-call architectural and engineering design and construction support services for transit facility projects. Approval from the Board of Directors is requested for the selection of the firms to perform the required work.

**Recommendations**

- A. Approve the selection of Stantec Architecture, Inc., Gannett Fleming, Inc., IBI Group, Dahl, Taylor and Associates, Inc., and IDS Group, Inc., as the firms to provide on-call architectural and engineering design and construction support services for transit facility projects.
- B. Authorize the Chief Executive Officer to negotiate and execute Agreement No. C-9-1599 between the Orange County Transportation Authority and Stantec Architecture, Inc., to provide on-call architectural and engineering services for three years and one, two-year option term.
- C. Authorize the Chief Executive Officer to negotiate and execute Agreement No. C-0-2111 between the Orange County Transportation Authority and Gannett Fleming, Inc., to provide on-call architectural and engineering services for three years and one, two-year option term.
- D. Authorize the Chief Executive Officer to negotiate and execute Agreement No. C-0-2112 between the Orange County Transportation Authority and IBI Group, to provide on-call architectural and engineering services for three years and one, two-year option term.
- E. Authorize the Chief Executive Officer to negotiate and execute Agreement No. C-0-2113 between the Orange County Transportation Authority and Dahl, Taylor and Associates, Inc., to provide on-call architectural and engineering services for three years and one, two-year option term.



**6. (Continued)**

- F. Authorize the Chief Executive Officer to negotiate and execute Agreement No. C-0-2114 between the Orange County Transportation Authority and IDS Group, Inc., to provide on-call architectural and engineering services for three years and one, two-year option term.

**7. Amendment to Agreement for Bus Cleaning and Environmental Control Services**

Dayle Withers/Jennifer L. Bergener

**Overview**

On March 14, 2016, the Board of Directors approved an agreement with Gamboa Services, Inc., doing business as Corporate Image Maintenance, to provide bus cleaning and pesticide application services for a three-year initial term, with two one-year option terms. The first option term will expire on April 30, 2020. Staff is requesting approval to exercise the second option term.

**Recommendation**

Authorize the Chief Executive Officer to negotiate and execute Amendment No. 3 to Agreement No. C-5-3680, between the Orange County Transportation Authority and Gamboa Services, Inc., doing business as Corporate Image Maintenance, in the amount of \$359,058, to exercise the second option term of the agreement from May 1, 2020 through April 30, 2021, for continued bus cleaning and pesticide application services. This will increase the maximum obligation of the agreement to a total contract value of \$1,426,318.

**8. Low Carbon Transit Operations Program Recommendations for Fiscal Year 2019-20 Funds**

Louis Zhao/Kia Mortazavi

**Overview**

Funding recommendations are presented for the Low Carbon Transit Operations Program for fiscal year 2019-20 funds that will promote transit ridership growth and reduce greenhouse gas emissions. This program is part of the state Cap-and-Trade Program.



**8. (Continued)**

**Recommendations**

- A. Approve Resolution No. 2020-002 authorizing the use of \$7,130,042 in fiscal year 2019-20 Low Carbon Transit Operations Program funding, and the use of \$7,111,592 in fiscal year 2018-19 funds for bus and commuter rail projects.
- B. Approve the use of \$812,976, currently programmed to Bravo! Main Street Operations for the Bravo! 529 Rapid Bus Service Start-Up and Operations Project.
- C. Approve the use of all unprogrammed Low Carbon Transit Operations Program interest from prior years through fiscal year 2019-20 for the Bravo! 529 Rapid Bus Service Start-up and Operations Project.
- D. Authorize staff to make all necessary amendments to the Federal Transportation Improvement Program, as well as execute any necessary agreements to facilitate the recommendations above.

**Regular Calendar**

**9. OC Streetcar Project Quarterly Update**

Mary Shavaliel/James G. Beil

**Overview**

The Orange County Transportation Authority is currently implementing the OC Streetcar project. Updates are provided to the Board of Directors on a quarterly basis. This report provides an update on OC Streetcar project activities from October 2019 through February 2020.

**Recommendation**

Receive and file as an information item.



**10. Bus Operations Performance Measurements Report for the Second Quarter of Fiscal Year 2019-20**

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. The established measures of performance for these services assess the safety, courtesy, reliability, and overall quality of the services. This report summarizes the year-to-date performance of these services through the second quarter of fiscal year 2019-20.

**Recommendation**

Receive and file as an information item.

**Discussion Items**

**11. OC ACCESS Service Delivery Overview**

Jack Garate/Jennifer L. Bergener

Staff will present information on the upcoming procurement for OC ACCESS Paratransit Services.

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

**13. Committee Members' Reports**

**14. Closed Session**

There are no Closed Session items scheduled.

**15. Adjournment**

The next regularly scheduled meeting of this Committee will be held at **9:00 a.m. on Thursday, April 9, 2020**, 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  
Laurie Davies  
Steve Jones  
Miguel Pulido  
Tim Shaw  
Harry S. Sidhu

### **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**

Gregory T. Winterbottom, Vice Chairman

## **Call to Order**

The February 13, 2020 regular meeting of the Transit Committee was called to order by Committee Chairman Do at 9:01 a.m.

## **Pledge of Allegiance**

Director Davies led in the Pledge of Allegiance.

### **1. Public Comments**

No public comments were received.

## **Special Calendar**

### **2. Committee Meeting 2020 Schedule**

Ken Phipps, Deputy Chief Executive Officer (DCEO), reported that the proposed 2020 Transit Committee meeting schedule would meet on the second Thursday of the month at 9:00 a.m.

A motion was made by Director Davies, seconded by Director Sidhu, and declared passed by those present, to approve the 2020 Transit Committee meeting dates and time schedule.

Director Pulido was not present to vote on this item.

### **3. Roles and Responsibilities of the Transit Committee**

Ken Phipps, DCEO, highlighted the proposed changes as noted in Attachment A of the agenda packet for this item.

A motion was made by Director Davies, seconded by Director Sidhu, and declared passed by those present, to approve the 2020 Transit Committee Roles and Responsibilities.





**Consent Calendar (Items 4 through 6)**

**4. Approval of Minutes**

A motion was made by Director Davies, seconded by Director Pulido, and declared passed by those present, to approve the minutes of the Transit Committee meeting of January 9, 2020.

Director Sidhu abstained due to not being present at the January 9, 2020 Transit Committee meeting.

**5. Agreement for Maintenance Shop Floor Restoration at the Garden Grove Bus Base**

A motion was made by Director Davies, seconded by Director Pulido, and declared passed by those present, to:

- A. Find Pacific Coast Contracting Services, Inc., the apparent low bidder, as non-responsive for failure to meet the federal requirement for Disadvantaged Business Enterprise participation.
- B. Authorize the Chief Executive Officer to negotiate and execute Agreement No. C-9-1589 between the Orange County Transportation Authority and Golden Gate Steel, Inc., doing business as Golden Gate Construction, the lowest responsive, responsible bidder, in the amount of \$420,000, for the maintenance shop floor restoration at the Garden Grove Bus Base.

**6. Agreement for the Purchase of Transit Police Services Vehicles**

A motion was made by Director Davies, seconded by Director Pulido, and declared passed by those present, to authorize the Chief Executive Officer to negotiate and execute Blanket Purchase Order No. C-9-1732 between the Orange County Transportation Authority and FFBH Motors, LLC, doing business as Frontier Ford, in the amount of \$274,280, for the purchase of six Police Responder Full-Size Crew Cab Pick-Up Trucks and one Full-Size Police Interceptor Utility Hybrid Sports Utility Vehicle.

## **Regular Calendar**

### **7. Amendment to Agreement for Project Management Consultant Services for the OC Streetcar Project**

Jim Biel, Executive Director of Capital Programs, reported on the following:

- Overview of the amendment to the agreement with HDR Engineering, Inc. (HDR) and reasons for exercising the first two-year option term.
- HDR key tasks, examples on executing those tasks, and the complexity of the OC Streetcar project (Project).
- HDR produces a reoccurring risk management analysis as required by the Federal Transit Administration (FTA) and helps to coordinate with FTA's project management oversight consultant.
- Highlighted were the procurement approach, the Project revenue service date being delayed, and the recommendation in the staff report.

A lengthy discussion ensued regarding the following:

- Transit Committee Chairman Do supports this item and stated the delays in the FTA's approval of the Full Funding Grant Agreement (FFGA) put a hold on the construction and questioned if some of the work should have been done as a part of the original contract.
- This is a program management consultant contract that included more FTA involvement while waiting for the FFGA to be approved.
- Concerns that California Assembly Bill 5 would have potential impacts to the trucking industry, but they are exempt.
- Concerns about the 30 percent increase and that the scope of work was not written accurately to capture the correct budgetary numbers.
- The overall scope of the project, including the percentage of professional services is in line with the percentage of capital costs of the Project.
- Anticipation that staff will need to exercise the second two-year option based on the timeframe.
- Keep the costs in mind and to specify any future options that staff may need justification for.

**7. (Continued)**

A motion was made by Director Pulido, seconded by Director Jones, and declared passed by those present, to authorize the Chief Executive Officer to negotiate and execute Amendment No. 12 to Agreement No. C-4-1854 between the Orange County Transportation Authority and HDR Engineering, Inc., to exercise the first two-year option term for project management consultant services for the OC Streetcar project, in the amount of \$8,064,286, and extend the term of the agreement through March 31, 2022. This will increase the maximum obligation of the agreement to a total contract value of \$29,026,291.

**8. OC Streetcar Business Association Support Agreements**

Ken Phipps, DCEO, provided opening comments and introduced Christina Byrne, Department Manager of Public Outreach, who reported on the following:

- Referenced Attachment A of the staff report, described the two-hours free parking policy that the Santa Ana City Council recently adopted, and how the Orange County Transportation Authority's (OCTA) has partnered with the City of Santa Ana (Santa Ana).
- Highlighted the recommendations in the staff report.
- The OCTA agreement cannot be used to supplement or offset administrative costs, all funds must be spent on direct costs to support marketing events.

A discussion ensued regarding:

- Transit Committee Chairman Do thanked staff for listening to the committee's feedback and stated it is necessary to help the small businesses in downtown Santa Ana. He also encouraged Santa Ana to put up signage about the two-hour free parking.
- Transit Committee Chairman Do requested review of the OC Streetcar logo and a more proactive approach on social media with the progress of OC Streetcar.
- The overall support is a small amount of money to soften the business impacts during construction.
- Additional signs will be delivered within the next week and the public will be notified about the free two-hour parking. The signs will be placed on the building structures and on the streets in Santa Ana.
- Director Jones supports this item and commented that the small businesses in downtown Santa Ana are what make the area so unique.

### **8. (Continued)**

- Director Sidhu provided comments about businesses that suffer during construction, the importance in taking care of customers, and gave an example of Walt Disney Imagineers who come up with creative concepts for signage.
- Director Pulido asked staff to come back with suggestions pertaining to Director Sidhu's suggestions for signage.

A motion was made by Director Pulido, seconded by Director Jones, and declared passed by those present, to:

- A. Authorize the Chief Executive Officer to enter into agreement C-0-2051 with Downtown Inc., in the amount of \$100,000 per year, for a term of two years, for a total of \$200,000, beginning April 1, 2020, and ending on March 31, 2022, to provide funding to support events and expand marketing efforts in downtown Santa Ana.
- B. Authorize the Chief Executive Officer to enter into agreement C-0-2052 with the Santa Ana Business Council, in the amount of \$100,000 per year, for a term of two years, for a total of \$200,000, beginning April 1, 2020, and ending on March 31, 2022, to provide funding to support events and expand marketing efforts in downtown Santa Ana.
- C. Authorize the use of \$400,000 in Measure M2 Project S funds to support the above recommendations.
- D. Authorize staff to process all necessary amendments to the Federal Transportation Improvement Program, and execute or amend all necessary agreements to facilitate the above actions.

### **9. Zero-Emission Bus Rollout Plan Update**

Ken Phipps, DCEO, provided opening comments and introduced Gary Hewitt, Manager of Transit Planning, who provided a PowerPoint presentation for this item as follows:

- Innovative Clean Transit Regulation;
- OCTA Zero-Emission Bus (ZEB) Pilots;
- Existing OCTA Fleet;
- What is a ZEB Rollout Plan?;
- Elements of ZEB Deployment;
- Consultant Assistance;
- Vehicle Fueling Technology Comparison; and
- Next Steps.

**9. (Continued)**

A discussion ensued regarding the following:

- The rollout plan would include: the vehicle technology, which ZEB would work best for OCTA, and the costs and impacts to the operation.
- The zero emissions rule will be phased in over time (subject to requirement by certain years).
- Director Davies requested to find out the cost of electric buses, and how it would compare to what OCTA is currently using.
- Key considerations are dependent on the electricity rates and OCTA is trying to obtain a preferred rate with the utilities company.
- All bus procurements starting in 2029 must be zero-emission; however, existing buses in OCTA's fleet that still have life beyond 2029 can still be running. Gasoline buses will be subject to the rule earlier (they are replaced every seven years).
- Director Sidhu requested that staff bring back the maintenance costs, including the cost difference between a hydrogen fuel cell verses a gasoline bus.
- There is not a lot of information on the maintenance costs right now.
- OCTA is purchasing a small amount of ZEBs in order to test and gain experience before making a decision on which ZEB fits OCTA's needs.
- Clarification of the ZEB purchase requirements was provided and referenced on Slides 2 and 4 of the PowerPoint presentation.

Following the discussion, no action was taken on this receive and file information item.

## **Discussion Items**

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

Ken Phipps, DCEO, reported on the following:

- On Saturday, February 15<sup>th</sup>, OCTA will be hosting a wilderness hike at the Wren's View Preserve in Trabuco Canyon which will give the public an opportunity to explore the open space property.
- OCTA assisted in the evacuation of a five-alarm fire at an apartment complex in Tustin yesterday morning. One bus was used to transport 14 residents and one dog to the Tustin Senior Center.

**11. Committee Members' Reports**

There were no Committee Members' Reports.



**12. Closed Session**

There were no Closed Session items scheduled.

**13. Adjournment**

The meeting adjourned at 9:50 a.m.

The next regularly scheduled meeting of this Committee will be held at **9:00 a.m. on Thursday, March 12, 2020**, 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



**March 12, 2020**

**To:** Transit Committee

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

**Subject:** Agreement for Installation of Monitoring Wells at the Garden Grove Bus Base

### **Overview**

Monitoring wells are required to be installed at the Garden Grove Bus Base at the direction of the Regional Water Quality Control Board. Bids for construction of the monitoring wells were received in accordance with the Orange County Transportation Authority's public works procurement procedures. Approval from the Board of Directors is requested to execute the agreement.

### **Recommendation**

Authorize the Chief Executive Officer to negotiate and execute Agreement No. C-9-1595 between the Orange County Transportation Authority and Core Probe International, Inc., the lowest responsive, responsible bidder, in the amount of \$91,000, for the installation of monitoring wells at the Garden Grove Bus Base.

### **Discussion**

In November 2017, the Board of Directors (Board) approved the agreement for removal of liquefied natural gas (LNG) storage tanks at the Anaheim and Garden Grove bus bases. The LNG tank removal project was completed in December 2018; however, during removal of the LNG tanks at the Garden Grove Bus Base, petroleum hydrocarbons were detected in the soil at one end of the LNG tank excavation. The Orange County Health Care Agency referred the matter to the State of California Santa Ana Regional Water Quality Control Board (Water Board), and the project is required to comply with regulations set by the Water Board. After meeting with the Water Board, staff developed a work plan to install five monitoring wells and one vapor extraction well at the Garden Grove Bus Base to obtain and report data as required by the Water Board. The monitoring wells will remain in place for one year, during which time data will be reported to the Water Board.

***Procurement Approach***

This procurement was handled in accordance with the Orange County Transportation Authority's (OCTA) approved procedures for public works projects. These procedures, which conform to both state and federal requirements, require that contracts are awarded to the lowest responsive, responsible bidder after a sealed bidding process.

Invitation for Bids (IFB) 9-1595 was released on November 14, 2019, through OCTA's CAMM NET system. The project was advertised on November 14 and 18, 2019, in a newspaper of general circulation. A pre-bid conference and job walk for contractors was held on November 20, 2019, and was attended by seven firms. Two addenda were issued to provide the pre-bid conference registration sheets and handle administrative issues related to the IFB. On December 20, 2019, a single bid from Core Probe International, Inc., in the amount of \$91,000, was received and publicly opened.

The bid was reviewed by staff from both the Contracts Administration and Materials Management (CAMM) and Facilities Engineering departments to ensure compliance with technical specifications and the contract terms and conditions.

The recommended firm's bid is 52 percent below the engineer's estimate of \$172,080 for this project. The engineer's estimate included costs for three full days of labor and equipment for drilling, including soil vapor extraction equipment and steel casing for the five wells. Staff conducted a review and assessment of the bid. The analysis concluded that the bidder's means and methods assumed a shorter duration for the drilling and soil vapor extraction, resulting in the variance. The bid includes all of the required work components and has been determined to be fair and reasonable. Core Probe International, Inc., met the requirements of the IFB, as well as all federal and state requirements.

In accordance with OCTA's procurement policies and procedures, a single bid requires OCTA's Internal Audit Department to conduct a review to determine if there was adequate competition. The Internal Audit Department determined that the procurement was handled in a fair and competitive manner. In addition, CAMM contacted several firms that downloaded the IFB from OCTA's CAMM NET website, but ultimately did not submit bids. The reasons provided by these firms for not submitting a bid included not having expertise in the scope of work, exploring other potential bidding opportunities at the same time as the IFB, or experiencing resource constraints.



**Agreement for Installation of Monitoring Wells at the Garden Grove Bus Base** **Page 3**

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State law requires award to the lowest responsive, responsible bidder. As such, staff recommends award to Core Probe International, Inc., the lowest, responsive, responsible bidder, in the amount of \$91,000, for the installation of monitoring wells at the Garden Grove Bus Base.

**Fiscal Impact**

The project was approved in OCTA's Fiscal Year 2019-20 Budget, Capital Programs, Account 1722-9022-D1401-0ME, and is funded by Federal Transit Administration 5337 State of Good Repair Grant Funds, Account 0030-6049-D3120-MJK.

**Summary**

Based on the information provided, staff recommends the Board of Directors authorize the Chief Executive Officer to negotiate and execute Agreement No. C-9-1595 between the Orange County Transportation Authority and Core Probe International, Inc., the lowest responsive, responsible bidder, in the amount of \$91,000, for the installation of monitoring wells at the Garden Grove Bus Base.

**Attachment**

None.

**Prepared by:**



George Olivo, P.E.  
Program Manager  
(714) 560-5872

**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



**March 12, 2020**

**To:** Transit Committee

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

**Subject:** Agreement for Replacement of Heating, Ventilation, and Air Conditioning Units at the Garden Grove Bus Base Maintenance Building

### **Overview**

As a part of the Orange County Transportation Authority's Fiscal Year 2019-20 Budget, the Board of Directors approved the replacement of heating, ventilation, and air conditioning units at the Garden Grove Bus Base maintenance building. Bids were received in accordance with the Orange County Transportation Authority's public works procurement procedures. Approval from the Board of Directors is requested to execute the agreement.

### **Recommendations**

- A. Find GM Climate Control, Inc., the apparent low bidder, as non-responsive for failure to meet the federal requirement for Disadvantaged Business Enterprise participation.
- B. Authorize the Chief Executive Officer to negotiate and execute Agreement No. C-9-1696 between the Orange County Transportation Authority and Golden Gate Steel, Inc., doing business as Golden Gate Construction, the lowest responsive, responsible bidder, in the amount of \$254,250, for the replacement of heating, ventilation, and air conditioning units at the Garden Grove Bus Base maintenance building.

### **Discussion**

The Orange County Transportation Authority (OCTA) completed construction of the Garden Grove Bus Base in 1976. The heating, ventilation, and air conditioning (HVAC) units serving the maintenance building's second floor offices and conference rooms were originally installed in 1991 as part of a facility modification project. The HVAC units were last replaced in 2006, and each unit

has exceeded its useful life and requires replacement. The project scope includes replacement of three HVAC units, installation of seismic-rated equipment curbs and related modification of supports, electrical disconnect switches, natural gas valves and piping, roof repair, and related work in the active maintenance building work environment. The HVAC equipment replacement is necessary and will increase energy efficiency and provide an improved work environment for bus maintenance staff.

### ***Procurement Approach***

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

Invitation for Bids (IFB) 9-1696 was released on November 1, 2019, through OCTA's CAMM NET system. The project was advertised on November 1 and 5, 2019, in a newspaper of general circulation. A pre-bid conference and job walk was held on November 6, 2019, and was attended by four firms. Three addenda were issued to provide the pre-bid conference registration sheets and handle administrative issues related to the IFB. On December 3, 2019, three bids were received and publicly opened.

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

<u>Firm and Location</u>	<u>Bid Amount</u>
GM Climate Control, Inc. North Hollywood, California	\$196,100
Golden Gate Steel, Inc. dba Golden Gate Construction Norwalk, California	\$254,250
Metro Builders & Engineers Group, Ltd. Newport Beach, California	\$341,550

The apparent low bidder, GM Climate Control, Inc., was found non-responsive due to the inability to secure the required Disadvantaged Business Enterprise (DBE) participation or sufficiently demonstrate good faith efforts as required by the United States Department of Transportation, which is providing funding for the project.

The recommended firm's bid is nine percent above the engineer's estimate of \$233,000 for this project. Staff conducted a cost analysis of the bid components and determined that the total bid amount is competitive after consideration of the nature of the work, phasing and safety requirements for removals and installation of new equipment in the active bus maintenance building environment, specialty subcontractor availability, and overall market conditions. The analysis revealed that specialty subcontractor costs for roofing and electrical were underestimated for the job. Golden Gate Steel, Inc., dba Golden Gate Construction (Golden Gate Construction) is a certified DBE contractor and met the requirements of the IFB, as well as all federal and state requirements.

State law requires award to the lowest responsive, responsible bidder. As such, staff recommends award to Golden Gate Construction, the lowest responsive, responsible bidder, in the amount of \$254,250, for the replacement of heating ventilation and air conditioning units at the Garden Grove Bus Base maintenance building.

#### **Fiscal Impact**

The project was approved in OCTA's Fiscal Year 2019-20 Budget, Capital Programs, Account 1722-9022-D3122-058, and is funded by Federal Transit Administration Section 5337 State of Good Repair Grant Funds, Account 0030-6049-D3122-MJK.

#### **Summary**

Based on the information provided, staff recommends the Board of Directors authorize the Chief Executive Officer to negotiate and execute Agreement No. C-9-1696 between the Orange County Transportation Authority and Golden Gate Steel, Inc. dba Golden Gate Construction, the lowest responsive, responsible bidder, in the amount of \$254,250, for the replacement of heating, ventilation, and air conditioning units at the Garden Grove Bus Base maintenance building.

**Agreement for Replacement of Heating, Ventilation, and Air  
Conditioning Units at the Garden Grove Bus Base Maintenance  
Building**

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**Page 4**

***Attachment***

None.

**Prepared by:**



George Olivo, P.E.  
Program Manager  
(714) 560-5872

**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



**March 12, 2020**

**To:** Transit Committee

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

**Subject:** Agreement for Asphalt Pavement Replacement at the Fullerton Park and Ride

### **Overview**

As part of the Orange County Transportation Authority Fiscal Year 2019-20 Budget, the Board of Directors approved asphalt pavement replacement at the Fullerton Park and Ride. Bids were received in accordance with the Orange County Transportation Authority's public works procurement procedures. Approval from the Board of Directors is requested to execute the agreement.

### **Recommendations**

- A. Find PaveWest, Inc., the apparent low bidder, as non-responsive for failure to meet the federal requirement for Disadvantaged Business Enterprise participation.
- B. Authorize the Chief Executive Officer to negotiate and execute Agreement No. C-9-1796 between the Orange County Transportation Authority and Onyx Paving Company, Inc., the lowest responsive, responsible bidder, in the amount of \$210,000, for asphalt pavement replacement at the Fullerton Park and Ride.

### **Discussion**

The Orange County Transportation Authority (OCTA) completed construction of the Fullerton Park and Ride facility in 1981. OCTA needs to replace a portion of deteriorated asphalt pavement in the Fullerton Park and Ride parking lot. The project scope covers two parking bays and includes removal of existing asphalt pavement, preparing subgrade material, placement of aggregate base and new asphalt pavement, striping, traffic control, safety compliance, and related work. The asphalt pavement replacement is necessary to maintain the Fullerton Park and Ride in a state of good repair for public use.

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***Procurement Approach***

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

Invitation for Bids (IFB) 9-1796 was electronically released on January 7, 2020, through OCTA's CAMM NET system. The project was advertised on January 7 and 13, 2020, in a newspaper of general circulation. A pre-bid conference and job walk was held on January 14, 2020, and was attended by 11 firms. Three addenda were issued to provide the pre-bid conference registration sheets and handle administrative issues related to the IFB. On February 4, 2020, 11 bids were received and publicly opened.

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

<u>Firm and Location</u>	<u>Bid Amount</u>
PaveWest, Inc. Artesia, California 90701	\$207,892
Onyx Paving Company, Inc. Anaheim, California 92806	\$210,000
Superior Paving Company, Inc., dba United Paving Co. Corona, California 92879	\$222,467
Ben's Asphalt, Inc. Santa Ana, California 92704	\$231,444
All American Asphalt Corona, California 92879	\$239,239
Century Paving, Inc. La Mirada, California 90638	\$249,875
Prestige Striping Services, Inc., dba Prestige Paving Co. Corona, California 92882	\$254,802

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R.J. Noble Company Orange, California 92865	\$258,493
PALP, Inc., dba Excel Paving Company Long Beach, California 90806	\$268,227
Roadway Engineering & Contracting, Inc. Fontana, California 92337	\$392,400
Aid Builders, Inc. Los Alamitos, California 90720	\$465,000

The apparent low bidder, PaveWest, Inc., was found non-responsive due to failure to comply with the required Disadvantaged Business Enterprise participation requirements in accordance with regulations from the United States Department of Transportation, which is providing funding for the project.

The recommended firm's bid is 55 percent below the engineer's estimate of \$470,000. The total bid amount is fair and reasonable as it appears that the bidder is considering the use of recycled asphalt and aggregate base products allowed in the specifications. The independent cost estimate is not based on recycled use of these products. Onyx Paving Company, Inc. (Onyx), met the requirements of the IFB, as well as all federal and state requirements.

State law requires award to the lowest responsive, responsible bidder. As such, staff recommends award to Onyx, the lowest responsive, responsible bidder, in the amount of \$210,000, for asphalt pavement replacement at the Fullerton Park and Ride.

#### **Fiscal Impact**

The project was approved in OCTA's Fiscal Year 2019-20 Budget, Capital Programs Division, Account No. 1722-9022-D3139-TX3, and is funded by a grant from the Federal Transit Administration 5337 State of Good Repair Program, Account No. 0030-6041-D3139-MJR.

#### **Summary**

Based on the information provided, staff recommends the Board of Directors authorize the Chief Executive Officer to negotiate and execute Agreement No. C-9-1796 between the Orange County Transportation Authority and Onyx Paving Company, Inc., the lowest responsive, responsible bidder, in the amount of \$210,000, for asphalt pavement replacement at the Fullerton Park and Ride.



***Attachment***

None.

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**Approved by:**



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**March 12, 2020**

**To:** Transit Committee

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

**Subject:** Selection of Consultants for On-Call Architectural and Engineering Design and Construction Support Services for Transit Facility Projects

### **Overview**

On October 28, 2019, the Orange County Transportation Authority Board of Directors authorized the issuance of a request for proposals for consultants to provide on-call architectural and engineering design and construction support services for transit facility projects. Approval from the Board of Directors is requested for the selection of the firms to perform the required work.

### **Recommendations**

- A. Approve the selection of Stantec Architecture, Inc., Gannett Fleming, Inc., IBI Group, Dahl, Taylor and Associates, Inc., and IDS Group, Inc., as the firms to provide on-call architectural and engineering design and construction support services for transit facility projects.
- B. Authorize the Chief Executive Officer to negotiate and execute Agreement No. C-9-1599 between the Orange County Transportation Authority and Stantec Architecture, Inc., to provide on-call architectural and engineering services for three years and one, two-year option term.
- C. Authorize the Chief Executive Officer to negotiate and execute Agreement No. C-0-2111 between the Orange County Transportation Authority and Gannett Fleming, Inc., to provide on-call architectural and engineering services for three years and one, two-year option term.
- D. Authorize the Chief Executive Officer to negotiate and execute Agreement No. C-0-2112 between the Orange County Transportation Authority and IBI Group, to provide on-call architectural and engineering services for three years and one, two-year option term.

- E. Authorize the Chief Executive Officer to negotiate and execute Agreement No. C-0-2113 between the Orange County Transportation Authority and Dahl, Taylor and Associates, Inc., to provide on-call architectural and engineering services for three years and one, two-year option term.
- F. Authorize the Chief Executive Officer to negotiate and execute Agreement No. C-0-2114 between the Orange County Transportation Authority and IDS Group, Inc., to provide on-call architectural and engineering services for three years and one, two-year option term.

### ***Discussion***

The Orange County Transportation Authority (OCTA) owns, operates, and maintains five bus maintenance and operations bases, two park-and-ride facilities, and five transportation centers. The facilities are comprised of 56 buildings and structures totaling over 400,000 square feet and are situated on approximately 89 acres of property throughout Orange County.

Architectural and engineering (A&E) design and construction support services for capital improvements, maintenance projects, facility modifications, and other projects as requested will be necessary to maintain OCTA's transit facilities in a state of good repair. Typical facility projects include repair and/or installation of heating, ventilation, and air conditioning systems, parking lot asphalt and striping, bus fueling systems, and modifications to comply with the Americans with Disabilities Act.

The current on-call agreements were established in 2014 and are scheduled to expire on November 30, 2020. Services provided through the new A&E agreements will be requested on an as-needed basis and authorized through the issuance of contract task orders (CTO's) on a rotational basis. Each CTO will include a site-specific statement of work, staffing plan, project duration, documentation of the agreed-upon price, and any other information that may be required to perform the services.

### ***Procurement Approach***

This procurement was handled in accordance with Board of Directors (Board)-approved procedures for A&E services that conform to both federal and state laws. Proposals are evaluated and ranked in accordance with the qualifications of the firm, staffing and project organization, and work plan. As this is a procurement for A&E services, price is not an evaluation criterion

pursuant to federal and state laws. Evaluation of the proposals was conducted based on overall qualifications to develop a competitive range of offerors. The recommended firms are requested to submit cost proposals, and the final agreements are negotiated. The awarded contracts will have a three-year term and one, two-year option term.

The Board authorized the release of Request for Proposals (RFP) 9-1599 on October 28, 2019, which was electronically issued on CAMM NET. The RFP was advertised in a newspaper of general circulation on October 28 and November 4, 2019. A pre-proposal conference was held on November 5, 2019, with 25 attendees representing 20 firms. Two addenda were issued to make available the pre-proposal conference registration sheets and presentation materials, provide responses to questions received, and address administrative issues related to the RFP.

On December 3, 2019, ten proposals were received. An evaluation committee consisting of staff from the Contracts Administration and Materials Management, Facilities Engineering, Facilities Maintenance, Rail Programs, and Scheduling and Bus Operations Support departments met to review all submitted proposals. The proposals were evaluated based on the following Board-approved evaluation criteria and weightings:

- |                                     |            |
|-------------------------------------|------------|
| • Qualifications of the Firm        | 35 percent |
| • Staffing and Project Organization | 40 percent |
| • Work Plan                         | 25 percent |

The evaluation criteria are consistent with the weighting developed for similar A&E services procurements. OCTA staff assigned the greatest importance to staffing and project organization, as the qualifications of the project managers and task leaders are critical to successful completion of the individual CTOs. The next level of importance was given to the qualifications of the firm, since the ability of the firms to perform and support a variety of design projects ensures delivery of effective services. The firm's work plan was weighted lower, as a specific scope of work is defined in each CTO issued. Firms will be evaluated based on a broad understanding of the approach to project management for effective execution of the CTO's.

The evaluation committee reviewed and discussed all proposals based on the evaluation criteria and found five firms most qualified to perform the required services. The most qualified firms are listed below in alphabetical order:

Firms and Location

Dahl, Taylor and Associates, Inc. (Dahl)  
Santa Ana, California

Gannett Fleming, Inc. (Gannett)  
Irvine, California

IBI Group (IBI)  
Irvine, California

IDS Group, Inc. (IDS)  
Irvine, California

Stantec Architecture Inc. (Stantec)  
Irvine, California

Representatives from the five firms were interviewed by the evaluation committee on January 23, 2020. The interviews included a presentation from each firm to discuss its qualifications and respond to questions from the evaluation committee. Questions were asked relative to each firm's approach for addressing operational needs during project design, cost estimating methodology, and the experience and qualifications of personnel proposed for cost estimating. Firms were asked about how any unforeseen conditions would be addressed during design and construction, and the approach to developing proposals in response to task order proposal requests. Each firm was also asked specific questions to clarify its proposal and/or interview responses.

Based on the final scores, as well as the evaluation of written proposals and information obtained from the interviews, the evaluation committee recommends all five firms for award. Stantec, Gannett, IBI, Dahl, and IDS are all qualified firms with prior experience working with public agencies and are familiar with design projects for transit facilities. The firms demonstrate a sound and thorough understanding of the scope of work and are capable of supporting OCTA's needs. Brief summaries of the evaluation results of the recommended firms follow.

### Qualifications of the Firm

All five recommended firms have demonstrated direct relevant experience in working with transit facility projects that are similar to those included in this scope of work. These firms are multi-disciplined performing civil, mechanical, electrical, and structural work. Each firm demonstrated the capabilities to perform varied transit design and upgrade projects. All five firms have proven experience providing similar services to OCTA, public agencies or other transit agencies, such as Foothill Transit, Long Beach Transit, and/or the Los Angeles County Metropolitan Transportation Authority.

### Staffing and Project Organization

All firms have adequate staff resources to support on-call services. The proposed teams from each recommended firm have experience that represents various disciplines to support OCTA's broad range of projects for the next three years. The staff of each firm was familiar with the local agencies that have jurisdiction over OCTA's projects and the local permitting processes. Interviews with the firms validated staff credentials and ability to support the varied projects.

The project managers and key personnel proposed by the recommended firms, along with the subconsultant teams, are all qualified and demonstrate extensive knowledge of transit facility projects. The project managers and subcontractors proposed by the recommended firms are experienced and qualified to serve and assist OCTA in facility modification projects and provide the required support services during construction.

### Work Plan

The work plan proposed by all the recommended firms conformed to the scope of work identified in the RFP. The firms demonstrated an understanding of the on-call process and showed familiarity with the approach to deliver the work, once it is awarded. In the proposals, the firms demonstrated the ability to prepare the specifications, drawings, and cost estimates for similar projects, as well as manage project schedules and budgets. The firms also elaborated on typical problems encountered on a construction project and solutions for mitigating those problems. In the interview, each firm's quality control processes were discussed, as well as how those processes would assist during the site investigation prior to final design to minimize construction change orders.

### **Procurement Summary**

Based on the evaluation of the written proposals, the qualifications of each firm's team, and information obtained during the interviews, the evaluation committee recommends award of contracts to Stantec, Gannett, IBI, Dahl, and IDS. All five recommended firms have relevant and recent experience in transit facility modification projects and can meet the requirements of the RFP. The teams assembled by the firms consist of highly qualified staff in providing design and construction support services for transit facility modification projects and have prior experience with public agencies. The firms demonstrated a sound and thorough understanding of the scope of work and are capable of supporting OCTA's requirements.

### **Fiscal Impact**

Funding for these services is included in both OCTA's Fiscal Year 2019-20 Budget, Capital Programs, Account 1722-7629-D3107-2BT, and will be funded through local transportation funds. Funding will continue to be included in future budget years under the same account.

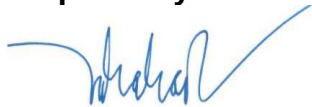
### **Summary**

Staff requests Board of Directors' approval for the Chief Executive Officer to negotiate and execute agreements with Stantec Architecture Inc.; Gannett Fleming, Inc.; IBI Group; Dahl, Taylor and Associates, Inc.; and IDS Group, Inc. to provide on-call architectural and engineering design and construction support services for transit facility projects for a three-year term with one, two-year option term.

***Attachments***

- A. Review of Proposals - RFP 9-1599 On-Call Architectural and Engineering Design and Construction Support Services for Transit Facility Projects
- B. Proposal Evaluation Criteria Matrix (Short-Listed Firms) - RFP 9-1599 On-Call Architectural and Engineering Design and Construction Support Services for Transit Facility Projects
- C. Contract History for the Past Two Years - RFP 9-1599 On-Call Architectural and Engineering Design and Construction Support Services for Facility Modification Projects

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**Review of Proposals**  
**RFP 9-1599 On-Call Architectural and Engineering Design and Construction Support Services for Transit Facility Projects**  
Presented to Transit Committee - March 12, 2020

**10 proposals were received, 5 firms were interviewed, 5 firms are being recommended.**

Overall Ranking	Overall Score	Firm & Location	Subcontractors	Evaluation Committee Comments
1	83	Slantec Architecture Inc. Irvine, California	Coast Surveying, Inc. Diaz Yourman & Associates Fuel Solutions, Inc. Jacobus & Yuang, Inc. Miyamoto International, Inc. PacRim Engineering, Inc. PBS Engineers, Inc. Psomas	Highest-ranked overall proposal. Relevant experience as a prime with transit projects at Orange County Transportation Authority (OCTA) and other transit agencies. Prime consultant is a multi-disciplined firm. Demonstrated qualifications and depth of experience. Proposed same key personnel as on current agreement. Demonstrated understanding of work plan tasks with discussion of quality control. Detailed responses to interview questions. Incumbent on-call firm.
2	82	Gannett Fleming, Inc. Irvine, California	AZTEC Engineering Group, Inc. Coast Surveying, Inc. Comerstone Solutions, Inc. Diaz Yourman & Associates Fuel Solutions, Inc. Group Delta Consultants, Inc. Lenax Construction Services, Inc. PacRim Engineering, Inc. Sapphos Environmental, Inc. Simpson Gumpertz & Heger, Inc. Systa Consulting, Inc.	Second-ranked proposal. Experienced as the prime consultant for various transit facility and on-call public agency design and construction support contracts. Prime consultant is a multi-disciplined firm. Lengthy relationship with numerous subcontractors. Team with capabilities across relevant disciplines and experience performing similar services for transit facility projects. Work plan addressed potential issues during design and construction and identified potential solutions. Interview demonstrated the firm's knowledge and experience.
3	81	IBI Group Irvine, California	IOF Jones & Stokes Jensen Hughes Mark Thomas Miyamoto International, Inc. OCMI, Inc. Psomas RockSol Consulting Group, Inc. TK1SC Triunity, Inc.	Third-ranked proposal. Successfully performed similar tasks for OCTA and for other public agencies. Prime consultant is a multi-disciplined firm. Team has OCTA and transit agency experience providing similar services for transit facility, transportation center, operations and maintenance facility, and park-and-ride projects, including on-call contracts. Detailed work plan demonstrated an understanding of the on-call process. Work plan included a management system for successful project delivery.
4	80	Dahl, Taylor and Associates, Inc. Santa Ana, California	ABS Consulting, Inc. Guida Surveying, Inc. KOA Corporation Lynn Capouya, Inc. NMG Geotechnical, Inc. Stem Architects, Inc.	Fourth-ranked proposal. Experienced as prime consultant for various transit facilities projects. Prime consultant is a multi-disciplined firm. Prime and subconsultant personnel have recent and relevant experience performing similar tasks on a wide range of similar projects. Workplan includes specific management process addressing entirety of contract task order tasks. Interview demonstrated the depth of the team's experience with clarification of commitment of key personnel. Incumbent on-call firm.
5	79	IDS Group, Inc. Irvine, California	Exante 360 LLC Group Delta Consultants, Inc. NUVIS	Fifth-ranked proposal. Recent, relevant experience as the prime consultant providing similar services for various transit facilities and other public agency projects. Prime consultant is a multi-disciplined firm. Team has extensive experience providing similarscope services. Work plan details emphasis on quality control, budget, and schedule management. Interview clarified the team's understanding of the requirements of the scope of work.

**Weight Factors**

35 percent  
40 percent  
25 percent

**Evaluation Criteria**

Qualifications of the Firm  
Staffing and Project Organization  
Work Plan

**Evaluation Panel (5 members)**

Internal:  
Contracts Administration and Materials Management (1)  
Facilities Engineering (1)  
Facilities Maintenance (1)  
Scheduling and Bus Operations Support (1)  
Rail Programs (1)

**PROPOSAL EVALUATION CRITERIA MATRIX (Short-Listed Firms)**  
**RFP 9-1599 On-Call Architectural and Engineering Design and**  
**Construction Support Services for Transit Facility Projects**

**The range of scores for the non-short listed firms was 54-72.**

**CONTRACT HISTORY FOR THE PAST TWO YEARS****RFP 9-1599 On-Call Architectural and Engineering Design and Construction Support Services for Facility Modification Projects**

Prime and Subconsultants	Contract No.	Description	Contract Start Date	Contract End Date	Subconsultant Amount	Total Contract Amount
<b>Stantec</b>						
Contract Type: Time and Expense Subconsultants:	C-9-1100	Zero Emission Bus Requirements	October 16, 2019	June 30, 2020		\$ 150,000
Contract Type: Contract Task Order Subconsultant:	A41134	Light Pole and Luminaire Replacement at Golden West Transportation Center	December 10, 2018	August 31, 2020		\$ 71,255
					\$ 8,369	
Contract Type: Firm Fixed Price Subconsultant:	C-8-1409	Updates to Interstate 5 Frequency Operational Model	March 22, 2018	December 31, 2018		\$ 47,000
					\$ 2,300	
Contract Type: Time and Expense Subconsultant:	C-7-2023	On-Call Traffic and Revenue Forecasting Services for the 91 Express Lanes	January 24, 2018	December 31, 2020		\$ -
Contract Type: Contract Task Order Subconsultants:	A38370	Fullerton Transportation Center Revitalization	November 6, 2017	December 31, 2020		\$ 143,995
					\$ 9,309	
					\$ 14,599	
					\$ 36,901	
Contract Type: Time and Expense Subconsultants: none	C-6-1375	Review of Comprehensive Transportation Funding Program Applications	October 4, 2016	January 31, 2019		\$ 50,000
Contract Type: Firm Fixed Price Subconsultants:	C-5-3781	Conceptual Station and Urban Design Plans for the Orange County Streetcar Project	June 22, 2016	June 30, 2018		\$ 265,078
					\$ 44,862	
					\$ 24,205	
Contract Type: Time and Expense Subconsultants:	C-3-1522	On-Call Transportation Planning and Support Services	September 29, 2013	June 30, 2018		\$ -
Contract Type: Contract Task Order Subconsultants: none	A29099	Bake Parkway Traffic Signal Synchronization Project	June 18, 2013	June 30, 2019		\$ 623,847
Contract Type: Contract Task Order Subconsultants: none	A26006	Rancho Santa Margarita Parkway Traffic Signal Synchronization Project	June 18, 2013	December 31, 2018		\$ 351,749
<b>Sub Total</b>						<b>\$ 1,702,924</b>

Prime and Subconsultants	Contract No.	Description	Contract Start Date	Contract End Date	Subconsultant Amount	Total Contract Amount
<b>Gannett Fleming, Inc.</b>						
Contract Type: Firm Fixed Price	C-9-1143	Preliminary Engineering and Environmental Services for the Metrolink Orange County Maintenance Facility	TBD	TBD		TBD
Subconsultants:						
		AECOM				
		Arellano Associates				
		Diaz Consultants, Inc.				
		Psonas				
		WKE, Inc.				
		Zephyr				
<b>Sub Total</b>					<b>\$</b>	<b>-</b>

Prime and Subconsultants	Contract No.	Description	Contract Start Date	Contract End Date	Subconsultant Amount	Total Contract Amount
<b>IBI Group</b>						
Contract Type: Firm Fixed Price	C-9-1370	Evaluate Paratransit Business Models and Contract Structures	June 26, 2019	December 31, 2019		\$ 49,874
Subconsultants: none						
Contract Type: Time and Expense	C-8-1967	Professional Support for Regional Planning Activities	February 22, 2019	February 28, 2022		\$ 200,000
Subconsultants:						
		Michael Baker International				
Contract Type: Firm Fixed Price	C-8-1517	Joint Development Study at Fullerton Park and Ride	June 5, 2018	June 30, 2020		\$ 159,798
Subconsultants:						
		Economic and Planning Systems			\$ 39,270	
		VCA Engineers, Inc.			\$ 18,500	
Contract Type: Firm Fixed Price	C-6-1417	Active Transportation Plan	February 14, 2017	December 31, 2018		\$ 350,000
Subconsultants:						
		Arellano Associates			\$ 65,460	
		KTUA			\$ 74,100	
		Placeworks			\$ 26,420	
<b>Sub Total</b>					<b>\$</b>	<b>759,672</b>

Prime and Subconsultants	Contract No.	Description	Contract Start Date	Contract End Date	Subconsultant Amount	Total Contract Amount
<b>Dahl, Taylor and Associates, Inc.</b>						
Contract Type: Contract Task Order	A43918	Battery Electric Car Charging Systems at Santa Ana and Garden Grove Bus Bases	December 9, 2019	December 31, 2020		\$ 196,439
Subconsultants:						
	<i>Stantec</i>				\$ 18,207	
	<i>Stern Architects, Inc.</i>				\$ 19,105	
Contract Type: Contract Task Order	A41731	Electrical Inspection and Verification Services for Hydrogen Fueling Station at Santa Ana Bus Base	February 28, 2019	December 31, 2020		\$ 34,356
Subconsultants: none						
Contract Type: Contract Task Order	A41537	Standby Generators at Anaheim and Irvine Construction Circle Bus Bases	February 11, 2019	December 31, 2020		\$ 191,541
Subconsultants: none						
Contract Type: Contract Task Order	A38467	Pedestrian Access to Operations Building at Santa Ana Bus Base	December 13, 2017	December 31, 2020		\$ 93,550
Subconsultants:						
	<i>Stantec</i>				\$ 12,290	
	<i>Stern Architects, Inc.</i>				\$ 33,695	
<b>Sub Total</b>						<b>\$ 515,886</b>

Prime and Subconsultants	Contract No.	Description	Contract Start Date	Contract End Date	Subconsultant Amount	Total Contract Amount
<b>IDS Group, Inc.</b>						
Contract Type:		No contracts awarded				
<b>Sub Total</b>						<b>\$ -</b>



**March 12, 2020**

**To:** Transit Committee

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

**Subject:** Amendment to Agreement for Bus Cleaning and Environmental Control Services

### **Overview**

On March 14, 2016, the Board of Directors approved an agreement with Gamboa Services, Inc., doing business as Corporate Image Maintenance, to provide bus cleaning and pesticide application services for a three-year initial term, with two one-year option terms. The first option term will expire on April 30, 2020. Staff is requesting approval to exercise the second option term.

### **Recommendation**

Authorize the Chief Executive Officer to negotiate and execute Amendment No. 3 to Agreement No. C-5-3680, between the Orange County Transportation Authority and Gamboa Services, Inc., doing business as Corporate Image Maintenance, in the amount of \$359,058, to exercise the second option term of the agreement from May 1, 2020 through April 30, 2021, for continued bus cleaning and pesticide application services. This will increase the maximum obligation of the agreement to a total contract value of \$1,426,318.

### **Discussion**

The Orange County Transportation Authority (OCTA) utilizes a fleet of 756 buses in fixed-route and paratransit services throughout Orange County. Transit buses routinely require pesticide application services and deep cleaning to effectively control pests and maintain cleanliness. The OCTA pest management program consists of licensed contractor services for application of pesticides, placement of bait, and detail cleaning. Detail cleaning is an important element of the program, providing both strategies for pest prevention and removal of chemical residue that often follows pesticide treatment. Scheduled pesticide and bait applications occur four times per year and include complete interior detail cleaning after application. The pesticide application and cleaning are performed on weekends when the

maximum number of buses are available. Due to seasonal increases in pest activity during the period between May 1 to September 30, additional pesticide and baiting services are applied to transit buses as needed.

The contractor provides all supervision, equipment, labor, and materials to perform this service on all OCTA transit buses. The agreement also provides for supplemental tasks such as exterior window hard water spot and calcium removal, window sealant application, removal/replacement of window protectors on an as-required basis, Operator Relief Vehicle cleaning, and special event bus cleaning.

### ***Procurement Approach***

The procurement was handled in accordance with OCTA Board of Directors (Board)-approved policies and procedures for professional and technical services. On March 14, 2016, the Board approved award of the agreement with Gamboa Services, Inc., doing business as (dba) Corporate Image Maintenance, for a three-year initial term with two, one-year option terms, from May 1, 2016 through April 30, 2019, in the amount of \$1,067,260. On March 4, 2019, the first option term was exercised to extend the term of the agreement for 12 months through April 30, 2020. The original agreement was awarded on a competitive basis and has been previously amended as described in Attachment A.

The proposed Amendment No. 3 is to exercise the second option term of the agreement through April 30, 2021, at the same rates as negotiated in the original agreement. Amending this agreement will increase the maximum cumulative payment obligation by \$359,058, bringing the total contract value to \$1,426,318, which will allow continued services for bus cleaning and pesticide application.

### **Fiscal Impact**

The project was approved in OCTA's Budget for fiscal years 2019-20 and 2020-21, Operations Division, Maintenance Department, accounts 2162-D3107-7613-2WP, 2168-D3107-7613-2WP, and 2194-D3107-7613-2WP, and Operations Division, Contracted Services, accounts 2136-D1208-7613-0B2, 2137-D1208-7613-0B1, 2138-D2108-7613-0GH, and 2148-D2140-7613-0JT, and is funded through the Local Transportation Fund.

***Summary***

Based on the information provided, staff recommends the Board authorize the Chief Executive Officer to negotiate and execute Amendment No. 3 to Agreement No. C-5-3680 with Gamboa Services, Inc., dba Corporate Image Maintenance, in the amount of \$359,058, to exercise the second one-year option term of the agreement through April 30, 2021, for bus cleaning and pesticide application services. This will increase the maximum obligation of the agreement to a total contract value of \$1,426,318.

***Attachment***

- A. Gamboa Services, Inc., doing business as Corporate Image Maintenance Agreement No. C-5-3680 Fact Sheet

**Prepared by:**



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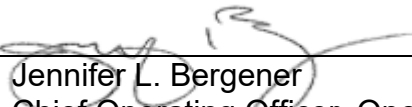
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**Gamboa Services, Inc., doing business as Corporate Image Maintenance  
Agreement No. C-5-3680 Fact Sheet**

1. March 14, 2016, Agreement No. C-5-3680, \$1,067,260, approved by the Board of Directors (Board).
  - Agreement to provide bus cleaning and pesticide application services.
  - Initial term effective May 1, 2016 through April 30, 2019, with two, one-year option terms.
2. March 4, 2019, Amendment No. 1 to Agreement No. C-5-3680, \$0, approved by the Contracts Administration and materials Management Department (CAMM).
  - Amendment to exercise the first, one-year option term, extending the term of the agreement through April 30, 2020.
3. December 18, 2019, Amendment No. 2 to Agreement No. C-5-3680, \$0, approved by CAMM.
  - Amendment to add the task of special bus baiting to the Scope of Work.
4. March 23, 2020, Amendment No. 3 to Agreement No. C-5-3680, \$359,058, pending approval by the Board.
  - Amendment to exercise the second, one-year option term, extending the term of the agreement through April 30, 2021.

Total committed to Gamboa Services, Inc., doing business as, Corporate Image Maintenance, Agreement No. C-5-3680: \$1,426,318.



**March 12, 2020**

**To:** Transit Committee

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

**Subject:** Low Carbon Transit Operations Program Recommendations for Fiscal Year 2019-20 Funds

### **Overview**

Funding recommendations are presented for the Low Carbon Transit Operations Program for fiscal year 2019-20 funds that will promote transit ridership growth and reduce greenhouse gas emissions. This program is part of the state Cap-and-Trade Program.

### **Recommendations**

- A. Approve Resolution No. 2020-002 authorizing the use of \$7,130,042 in fiscal year 2019-20 Low Carbon Transit Operations Program funding, and the use of \$7,111,592 in fiscal year 2018-19 funds for bus and commuter rail projects.
- B. Approve the use of \$812,976, currently programmed to Bravo! Main Street Operations for the Bravo! 529 Rapid Bus Service Start-Up and Operations Project.
- C. Approve the use of all unprogrammed Low Carbon Transit Operations Program interest from prior years through fiscal year 2019-20 for the Bravo! 529 Rapid Bus Service Start-up and Operations Project.
- D. Authorize staff to make all necessary amendments to the Federal Transportation Improvement Program, as well as execute any necessary agreements to facilitate the recommendations above.

### **Background**

The California Department of Transportation (Caltrans) Low Carbon Transit Operations Program (LCTOP) provides funds to transit agencies on a formula basis to support transit operations or capital projects that reduce greenhouse gas (GHG) emissions and improve mobility, with a priority to provide benefit to disadvantaged communities.

The February 14, 2020, distribution letter from the State Controller's Office (SCO) for fiscal year (FY) 2019-20 has notified all eligible transit operators that the LCTOP Formula Program will provide \$146 million statewide, and the Orange County Transportation Authority's (OCTA) share is \$7,130,042. Caltrans is requesting transit agencies to submit projects for consideration for FY 2019-20 funds on April 8, 2020.

Based on the Capital Programming Policies (CPP) approved by the OCTA Board of Directors (Board) on February 11, 2019, the funds are to be used for transit operations or capital for expansion of bus transit service, fare reduction programs, and other bus and commuter rail transit efforts that increase ridership and reduce GHG emissions where 50 percent of the funds provide benefit for passengers in disadvantaged communities. LCTOP funds from previous funding cycles have been used for fare programs, travel training, bicycle racks on buses, bus purchases, and bus and commuter rail operations.

### ***Discussion***

#### **FY 2019-20 LCTOP**

For FY 2019-20, staff is proposing that the \$7,130,042 in FY 2019-20 LCTOP funds be used for the following program elements that are further described in Attachment A:

- Ten battery-electric buses: \$2,594,886
- Bravo! 529 Rapid Bus Service Start-Up and Operations Project: \$1,470,913
- Discounted Age-Based Fare Program: \$2,000,000
- College Pass Program: \$749,243
- Travel training: \$315,000

These projects and programs are consistent with LCTOP Guidelines and the OCTA CPP is expected to reduce GHG emissions and automobile vehicle miles traveled.

#### **Prior LCTOP Funds**

For FY 2018-19, staff is proposing changes to use funds earlier than they would have been used if they remained on the Bravo! Main Street Service, which is not scheduled to start until FY 2022-23. The proposed projects/programs for these funds are listed below and further described in Attachment A:

Project	Prior FY 2018-19 LCTOP	Proposed FY 2018-19 LCTOP	Difference +(-)
College Pass Program	\$990,000	\$990,000	\$0
Travel Training	\$685,000	\$685,000	\$0
Metrolink Service Expansion	\$2,100,000	\$2,100,000	\$0
Battery Electric Bus	\$2,523,000	\$2,523,000	\$0
Bravo! Main Street Operations	\$812,796	\$0	(\$812,976)
Bravo! 529 Rapid Bus Service Start-Up and Operations Project	\$0	\$812,976	\$812,976
	\$7,111,592	\$7,111,592	\$0

Interest accrued by LCTOP funds can be used for approved LCTOP projects. As of January 31, 2020, the estimated unprogrammed interest was \$288,392. This interest, along with any additional future interest earned from the current programming years through the FY 2019-20 LCTOP program year, is proposed to be used for the Bravo! 529 Rapid Bus Service Start-Up and Operations Project. That project is eligible for additional LCTOP funds and can use those funds immediately.

Consistent with Caltrans' LCTOP Guidelines, the Board is requested to approve submittal of the projects and execution of the certifications and assurances, and authorized agent forms through a resolution (Attachment B). The authorized agent form authorizes the Chief Executive Officer, or his designee, to sign documents on behalf of OCTA.

The revised Capital Program Funding Report is pending Board approval and is provided in Attachment C.

#### Next Steps

With Board approval, staff will submit the Board resolution to Caltrans for \$7,130,042 in FY 2019-20 LCTOP funds, amending the use of \$7,111,592 in FY 2018-19 LCTOP funds to Caltrans. The use of LCTOP funds is subject to approval by both Caltrans and the California Air Resources Board. Caltrans expects the SCO to begin releasing FY 2019-20 funds to transit agencies for identified projects by June 30, 2020.

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***Summary***

The Board is requested to approve a resolution authorizing the use of FY 2018-19 and FY 2019-20 LCTOP funds for transit projects. The Board is further requested to approve the use of unprogrammed interest accrued from LCTOP funds for the Bravo! 529 Rapid Bus Service Start-up and Operations Project.

***Attachments***

- A. Orange County Transportation Authority, Low Carbon Transit Operations Program – Projects Description
- B. Resolution 2020-002, Authorization for the Execution of the Certifications and Assurances, and Authorized Agent Forms for the Low Carbon Transit Operations Program and for the Execution of the Low Carbon Transit Operations Program Projects: \$7,130,042 in Fiscal Year 2019-20 Funds for Ten Battery-Electric Buses; Bravo! 529 Rapid Bus Service Operations; Discounted Age-Based Fare Program; New College Pass Programs; and Travel Training; \$7,111,592 in Fiscal Year 2018-19 Funds for Metrolink Service Expansion; Battery-Electric Buses; Bus Depot Upgrades and Charging Infrastructure; Travel Training, College Pass Program; Bravo! Main Street Operations
- C. Capital Funding Program Report

**Prepared by:**



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**Approved by:**



Kia Mortazavi  
Executive Director, Planning  
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## Orange County Transportation Authority Low Carbon Transit Operations Program – Projects Description

### Bravo! Main Street/Ten Battery-Electric Buses

As described in the table below, to date, the Orange County Transportation Authority (OCTA) has programmed \$11,343,681 in funding for battery-electric buses and the associated infrastructure upgrades, including \$2,523,000 in fiscal year (FY) 2018-19 Low Carbon Transit Operations Program (LCTOP) funds. It is proposed that an additional \$2,594,886 in FY 2019-20 LCTOP funds would be used to allow the purchase of a total of ten battery-electric buses under the State of California contract, along with the associated infrastructure upgrades. This action will provide the funding necessary to cover the estimated cost of the electric buses and support systems.

The buses will be 40-foot standard low floor OCTA-equipped battery-electric buses with seating for 37 passengers, or 33 passengers and two wheelchairs, internal and external camera system, WIFI and mobile routers, a farebox equipped for mobile ticketing, automated passenger counters, radio system and automatic vehicle location, and a three-position exterior bike rack.

Utility and depot upgrades are necessary to charge the electric buses and, according to Southern California Edison (SCE), the current available energy required at the Garden Grove Base to support this project is currently available through SCE's transformer installed at that location; however, electrical cabling, trenching, dedicated charging stations, smart energy management controllers, and other devices similar in nature are still required.

Purchasing these ten buses with the required infrastructure will allow OCTA to test them along with the hydrogen fuel cell electric buses in the local environment and geography to see how both technologies perform within the OC Bus Service Plan.

The proposed funding plan is provided below:

Item	Cost Escalated to FY 19-20	SCCP (1)	HVIP (2)	LCTOP	FY 19-20 SGR (3)	VW Settlement (4)	Proposed LCTOP
Heavy Duty Battery-Electric Buses	\$ 10,721,130	\$ 3,699,424	\$ 1,520,000	\$ 1,083,000	\$ 2,070,281	\$ 900,000	\$ 1,448,425
Diagnostic Tools, Resident Inspector, Technical Assistance, Training for ten buses	\$ 1,261,952	\$ 630,976	\$ -	\$ -	\$ -		\$ 630,976
Depot Chargers and Installation	\$ 775,800	\$ -	\$ -	\$ 485,158	\$ -		\$ 290,642
Depot Construction (3)	\$ 809,999	\$ -	\$ -	\$ 769,999	\$ -		\$ 40,000
Depot Design / CM	\$ 369,686	\$ -	\$ -	\$ 184,843	\$ -		\$ 184,843
<b>TOTAL</b>	<b>\$ 13,938,567</b>	<b>\$ 4,330,400</b>	<b>\$ 1,520,000</b>	<b>\$ 2,523,000</b>	<b>\$ 2,070,281</b>	<b>\$ 900,000</b>	<b>\$ 2,594,886</b>

(1) SB 1 (Chapter 5, Statutes of 2017) Solutions for Congested Corridors Program (SCCP)

(2) The California Air Resources Board (CARB), in partnership with CALSTART, launched the Hybrid and Zero-Emission Truck and Bus Voucher Incentive Project (HVIP) and Low NOx Engine Incentives in 2009 funded with state Cap-and-Trade funds, to accelerate the purchase of cleaner, more-efficient trucks and buses in California. HVIP subsidy is paid to the vendor and expansion buses are eligible for \$152,000 per bus.

(3) SB 1 State of Good Repair (SGR) will replace about two buses with battery electric buses.

(4) The Volkswagen (VW) Environmental Mitigation Trust provides about \$423 million for California to mitigate the excess nitrogen oxide (NOx) emissions caused by VW's use of illegal emissions testing defeat devices in certain VW diesel vehicles. Funding is available for expansion buses at \$180,000 per bus.

## **Orange County Transportation Authority Low Carbon Transit Operations Program – Projects Description**

### **Bravo! 529 Rapid Bus Service Start-up and Operations Project**

Bravo! 529 Rapid Bus started service in February 2019 and provides weekday service with 12-minute peak frequency and 19-minute off-peak frequency, primarily on Beach Boulevard from the Fullerton Park-and-Ride to the Goldenwest Transportation Center. FY 2017-18 LCTOP funds (\$4,787,534) were programmed to the start-up and operation of the Bravo! 529 Rapid Bus Service to support operations for two and a half years. LCTOP funds may be used for up to five years of start-up and operations and OCTA staff is recommending the use of an additional \$2,572,281 in LCTOP funds, which will derive from \$1,470,913 in FY 2019-20 LCTOP funds, \$812,976 in FY 2018-19 funds, and \$288,392 in accrued interest. These funds will support this service for up to 12 months.

Bravo! Main Street Rapid Bus service is not anticipated to start until FY 2022-23 and reprogramming the FY 2018-19 funds to the Bravo! 529 Rapid Bus Service Start-up and Operations Project allows for a more immediate use of the FY 2018-19 LCTOP funds.

### **Discounted Aged-Based Fare Program**

OC Bus 360°, OCTA's comprehensive plan to improve bus service from all angles, identifies youth as a key audience for bus service growth. Beginning in January 2021, OCTA is proposing to offer subsidized youth passes. The cost of lost fare revenue over four years is estimated to be \$2,000,000. Additionally, this program would position OCTA to respond if legislation is passed requiring free fares to riders based on age. There are several legislative proposals circulating at present that would provide free fares to passengers based on age or other similar criteria.

### **New College Pass Programs**

OC Bus 360°, OCTA's comprehensive plan to improve bus service from all angles, identifies college students as a key audience for bus service growth. According to OCTA's bus customer satisfaction surveys, work and school are the top trip purposes for bus riders.

Beginning in fall 2017, OCTA provided Santa Ana College (SAC) students, enrolled full- and part-time with a one-year free pass program funded through LCTOP. In May 2017, SAC students voted to pass a per semester student transportation fee to fund the program from fall 2018 through summer 2020. Using a cost-sharing approach to raise sufficient revenue to cover lost fare revenues, OCTA established the per semester student fee at \$6.75 for each full-time student and \$5.75 for each part-time student. The cost is established based on an analysis of the existing transit service and assumptions about current and future ridership.

## **Orange County Transportation Authority Low Carbon Transit Operations Program – Projects Description**

As a result of this program, OCTA has seen significant ridership increases over the estimated ridership for this cohort before the incentive project. Based on this success, FY 2018-19 LCTOP funds were programmed for Santa Ana, Fullerton, and Golden West colleges. OCTA staff recommends \$749,243 in FY 2019-20 LCTOP funds be used to replicate this model at Irvine Valley, Saddleback, Cypress, and Coastline colleges for three years. The student enrollment fee will vary as it is based on the specific transit opportunities and demographics of each college. OCTA may need to revisit this request if proposed legislation to offer free transit to college students is passed.

### **Travel Training**

OCTA staff recommends that \$315,000 in FY 2019-20 LCTOP be used to expand the travel training program by increasing the total amount of trainings both in workshop and individual travel training format, as well as introducing these two training formats in additional languages other than English and Spanish, over the next two contract years.

In FY 2018-19, LCTOP funds (\$685,000) were awarded for travel training to assist the senior and disabled community and new riders with using the fixed-route bus system to increase ridership. Individuals are trained at workshops, small groups, and one-on-one sessions. All of these individuals who are trained receive free day pass or 30-day pass.

Over a three-year period, approximately 24 workshops were proposed each year averaging two workshops each month for the next three years at senior centers, day program locations, and other sites to train approximately 517 people per year. In addition, approximately 103 people will receive one-on-one individual training. Follow-up surveys will determine usage of the OCTA system before and after training. For those trained with current paratransit eligibility, ridership data will be collected by tracking the unique identification number assigned to all users of OCTA's paratransit service. Additionally, all senior or disabled trainees without paratransit eligibility status will be encouraged to apply for a Reduced Fair Identification (RFID) Card. OCTA will use the unique identification numbers of the RFID card holders to determine usage of the OCTA system.

### **Metrolink Service Expansion**

On September 23, 2019, the OCTA Board of Directors (Board) approved the use of \$2,100,000 in FY 2018-19 LCTOP funds for the Metrolink Service Expansion. Starting in April 2020, Metrolink service will be expanded on the Orange County line by up to two round trips between Laguna Niguel/Mission Viejo and Los Angeles Union Station, one round trip between the cities of Oceanside and Los Angeles and up to two weekday round trips on the 91/Perris Valley Line between Perris-South and Los Angeles Union Station, via Fullerton.



## **Orange County Transportation Authority Low Carbon Transit Operations Program – Projects Description**

In order to approve the use of the FY 2018-19 funds, the California Department of Transportation and the California Air Resources Board must approve the project through approval of an allocation request. Allocation request may only be submitted once a year and OCTA would submit an allocation request for Metrolink Service Expansion using FY 2018-19 funds. For this reason, FY 2018-19 LCTOP projects are included in the resolution that is provided for Board consideration and approval.

### **Bravo! Main Street Operations**

Bravo! Main Street is identified as one of the 11 corridors in the OC Transit Vision. This corridor runs parallel to State Route 55 and traverses through several disadvantaged communities. The bus service is on Main Street and the route starts at the Anaheim Regional Transportation Intermodal Center (ARTIC), which provides connections to Metrolink and Amtrak services to the cities of Los Angeles, Riverside, San Bernardino, Oceanside, and San Diego, and ends at South Coast Metro, a key employment center of the County. Bravo! Main Street will operate weekdays along Main Street serving 13 stops in each direction over 8.4 miles from ARTIC to MacArthur Boulevard.

In 2019, \$2,902,976 in FY 2018-19 LCTOP funds were approved to be set aside to contribute to the start-up operating costs for the Bravo! Main Street Rapid Bus Service. However, this service is not scheduled to start until FY 2022-23. In order to ensure timely-use of LCTOP funds, \$2,100,000 was previously approved to be used for a nearer term service expansion for Metrolink and the remaining funds are recommended to be used for the Bravo! 529 Rapid Bus Service Start-up and Operations Project as part of this item.

**RESOLUTION 2020-002**

**AUTHORIZATION FOR THE EXECUTION OF THE CERTIFICATIONS AND ASSURANCES, AND AUTHORIZED AGENT FORMS FOR THE LOW CARBON TRANSIT OPERATIONS PROGRAM AND FOR THE EXECUTION OF THE LOW CARBON TRANSIT OPERATIONS PROGRAM PROJECTS:**

**\$7,130,042 IN FISCAL YEAR 2019-20 FUNDS FOR TEN BATTERY-ELECTRIC BUSES; BRAVO! 529 RAPID BUS SERVICE OPERATIONS; DISCOUNTED AGE-BASED FARE PROGRAM; NEW COLLEGE PASS PROGRAMS; AND TRAVEL TRAINING;**

**\$7,111,592 IN FISCAL YEAR 2018-19 FUNDS FOR METROLINK SERVICE EXPANSION; BATTERY-ELECTRIC BUSES; BUS DEPOT UPGRADES AND CHARGING INFRASTRUCTURE; TRAVEL TRAINING; COLLEGE PASS PROGRAM; BRAVO! MAIN STREET OPERATIONS**

**WHEREAS**, the Orange County Transportation Authority (OCTA) is an eligible project sponsor and may receive state funding from the Low Carbon Transit Operations Program (LCTOP) for transit projects; and

**WHEREAS**, the statutes related to state-funded transit projects require a local or regional implementing agency to abide by various regulations; and

**WHEREAS**, SB 862 (Chapter 36, Statutes 2014) named the California Department of Transportation (Caltrans) as the administrative agency for the LCTOP; and

**WHEREAS**, Caltrans has developed guidelines for the purpose of administering and distributing LCTOP funds to eligible project sponsors (local agencies); and

**WHEREAS**, OCTA wishes to delegate authorization to execute these documents and any amendments thereto to Darrell E. Johnson, Chief Executive Officer; and

**WHEREAS**, OCTA wishes to implement the LCTOP projects listed above;

**NOW, THEREFORE, BE IT RESOLVED** by the OCTA Board of Directors (Board) that the fund recipient agrees to comply with all conditions and requirements set forth in the Certification and Assurances and the Authorized Agent documents and applicable statutes, regulations, and guidelines for all LCTOP-funded transit projects;

**NOW THEREFORE, BE IT FURTHER RESOLVED** that Darrell E. Johnson, Chief Executive Officer, or his designee, be authorized to execute all required documents of the LCTOP and any amendments thereto with Caltrans;

**NOW, THEREFORE, BE IT RESOLVED** by the OCTA Board that the fund recipient agrees to comply with all conditions and requirements set forth in applicable statutes, regulations, and guidelines for all LCTOP-funded transit projects;

**NOW, THEREFORE, BE IT FURTHER RESOLVED** by the OCTA Board hereby authorizes the submittal of the following project nomination and allocation request to Caltrans in fiscal year (FY) 2019-20 LCTOP funds:

Project Name: Ten Battery-Electric Buses; Bravo! 529 Rapid Bus Service Operations; Discounted Age-Based Fare Program; New College Pass Programs at Irvine Valley, Saddleback, Cypress and Coastline colleges; and travel training.

Amount of LCTOP funds requested: FY 2019-20 LCTOP funding at \$7,130,042.

**NOW, THEREFORE, BE IT FURTHER RESOLVED** by the OCTA Board hereby authorizes the submittal of the following project nomination and allocation request to Caltrans in fiscal year (FY) 2018-19 LCTOP funds:

Project Name: Metrolink Service Expansion, Battery Electric Buses, Bus Depot Upgrades, and Charging Infrastructure, and Bravo! Main Street Operations.

Amount of LCTOP funds requested: FY 2018-19 LCTOP funding at \$7,111,592.

Short Description of Projects:

**FY 2019-20 LCTOP funds:**

- **Ten Battery-Electric Buses (\$2,594,886):** Combined with already approved funds, for Bravo! Main Street Capital the FY 2019-20 LCTOP funds will allow the purchase of ten battery-electric buses under the State of California General Services Administration's contract.
- **Bravo! 529 Rapid Bus Service Start-Up and Operations (\$1,470,913):** LCTOP funds will support up to an additional seven months for the Bravo! 529 Rapid Bus Service Start up and Operations Project operating primarily on Beach Boulevard from Fullerton Park-and-Ride to the Goldenwest Transportation Center and previously funded with FY 2017-18 LCTOP funds.
- **Discounted Age-Based Fare Program (\$2,000,000):** OCTA is proposing to offer free youth passes. The cost of lost revenue over four years is estimated to be \$2,000,000.
- **New College Pass Programs at Irvine Valley, Saddleback, Cypress, and Coastline Colleges (\$749,243):** The College Fare Program provides funding to OCTA to allow college students to ride free for one year and then cover the cost of ridership increases for the life of the program. The program will provide an incentive to a student enrollment fee to pay for future student use of the OC Bus.
- **Travel Training (\$315,000):** \$315,000 in FY 2019-20 LCTOP will be used to expand the Travel Training Program by increasing training opportunities.

**FY 2018-19 LCTOP Funds:**

- **Existing Project - College Fare Programs at Fullerton, Santa Ana, and Golden West Colleges (\$1,000,000):** The College Fare Program provides funding to OCTA to allow college students to ride free for one year and will cover the cost of ridership increases for the life of the program. The program will provide an incentive to a student enrollment fee to pay for future student use of the OC Bus.
- **Existing Project - Travel Training (\$685,000):** Travel training is available to seniors and disabled to assist in increasing ridership over the three-year period.

- **Existing Project - Battery electric buses, bus depot upgrades, and charging infrastructure for Bravo! Main Street Rapid Bus Service (\$2,523,000):** LCTOP funds will provide match to other grant funds available for the purchase of five zero-emission buses for the new Bravo! Main Street Rapid Bus service, as well as provide funding for the required bus depot upgrades and charging infrastructure.
- **Existing Project - Bravo! Main Street Operations (\$2,912,976):** LCTOP funds were approved for future Bravo! Main Street service operations. However, \$2,100,000 is now proposed for the Metrolink Service Expansion and \$812,976 is proposed for Bravo! 529 Rapid Bus Service Start-up and Operations.
- **New Project - Metrolink Service Expansion (\$2,100,000 in FY 2018-19 LCTOP funds):** Starting in April 2020, expand Metrolink service on the Orange County line by up to two round trips between Laguna Niguel/Mission Viejo and Los Angeles Union Station, one round trip between the cities of Oceanside and Los Angeles, and up to two weekday round trips on the 91/Perris Valley Line between Perris-South and Los Angeles Union Station, via Fullerton.
- **New FY 2017-18 Project - Bravo! 529 Rapid Bus Start-up and Operations (\$812,976):** LCTOP funds will support up to an additional four months for the Bravo! 529 Rapid Bus Service Start up and Operations Project operating primarily on Beach Boulevard from Fullerton Park-and-Ride to the Goldenwest Transportation Center and previously funded with FY 2017-18 LCTOP funds.

The projects will reduce greenhouse gas emissions, reduce automobile vehicle miles traveled and as applicable, reach over 50 percent of boardings from disadvantaged communities.

Contributing Sponsor: City of Laguna Beach

ADOPTED, SIGNED AND APPROVED this 23<sup>rd</sup> day of March 2020.

AYES:

NOES:

ABSENT:

ATTEST:

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Laurena Weinert  
Clerk of the Board

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Steve Jones, Chairman  
Orange County Transportation Authority

OCTA Resolution No. 2020-002



# Capital Funding Program Report

Pending Board Approval - March 23, 2020

Bus Transit Project											
Project Title	M Code	Total Funding	Federal Funds			State Funds			Local Funds		
			STBG/CMAQ	FTA	Other Fed.	STIP	SB1	Other State	M1	M2	Other Local
Go Local - Step 1	S	\$5,730							\$5,730		
Mobile ticketing equipment	S	\$4,036						\$4,036			
Project V Community Circulators	V	\$43,659								\$43,659	
Project W Safe Transit Stops (City)	W	\$1,206								\$1,206	
Project W Safe Transit Stops (OCTA)	W	\$370								\$370	
ACCESS and fixed-route radio systems upgrade		\$22,465		\$4,434	\$341			\$16,239			\$1,451
Associated Transportation Improvements		\$556		\$556							
Bravo! 529 buses (six)		\$3,595	\$549					\$3,046			
Bus replacement - articulated alternative fuel buses (60')		\$31,105	\$22,250	\$8,855							
Bus replacement (40' and ACCESS)		\$149,009	\$29,198	\$68,139							\$51,672
Capital cost of contracting FY2016-17 to FY2023-24 (ACCESS and contracted fixed-route contracts)		\$325,734		\$162,114							\$163,620
Engine rebuild		\$16,294		\$14,824				\$1,470			
FTA Section 5310 Enhanced Mobility of Seniors & Individuals with Disabilities		\$3,657		\$3,657							
FTA Section 5316 Jobs Access and Reverse Commute		\$13,962		\$13,962							
FTA Section 5317 New Freedom		\$6,388		\$6,388							
Goldenwest Transportation Center parking structure		\$4,000	\$3,400								\$600
Goldenwest Transportation Center surface lot		\$2,000						\$1,200			\$800
Heating ventilation unit replacements		\$448		\$381			\$67				
iShuttle replacement buses (12)		\$6,803					\$6,123				\$680
iShuttle replacement buses (five)		\$2,800					\$2,520				\$280
MSRC County Transportation Commission Partnership Program		\$2,319				\$176					\$2,143
Non-fixed-route paratransit operations assistance - FY 2014-15 to FY 2023-24		\$294,861		\$102,395							\$192,466
OCTA Transit Security & Operations Center		\$5,914						\$5,914			
Preventive maintenance - including salaries and benefits (includes ATN & Laguna Beach)		\$162,740		\$162,740							
Purchase (201) 40-foot alternative fuel replacement buses (OCTA)		\$229,384	\$134,670	\$47,696							\$47,018
Purchase replacement paratransit vans (through FY 2023-24)		\$64,290		\$50,524							\$13,766
Rideshare/vanpool		\$6,732	\$6,732								
Standby backup generators at Anaheim and IRCC bases		\$800					\$800				
Transit Security Program		\$3,167						\$3,167			
Vanpool Program - capital lease		\$12,838	\$12,838								
VSS upgrades at OCTA facilities		\$1,159		\$960				\$199			
Zero-emission Bravo! buses (Ten battery electric) and bus infrastructure <sup>1</sup>		\$13,938					\$6,400	\$5,118			\$2,420
Zero-emission hydrogen fuel cell buses (10)		\$12,914					\$5,607	\$7,307			
<b>Bus Transit Project Totals</b>		<b>\$1,454,873</b>	<b>\$209,637</b>	<b>\$647,625</b>	<b>\$341</b>	<b>\$176</b>	<b>\$21,517</b>	<b>\$47,696</b>	<b>\$5,730</b>	<b>\$45,235</b>	<b>\$476,916</b>

ATTACHMENT C



# Capital Funding Program Report

Pending Board Approval - March 23, 2020

Bus Transit Project												
			Federal Funds			State Funds			Local Funds			
Project Title	M Code	Total Funding	STBG/CMAQ	FTA	Other Fed.	STIP	SB1	Other State	M1	M2	Other Local	
<b>Federal Funding Total</b>		<b>\$857,603</b>										
<b>State Funding Total</b>		<b>\$69,389</b>										
<b>Local Funding Total</b>		<b>\$527,881</b>										
<b>Total Funding (000's)</b>		<b>\$1,454,873</b>										

## Board Actions:

1. Authorize the use of up to \$2.595 million in Low Carbon Transit Operations Program for Bravo! Main Street/Ten Battery-Electric Buses. Hybrid and Zero-Emission Truck and Bus Voucher Incentive Project (\$1.520 million) and Volkswagen Environmental Mitigation Trust (\$0.900 million) are included under Other Local.

## Acronyms:

ATN - Anaheim Transportation Network  
 Board - Board of Directors  
 CMAQ - Congestion Mitigation and Air Quality Improvement Program  
 FTA - Federal Transit Administration  
 FY - Fiscal Year  
 IRCC - Irvine Construction Circle  
 M Code - Project Codes in Measure M1 and M2  
 M1 - Measure M1  
 M2 - Measure M2  
 MSRC - Mobile Source Air Pollution Reduction Review Committee  
 OCTA - Orange County Transportation Authority  
 SB 1 - Senate Bill 1 (Chapter 5, Statutes of 2017)  
 STBG - Surface Transportation Block Grant  
 STIP - State Transportation Improvement Program  
 VSS - Video Surveillance System



**March 12, 2020**

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

### **Overview**

The Orange County Transportation Authority is currently implementing the OC Streetcar project. Updates are provided to the Board of Directors on a quarterly basis. This report provides an update on OC Streetcar project activities from October 2019 through February 2020.

### **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 (City) and the intersection of Harbor Boulevard and Westminster Avenue in the City of Garden Grove. The OC Streetcar project (Project) will improve transit connectivity and accessibility, increase transit options, relieve congestion, and provide benefits to the community and traveling public. The Project is being implemented as part of Measure M2 Project S – Transit Extensions to Metrolink, approved by Orange County voters in November 2006.

Construction of the 4.15-route-mile OC Streetcar line involves complex and specialized work, including the installation of embedded track in streets, an 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 is the installation 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 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. Through January 2020, \$26.81 million has been drawn down on the FFGA.

### ***Discussion***

The following is a status of ongoing OC Streetcar activities.

#### **Construction Activities**

The Notice to Proceed with construction was issued to Walsh on March 4, 2019. Construction activities continued throughout the Project, with the focus on construction of the Santa Ana River and Westminster Avenue bridges, the MSF, and relocation of storm drain, sewer, and water systems within the City's streets.

Foundations, abutments, and the center pier for the bridge over Westminster Avenue were completed in December 2019. The temporary falsework to support bridge construction is being installed. Furthermore, foundations for the retaining wall approaches for the bridges over Westminster Avenue and the Santa Ana River are also underway.

Testing, manifesting, and hauling of contaminated materials to approved disposal facilities from the Pacific Electric Right-of-Way (PEROW) and other project areas is progressing. This will allow for construction of retained fill



approaches to the bridges and establishment of areas for rail deliveries and rail welding. Additionally, the prototype station canopy is being fabricated.

## **MSF**

Construction of the MSF is critical to the Project schedule as the MSF is needed to accept delivery and conduct final acceptance testing for the eight vehicles being manufactured by Siemens. Spread footings and conduits have been installed at the MSF, and construction of the service and inspection pits has begun and will be followed by the pouring of the building slab. Structural steel members for the building frame are being fabricated.

## **Utility Relocation**

Wet utilities (sewer, water, and storm drains) are being relocated by Walsh as part of the construction contract. Utility relocations from Raitt Street to Bristol Street are complete; therefore, the in-street embedded trackwork construction can begin once the rail strings have been welded. Sewer relocations are approximately 80 percent complete. Water line relocations are approximately 56 percent complete, and storm drain relocations for all of the street-running portions of the Project are approximately 17 percent complete.

There have been challenges installing storm drains and sewers due to the discovery of utilities that were either not shown on any of the record drawings or shown at different locations or elevations than on the plans. Some of the utility conflicts have been taking longer to resolve due to the need for additional potholing and/or excavation work to expose the utility and determine how it should be relocated. A supplemental change order for the additional work to address the unknown utilities was approved by the Board in November 2019.

Dry utilities (electric, communications, and gas) are being relocated by the owners of these systems, with most of these third-party utility relocations having been completed. Remaining work includes Southern California Edison's removal of underground vaults on Santa Ana Boulevard, one final relocation being scheduled by AT&T, and a few communications facilities.

## **Vehicle Manufacturing and Delivery**

The production of the Siemens S700 vehicles is underway with six of the eight vehicles in various stages of early production. To date, first article inspections have been conducted for the braking system, first welded carshell, auxiliary power supply, and the painted carshell. Parallel to production of the vehicle carshells, final design review continues for a few remaining vehicle components, which include the train to wayside communication, monitoring and diagnostic

system, crash energy management, energy absorbing bumper, and the emergency battery drive.

In January 2020, the California Public Utilities Commission approved a variance request for the use of rearview cameras in lieu of rearview mirrors. OCTA elected to utilize a camera and monitor system instead of rearview mirrors on the vehicles in order to allow operators a clearer view of the rear and both sides of the vehicle for the full length of the vehicle. The rearview cameras are a component of the vehicles' safety and security measures, which include monitoring and recording of forward-facing cameras, passenger area cameras, and in-cab inward facing cameras.

Staff continues to receive weekly reports from OCTA's on-site vehicle inspector with details of production progress, pictures of the work completed, and upcoming production schedule and milestones. The on-site vehicle inspector also reviews the subcontractors' manufacturing processes and performs critical quality control checks.

Coordination is ongoing between Conduent Transportation, OCTA, and Siemens in the design of the Computer Aided Dispatch and Automated Vehicle Location, as well as the communications equipment on the vehicles.

Coordination also continued between OCTA, Siemens, and Walsh in the integration of the streetcar vehicle with the infrastructure, including the tracks, platforms, MSF, and wayside equipment and systems.

#### Operations and Maintenance (O&M) Contract

The O&M contractor selection process is progressing. Best and final offers have been submitted and reviewed in response to the request for proposals. Award of the O&M contract is anticipated for consideration by the Board in April 2020.

#### Public Outreach

Outreach activities continue to focus on keeping the community and project stakeholders aware of ongoing construction activities with a targeted focus on expanding project awareness to visitors in Downtown Santa Ana (Downtown).

The biweekly Construction News email alert looks ahead to general activities along the alignment, as well as segment-by-segment details. In addition to email alerts, individual notifications are provided with multilingual doorhangers describing the activities in detail. The alerts also are available on the project website, and social media channels are used to broaden its availability and awareness. OCTA launched a promotional campaign for the Project's digital

application (app) to encourage downloads. The app includes information about current construction activities, locations of parking facilities in Downtown, and links to additional Project information.

A construction safety campaign is under way, and messaging has been added to the website, social media, and other collateral. The safety campaign includes an activity book for school-age children and an overview flyer. Both collateral pieces will be distributed to all schools on the Project alignment.

OCTA and the City partnered to design and install large-format banners on several of the parking structures in Downtown. The banners help to attract drivers to the parking structures and remind the public that businesses are open during construction. In addition, OCTA has provided additional parking structure signage, A-frame street signs, and printed maps promoting the City's two-hour free parking program.

OCTA outreach staff works proactively with representatives from the cities of Santa Ana and Garden Grove to provide periodic closed-caption slides on major construction activities for display before city council meetings. OCTA is collaborating with City staff to monitor community events in Downtown and ensures that the contractor is aware and can coordinate activities accordingly. This coordination also offers opportunities for the outreach team to host information tables at the events, such as the Downtown art walk.

OCTA has introduced the Eat, Shop, Play (ESP) program to provide assistance to local businesses and to promote the Downtown area. OCTA has partnered with both Downtown business associations to share the ESP program enrollment application with the more than 700 businesses in Downtown. OCTA also assisted Downtown, Inc., with rebranding its dining guide to include an updated business listing, safety messaging, ESP program information, and a campaign encouraging jurors to eat at Downtown restaurants. As Project construction continues, OCTA has encouraged its employees to show continued support of the businesses in Downtown.

Tabletop and free-standing lobby displays with literature holders were created to disseminate general Project information and promote the ESP program. These displays will be available at city halls, libraries, community centers, municipal buildings, and the 4<sup>th</sup> Street Market. The literature holders will include materials such as construction brochures, dining guides, and safety information.

On February 24, 2020, the Board approved entering into agreements with two business associations that directly support Santa Ana's Business Improvement District. The efforts of Downtown, Inc., and the Santa Ana Business Council support more than 700 businesses in the district and share the goal of bringing

more awareness and customers to Downtown. Staff will report on the progress of these enhanced efforts in future updates.

In addition, a phased marketing program to create awareness, interest, and anticipation began in late 2019, and will run through the start of revenue service. Key initiatives for the first phase of the marketing program include a brand video showcasing vehicle renderings travelling along the corridor, a revitalized website, multilingual branded brochures, and a themed digital campaign set to begin in spring 2020.

#### Cost and Schedule

The Project cost, as included in the FFGA, remains at \$407.7 million, including \$37.96 million in contingency. As of February 2020, approximately \$17.09 million in contingency has been expended or committed.

As discussed with the Board in February 2020, the revenue service date is anticipated for mid-2022. Staff will continue to keep the Board apprised of schedule updates.

#### Next Steps

Construction activities in the next quarter are scheduled to include preparation of pits and slabs for the MSF building foundations, constructing retaining walls and approach fills for the Westminster Avenue and Santa Ana River bridges, the superstructure for the Westminster Avenue Bridge, preparation for ballasted track installation in the PEROW, and the start of in-street embedded track installation. Next steps for vehicles include finalizing design for remaining vehicle components, additional first article inspections, and continued production and assembly for the remaining vehicles. Upcoming outreach activities include coordination with the construction team and the City regarding traffic control measures that will be needed for the in-street embedded track installation.

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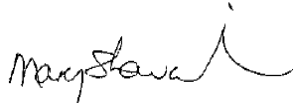
**Summary**

An OC Streetcar project update is provided for the Orange County Transportation Authority Board of Directors' review.

**Attachment**

None.

**Prepared by:**



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**Approved by:**



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

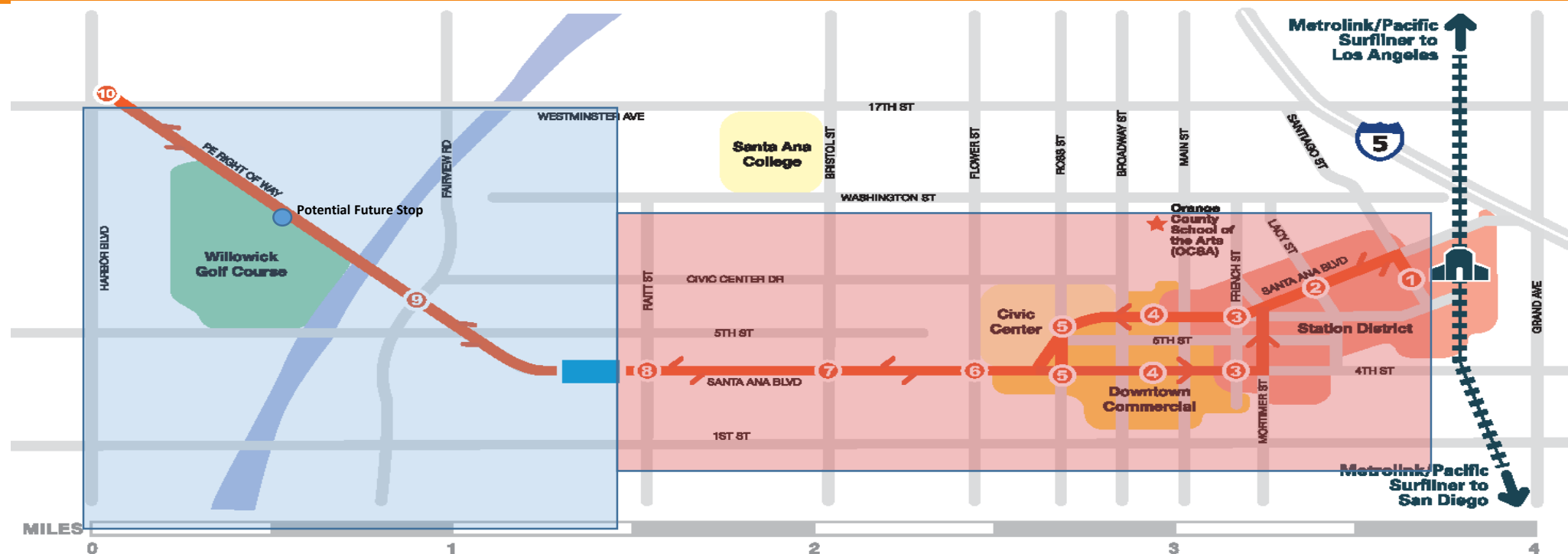
# **OC Streetcar Project Quarterly Update**

# Background

- Measure M2 Project S – Transit Extensions to Metrolink approved by Orange County voters in November 2006
- Key OC Streetcar project (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 (PEROW)

- Dedicated right-of-way 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



# Construction—Segment 1



- Bridge foundations, bents, abutments and piers completed. Temporary falsework supports to build Westminster bridge installed. Retaining walls for bridge approaches beginning construction.
- Testing, manifesting, and hauling of contaminated materials from PEROW to approved disposal facilities is progressing.
- Establish rail laydown and welding area in PEROW.

# Santa Ana River Bridge





# Westminster Avenue Bridge

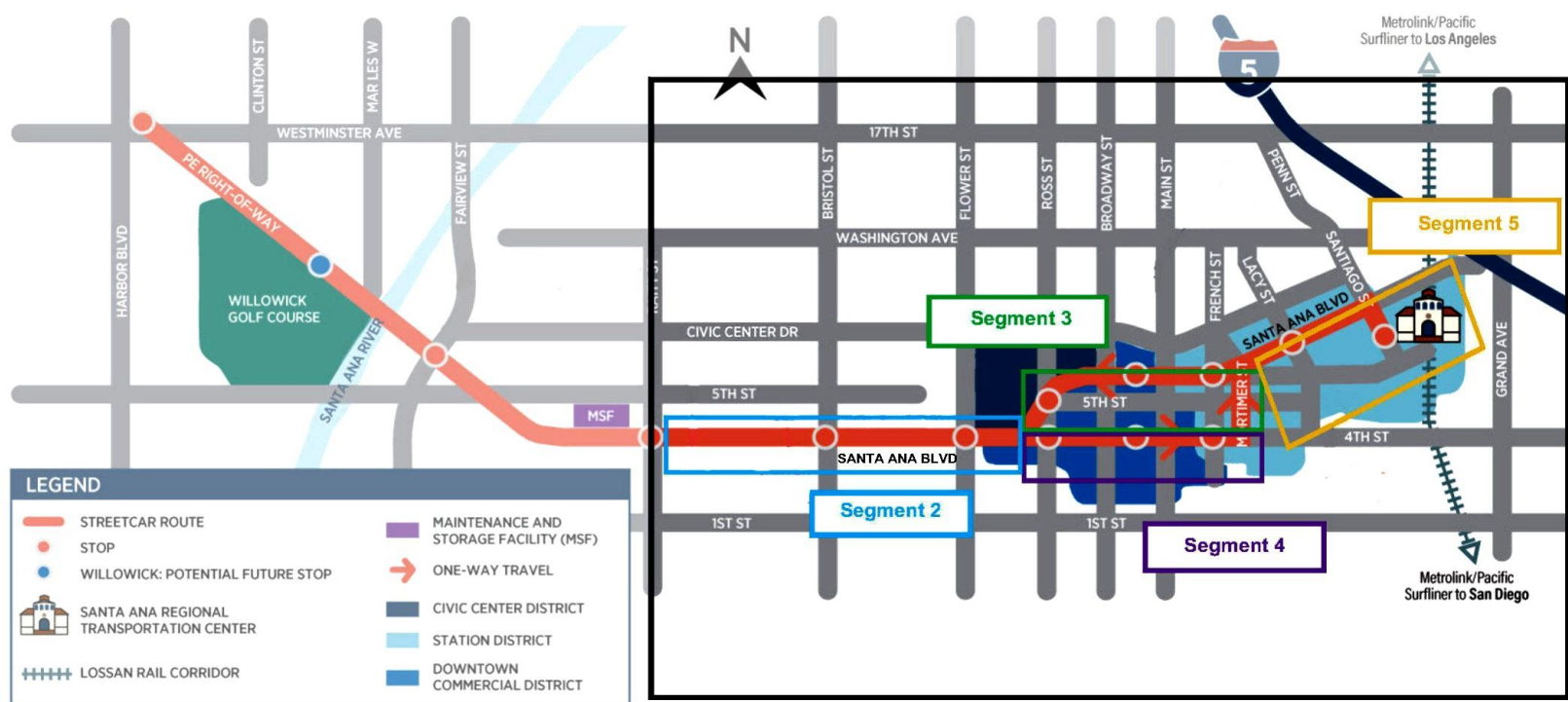




# Maintenance and Storage Facility (MSF)



# Construction—Segments 2 Through 5



- Wet utilities relocated by OCTA's contractor: water, sewer, and storm drain
  - Raitt Street to Bristol Street utilities complete, in-street embedded trackwork will begin once the rail strings delivered and welded
  - Sewer relocations in Segment's 4 and 5 approximately 80 percent complete
  - Water line relocations are approximately 56 percent complete
  - Storm drain relocations in street-running segments are approximately 17 percent complete



# Third-Party Utility Relocations

- Most third-party dry utility relocations are complete
- Remaining work includes:
  - Southern California Gas working downtown and east of downtown on Santa Ana Boulevard
  - Southern California Edison removal of underground vaults on Santa Ana Boulevard
  - AT&T with one final relocation being scheduled now that a conflicting sewer line has been relocated



# Vehicles

- First article inspections have been conducted for the brake system, first welded carshell, auxiliary power supply, and the painted carshell
- Finalizing outstanding items from final design review
- California Public Utilities Commission approved a variance request for the use of rearview cameras in lieu of rearview mirrors
- Ongoing coordination with Conduent and Siemens on Computer Aided Dispatch and Automated Vehicle Location design specifications
- Ongoing coordination between OCTA, Siemens, and Walsh Construction Company II, LLC, in the integration of the streetcar vehicle with the infrastructure, including the tracks, platforms, MSF, and wayside equipment and systems





# Vehicle Interior





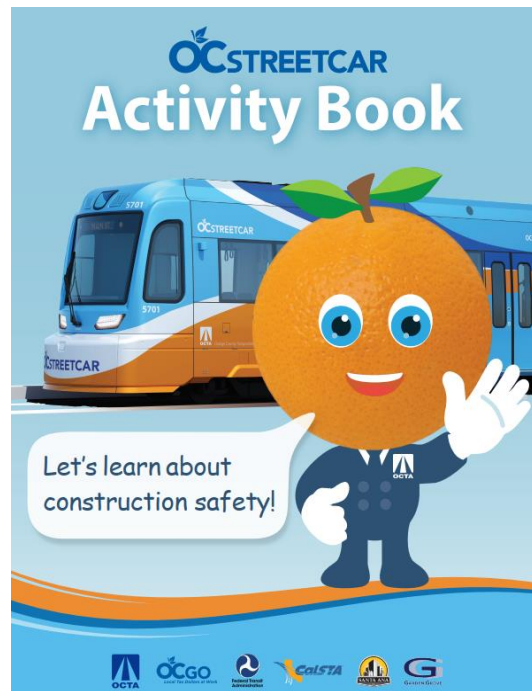
# Other Key Project Updates

- Best and final offers were received in response to the operations and maintenance request for proposals
  - Contract award anticipated in April 2020
- Ongoing coordination with the Federal Transit Administration, City of Santa Ana, City of Garden Grove, Orange County Fire Authority, Orange County Flood Control District, and OC Parks



# OC Streetcar Outreach – Support

- Eat, Shop, Play
- Dining Guide
- OCTA Employee Program
- Lobby Displays
- Safety Campaign
- Parking Signage



**EAT SHOP PLAY**  
DOWNTOWN SANTA ANA

**OC STREETCAR** **OCTA**

Ask about deals from businesses displaying the OC Streetcar decal

The Orange County Transportation Authority (OCTA) Eat Shop Play program supports businesses located along the future OC streetcar route.

We offer marketing assistance to increase exposure and foot traffic during construction.

**Benefits to Local Businesses**

- Social media and email marketing
- Print and digital ads
- Professional photography & videography
- Coupon promotions

Businesses located along the future OC streetcar route are eligible to sign up for marketing assistance at [octa.net/ocstreetcar](http://octa.net/ocstreetcar).

For questions, email [ocstreetcar@octa.net](mailto:ocstreetcar@octa.net).

**Stay Connected**

- 1 (844) 7GO-OCSC or 1 (844) 746-6272
- [facebook.com/OCStreetcar](https://facebook.com/OCStreetcar)
- @OCStreetcar
- Download the OC Streetcar app

**PARTICIPATION IS FREE**

**DEALS INSIDE**

Logos for OC GO, OC STREETCAR, and other partners.



**OCTA's Eat Shop Play**

**THE DTSA MARKETS**

**4TH STREET MARKET**  
201 E 4th Street, Santa Ana, CA 92701  
[4thstreetmarket.com](http://4thstreetmarket.com)

**McFADDEN**  
PUBLIC MARKET  
RANGE AND  
125 E 4th Street, Santa Ana, CA 92701  
[mcfaddenmarket.com](http://mcfaddenmarket.com)

**Coming Soon**  
The Tenth Mile  
New Restaurant Concept

**Downtown Plaza**

**Get the latest DTSA info**  
#DTSA  
[DOWNTOWN-SANTANA.COM](http://DOWNTOWN-SANTANA.COM)

**Brought to you by:**  
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DOWNTOWN-SANTANA.COM  
TEXT DOWNTOWN To 40404 To Join The DTSA MAILING LIST

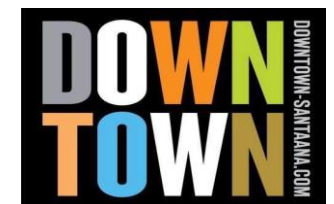
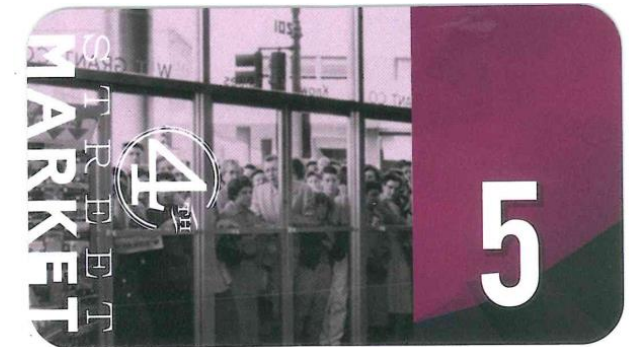
**THE OFFICIAL DOWNTOWN SANTA ANA RESTAURANT GUIDE**

**STEEL PAN PIZZA**

**CHAPTER ONE**

**SUPERNATURAL SANDWICHES**

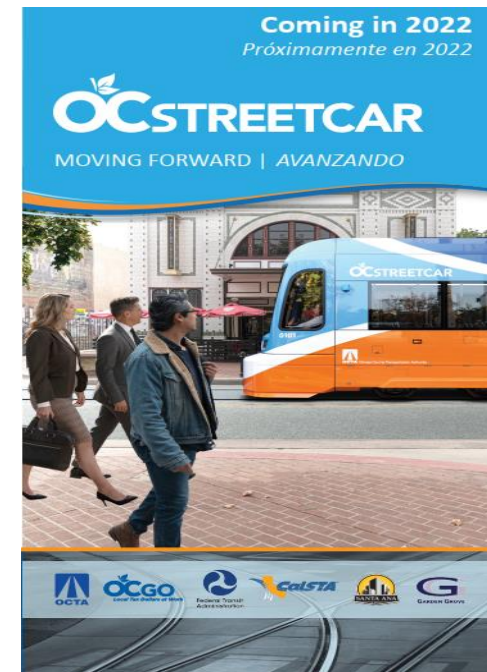
**CAFE CULTURA**





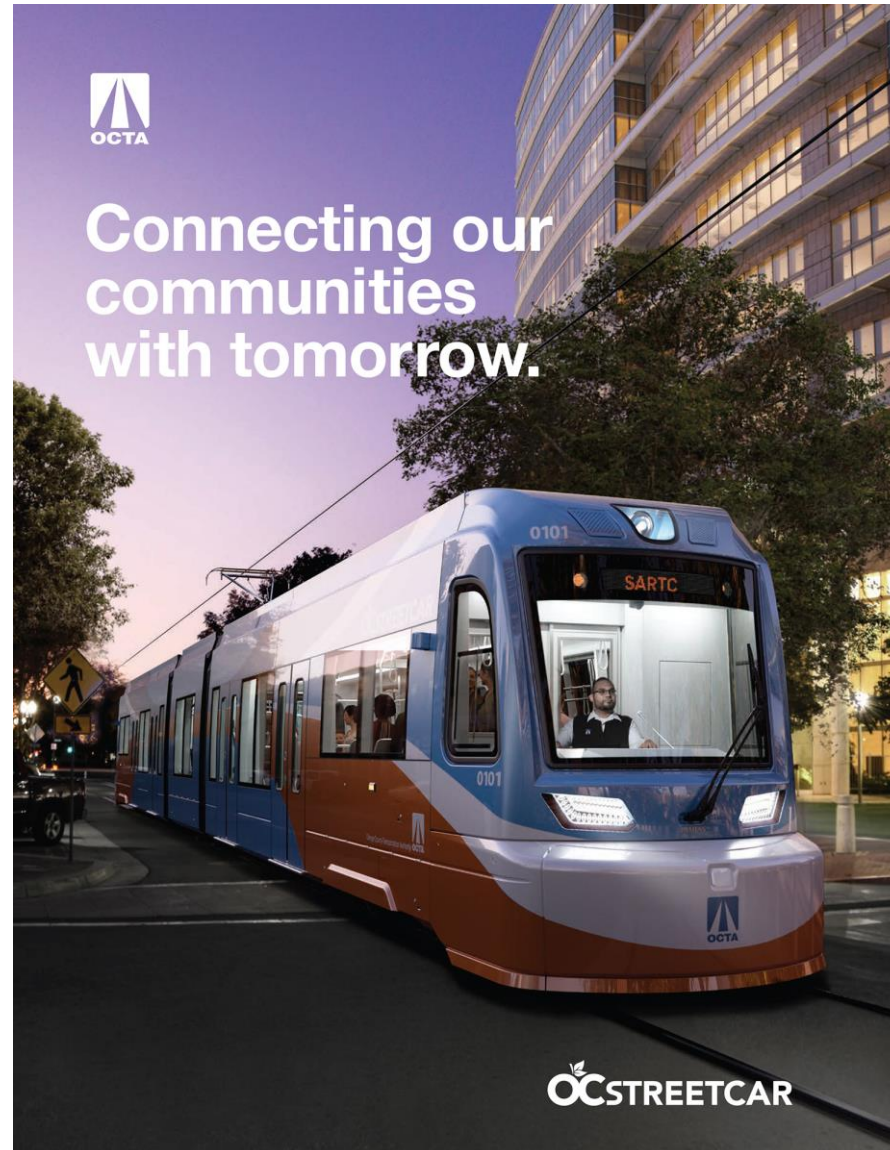
# OC Streetcar Outreach – Construction

- E-Blasts
- Social Media
- Flyers and Doorhangers
- Mobile App
- Construction Brochure
- Closed Circuit Television Slides
- Posters with tear-sheets



# OC Streetcar Awareness Campaign

- Promote brand awareness
- Integrated website design and development
- Brand video
- Benefit-driven brochure







**March 12, 2020**

**To:** Transit Committee

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

**Subject:** Bus Operations Performance Measurements Report for the Second Quarter of Fiscal Year 2019-20

### **Overview**

The Orange County Transportation Authority operates fixed-route bus and demand-response paratransit service throughout Orange County and into neighboring counties. The established measures of performance for these services assess the safety, courtesy, reliability, and overall quality of the services. This report summarizes the year-to-date performance of these services through the second quarter of fiscal year 2019-20.

### **Recommendation**

Receive and file as an information item.

### **Background**

The Orange County Transportation Authority (OCTA) operates a countywide network of 60 routes, including 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. OCTA provides these services through both directly-operated (DOFR) and contracted fixed-route service (CFR). 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 (Attachment A).

### ***Discussion***

This 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. This report includes year-to-date performance through the second quarter, including the months of October, November, December, of fiscal year (FY) 2019-20.

- Safety – OC Bus and OC ACCESS services both remain below the accident frequency standard as the number of preventable accidents recorded for each mode exceeded one preventable accident per 100,000 service miles. The increase in vehicle accidents for DOFR is highly correlated with the increase in new coach operators with one year of service or less. As discussed further in the attached, the number of preventable accidents among coach operators in this group increased from nine preventable accidents to 39, an increase of more than 400 percent. OCTA Operations staff will continue to focus on reinforcing the importance of safety, conduct safety-related campaigns, and promote the safe driving award program. The Safety Managers for the contract services continue to emphasize safety and the accident reporting procedures in their monthly safety meetings.
- Customer Service – During the first quarter, all modes of service performed above the respective standards. Customer service is measured by evaluating the number of valid customer complaints received compared to boardings.
- Reliability – On-time performance (OTP) for OC Bus and OC ACCESS was below target. Under performing fixed-route OTP rates can be attributed to several factors, including vehicle reliability, driver behavior, high passenger loads, construction, and dynamic traffic conditions. The abundance of road improvement projects requiring short and long-term detours continues to be a prime factor impacting OTP for OC Bus service. Though the recent ratification of the contractor's collective bargaining agreement is addressing the operator shortage, the contractor is updating routing information for existing subscription trips to current traffic conditions.

The MBRC for all modes of service exceeded the standard through the reporting period. Notably, the MBRC for CFR OC Bus service increased by 21.4 percent from last quarter and increased by 57 percent compared to the same quarter of last year. The significant improvement is a result of the contractor's recent filling of key positions resulting in a better controlled maintenance environment, less technician turnover, and an improved maintenance program.

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.

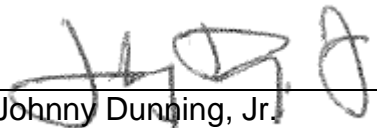
### ***Summary***

Through the second quarter of FY 2019-20, the performance of OC Bus service and OC ACCESS service exceeded the performance in the areas of courtesy and reliability (MRBC) but was below the standard for safety and OTP. OCTA staff continue to focus on continuous quality improvement in safety and reliability as detailed in the report. 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***

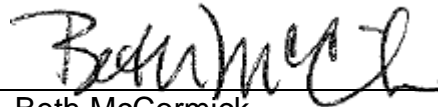
- A. Bus Operations Performance Measurements Report, Second Quarter, Fiscal Year 2019-20

**Prepared by:**

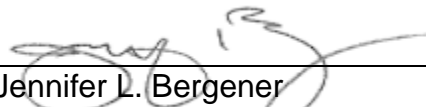


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# Bus Operations Performance Measurements Report



Second Quarter  
Fiscal Year 2019-20

# About This Report

The Orange County Transportation Authority (OCTA) operates a countywide network of 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 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.

## **FY2019-20 Q2 SUMMARY**

- **Safety:**
  - DOFR - ▼
  - CFR - ▼
  - OC ACCESS - ▼
- **Courtesy:**
  - DOFR - ▲
  - CFR - ▲
  - OC ACCESS - ▲
- **On-Time Performance (OTP):**
  - DOFR - ▼
  - CFR - ▼
  - OC ACCESS - ▼
- **Miles Between Road Calls (MBRC):**
  - DOFR - ▲
  - CFR - ▲
  - OC ACCESS - ▲

## Safety: Preventable Vehicle Accidents

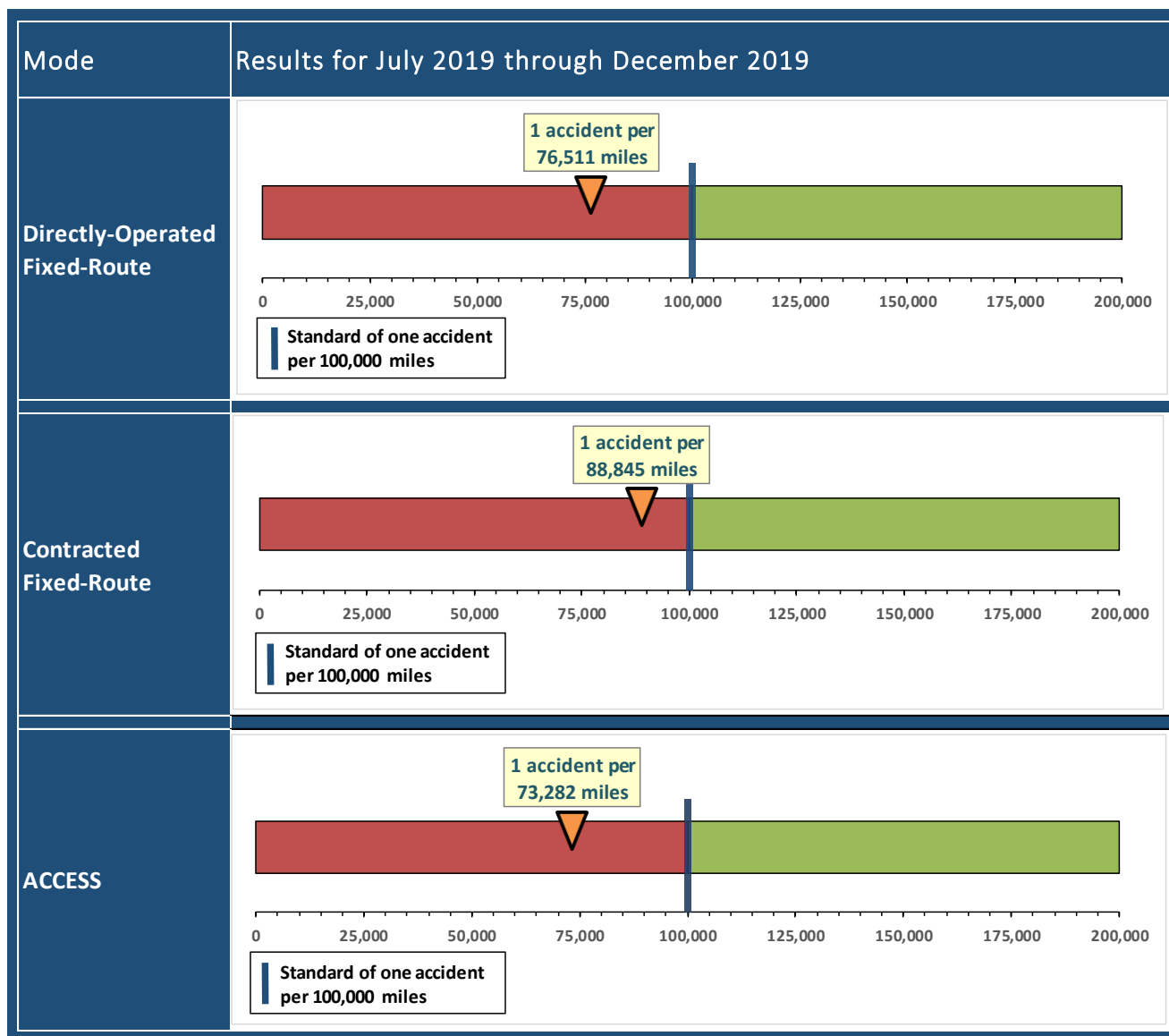
OCTA is committed to the safe delivery of the OC Bus service. The safety standard for DOFR, CFR, and OC ACCESS services is no more than one vehicle accident per 100,000 miles. Preventable vehicle accidents are defined as incidents when physical contact occurs between vehicles used for public transit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

Through the second quarter of fiscal year (FY) 2019-20, all modes of service performed below the safety standard, operating less than 100,000 miles between preventable accidents.

DOFR OC Bus service experienced an increase in preventable accidents, including fixed-object and stationery (parked) vehicle collisions, and passenger falls. Comparing the performance over the first two quarters of FY 2019-2020 with the same time last year, the rate of preventable accidents among coach operators increased by 51.6 percent. In reviewing the data available, more accidents are occurring with new coach operators with one year of service or less. Specifically, the number of preventable accidents among coach operators in this group increased from nine preventable accidents to 39, an increase of more than 400 percent. Over the last year, OCTA has aggressively recruited more coach operators, allowing Operations to increase the number of assignments and reduce scheduled overtime in operator assignments. Other elements of the recruiting process, the coach operator training program, and ongoing accident reduction efforts are also being evaluated to identify other opportunities to improve safety performance. Concurrently with these efforts, OCTA Operations staff will continue to focus on and stress the importance of safety, conduct safety-related campaigns, and promote the safe driving award program.

CFR OC Bus service performance did improve during the second quarter, though performance remained below the standard through the first half of the fiscal year. Between the months of October and December, the number of preventable accidents reported by the contractor decreased by 44 percent. Each month, a comprehensive safety campaign is conducted on a different topic using a variety of communication methods including posters, safety messages, hands-on training, and discussions at monthly safety meetings by the CFR management.

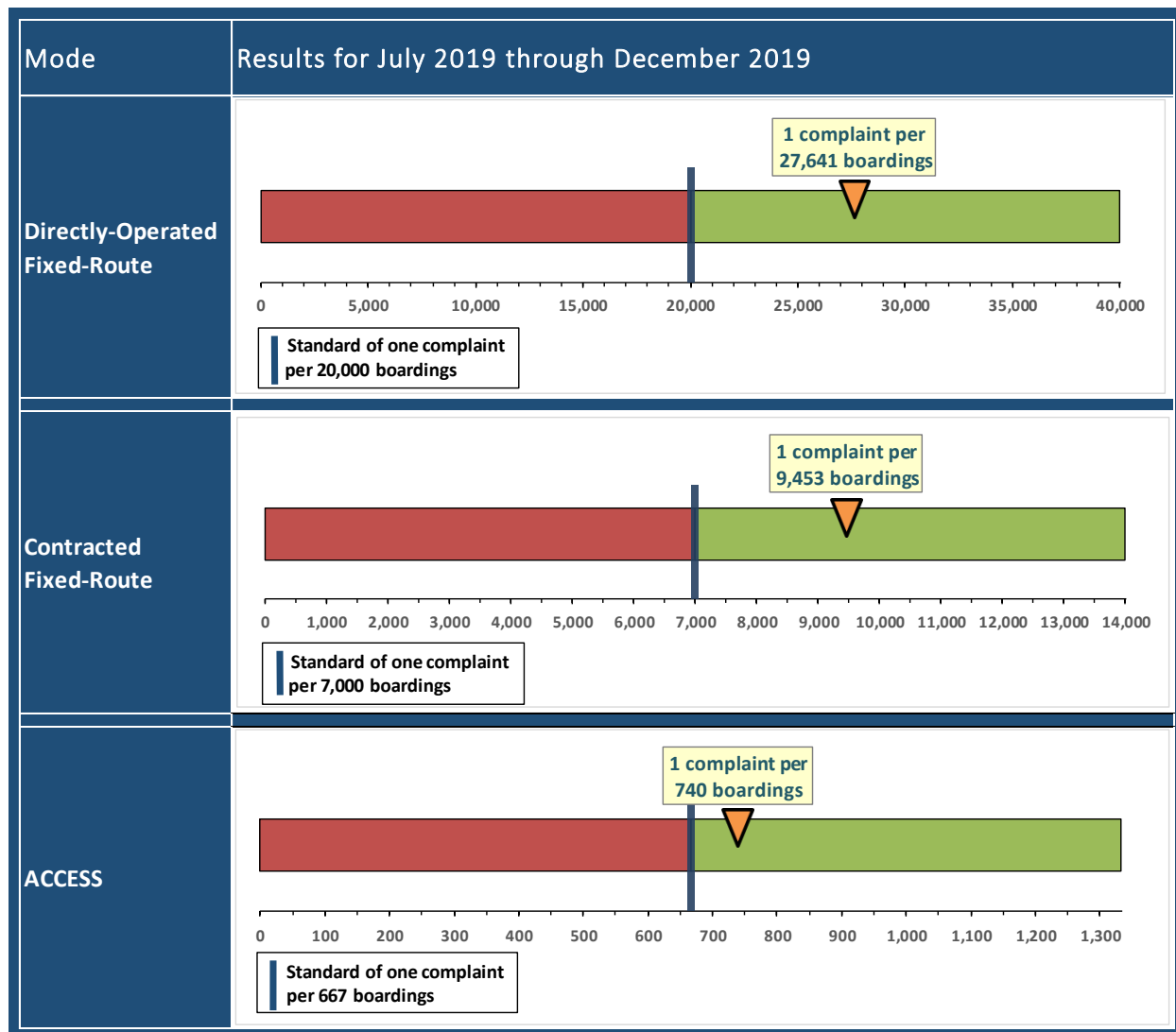
For OC ACCESS, an increase in fixed object and curb strikes, a total of 15 and 17 respectively, along with the typical collisions with side mirrors, resulted in overall performance below standard. The contractor is taking steps to address the increase including having the Regional Director of Safety for Southern California onsite during February 2020 to review the safety program and ensure safety initiatives are being implemented. The contractor's safety initiatives include improving the retraining process used for all coach operators experiencing preventable accidents, and using knowledge gained from preventable accident investigation and retraining to develop concentrated messaging and additional training to reduce/eliminate similar accidents in the future.



## Courtesy: Customer Complaints

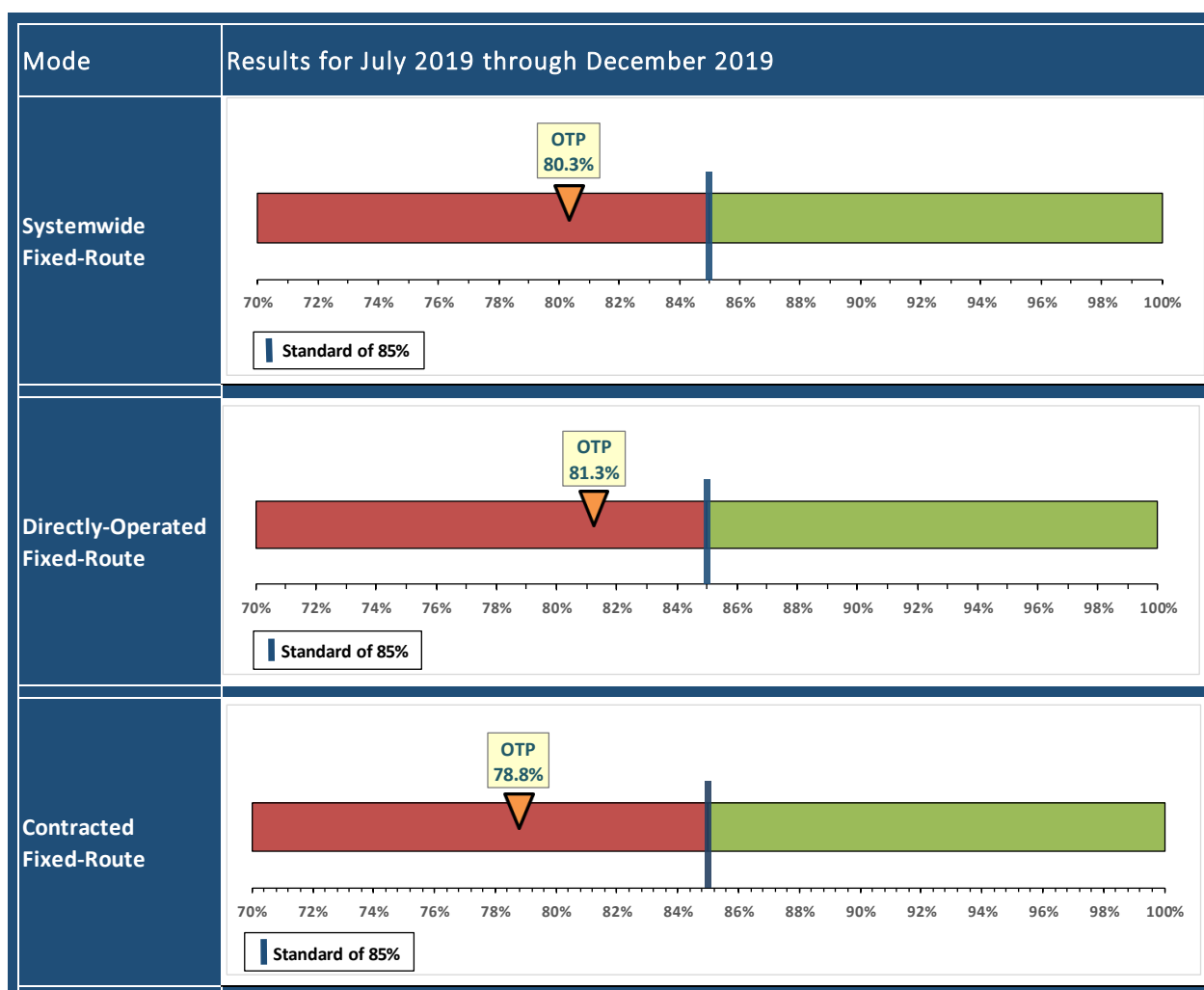
OCTA strives to achieve a high level of customer satisfaction in the delivery of OC Bus services. The performance standard for customer satisfaction is courtesy as measured by the number of valid complaints received. Customer complaints are the count of incidents when a rider reports dissatisfaction 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 second quarter of FY 2019-20, all modes of service continue to perform well, exceeding the courtesy standard with less than one valid complaint per 20,000, 7,000, and 667 boardings, respectively.



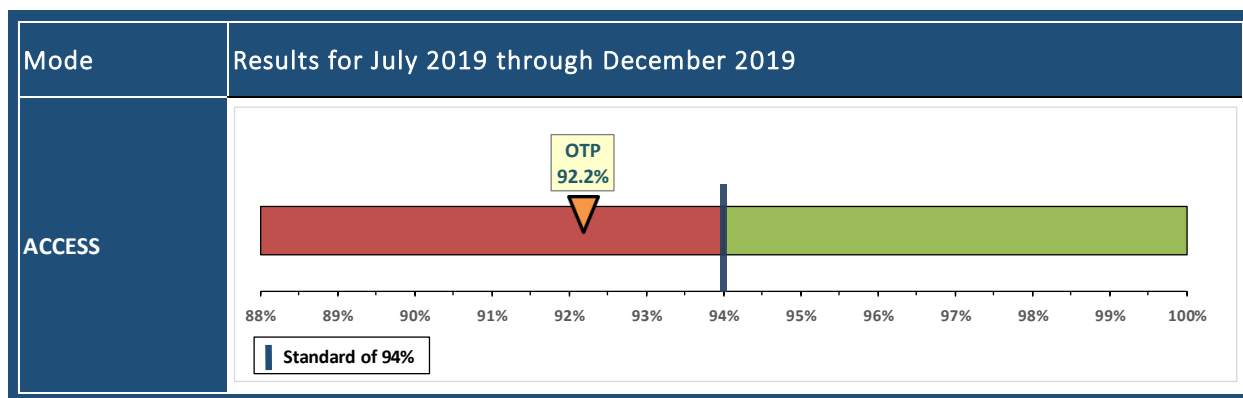
## Reliability: On-Time Performance

Reliability is vital to a successful transportation network. Reliability for OCTA is measured in part by 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 departure 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 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 second quarter, with OTP rates of 80.3 percent and 92.2 percent, respectively.



OTP for the DOFR OC Bus service through the second quarter was at 81.3 percent, a 0.4 percent increase from last quarter but 1.6 percent lower than the same time last year. Contributing factors to the drop in OTP continue to be traffic associated with construction projects. The increase in road improvement projects throughout the service area has intensified local traffic and required the need for more short and long-term detours compared to the same period last year.

The OTP for the CFR OC Bus service through the second quarter was 78.8 percent, a 0.3 percent drop from last quarter and 1.9 percent lower than the same time last year. The contractor's shortage in coach operators continued to have impacts on the contractor as field supervisors were often deployed to operate vacant assignments rather than focus on service performance.



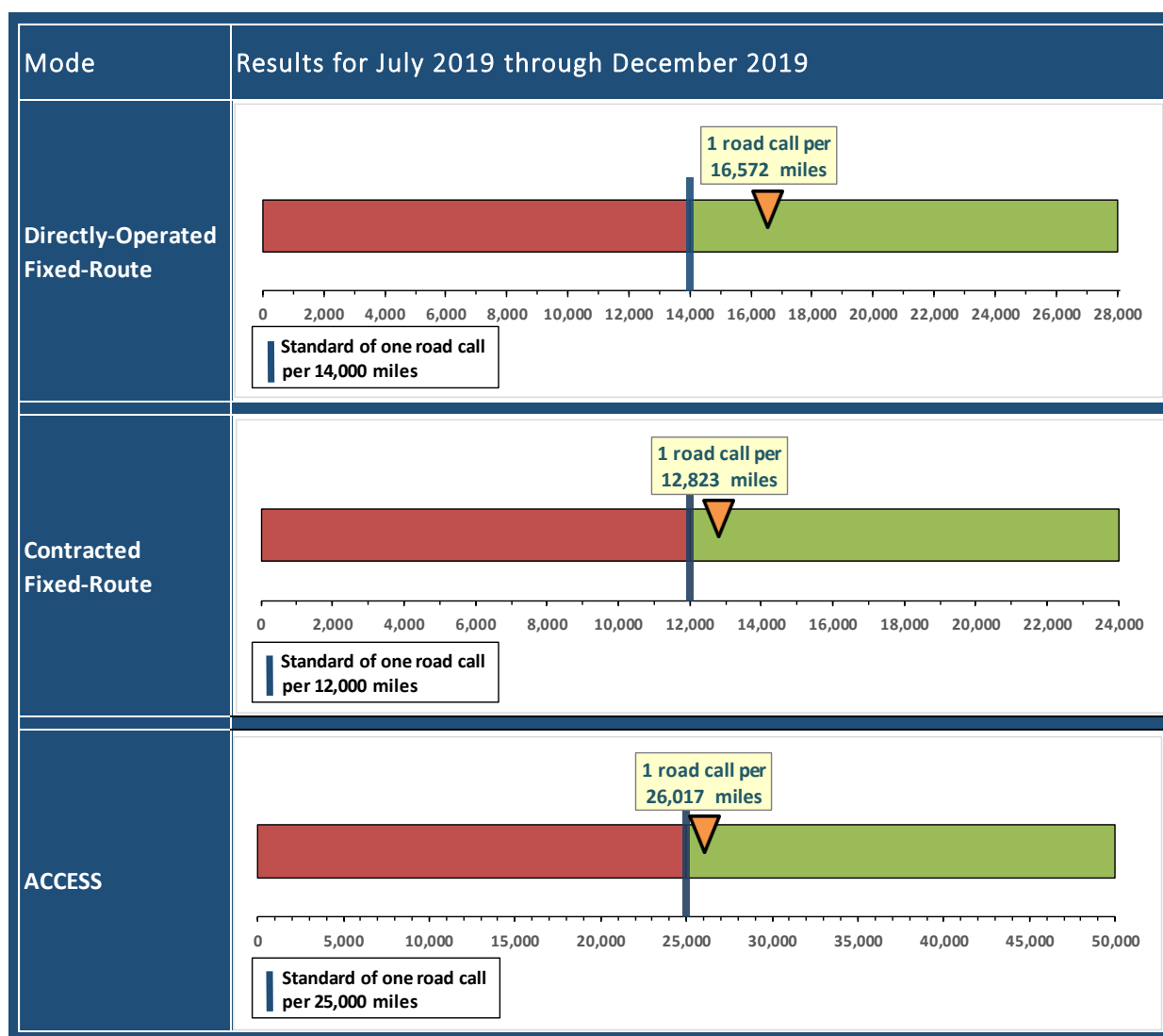
OTP for OC ACCESS service (Primary Service and Supplemental Taxi) for the second quarter was 92.2 percent, 1.8 percent below the standard, 0.4 percent lower than last quarter, and 1.1 percent lower than the 93.3 percent reported during the same period last year.

With the ratification of the Collective Bargaining Agreement (CBA) for contractor drivers operating OC ACCESS service making ground by generating an increase in applications and drivers hired, the contractor also evaluated subscription trip routing/scheduling for individuals traveling to day programs, which generates a significant number of the weekday trips provided during the peak period with the goal of better using vehicle and operator resources, improving the customer experience, and improving overall system performance. In most cases, the subscription trips going to day program locations have been in place for more than five years and have not been adjusted to consider current traffic conditions or ensure efficient routing is still in place given that riders on each route may have changed overtime.

OCTA staff will continue to monitor service delivery 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. 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 second quarter of FY 2019-20, OC Bus services continue to perform well with all modes exceeding the performance standard. Notably, from October through December, the MBRC for CFR OC Bus service averaged 14,197 miles, an increase of 21.4 percent from last quarter, and a 57 percent increase from the same quarter of last year. This performance improvement was the result of



a better controlled maintenance environment, reduced technician turnover, and improved overall maintenance.

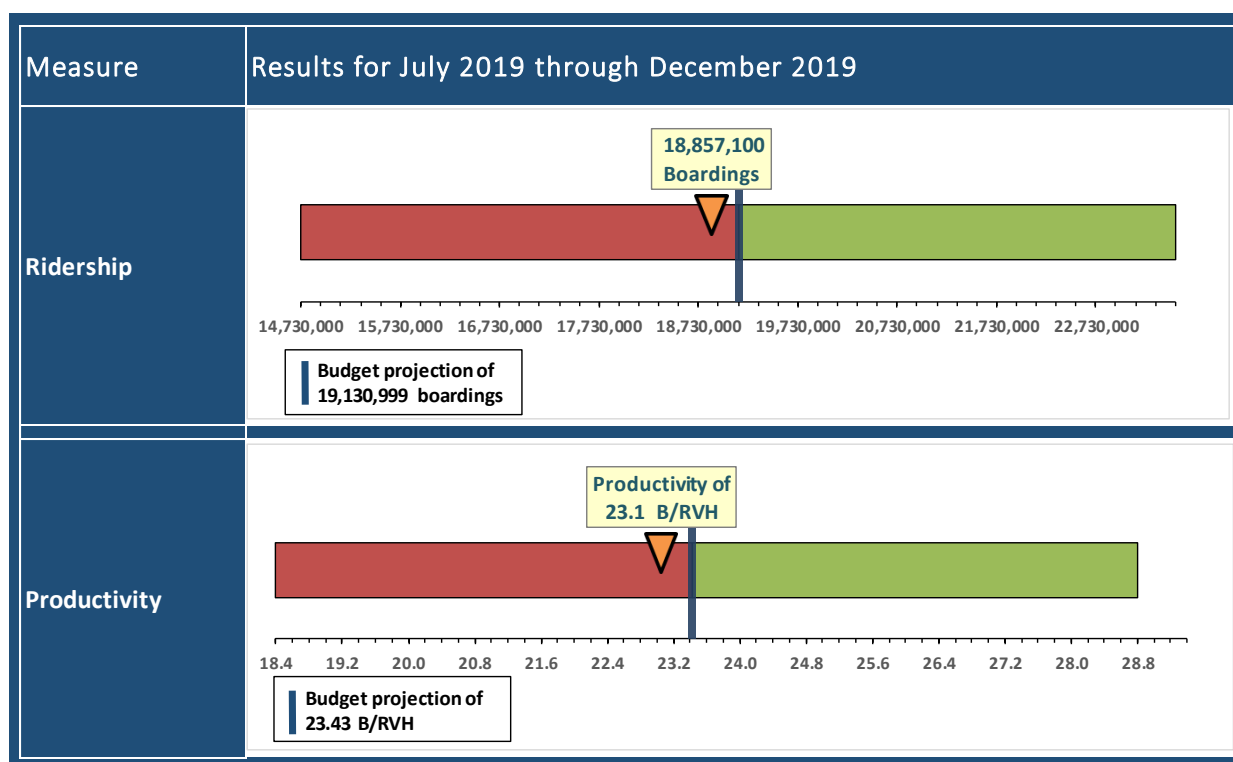
OCTA staff will continue to monitor performance in this area and work with the contractor to sustain or improve overall performance.

The MBRC for OC ACCESS service also exceeded the standard, averaging 27,970 miles between road calls during the second quarter, bringing the year-to-date average to 26,017.

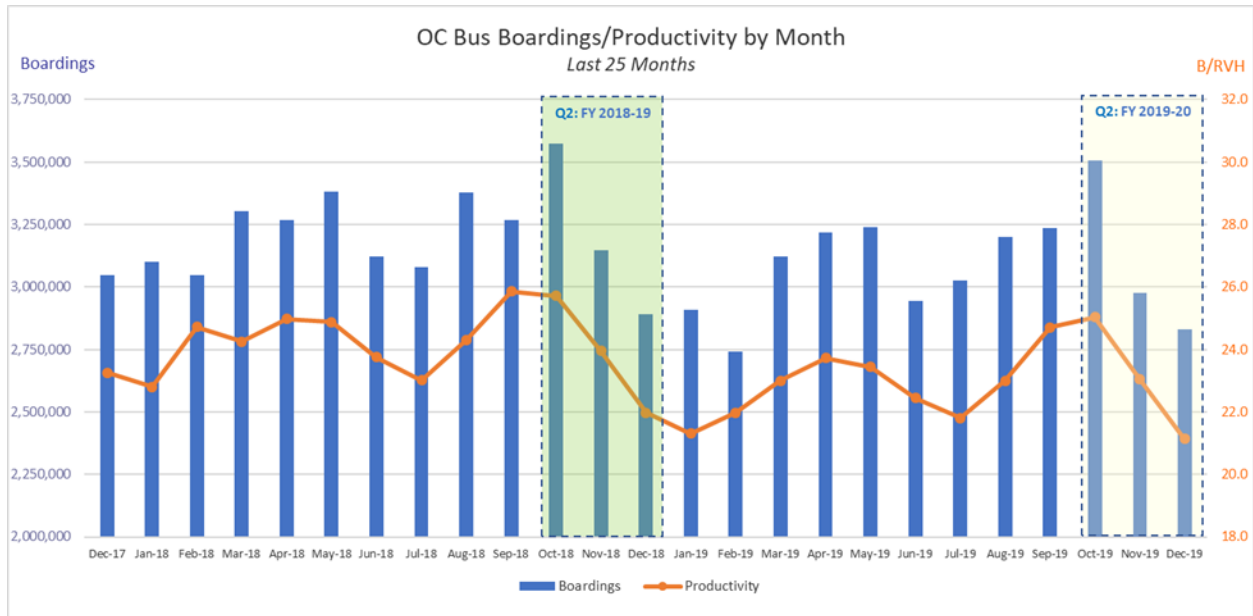
## Ridership and Productivity – OC Bus

Ridership (or boardings) is the number of rides taken by passengers using public transit and is influenced by the 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.

Through the second quarter of FY 2019-20, both ridership and productivity for OC Bus service were slightly lower than budgeted projections, down by 1.4 percent.



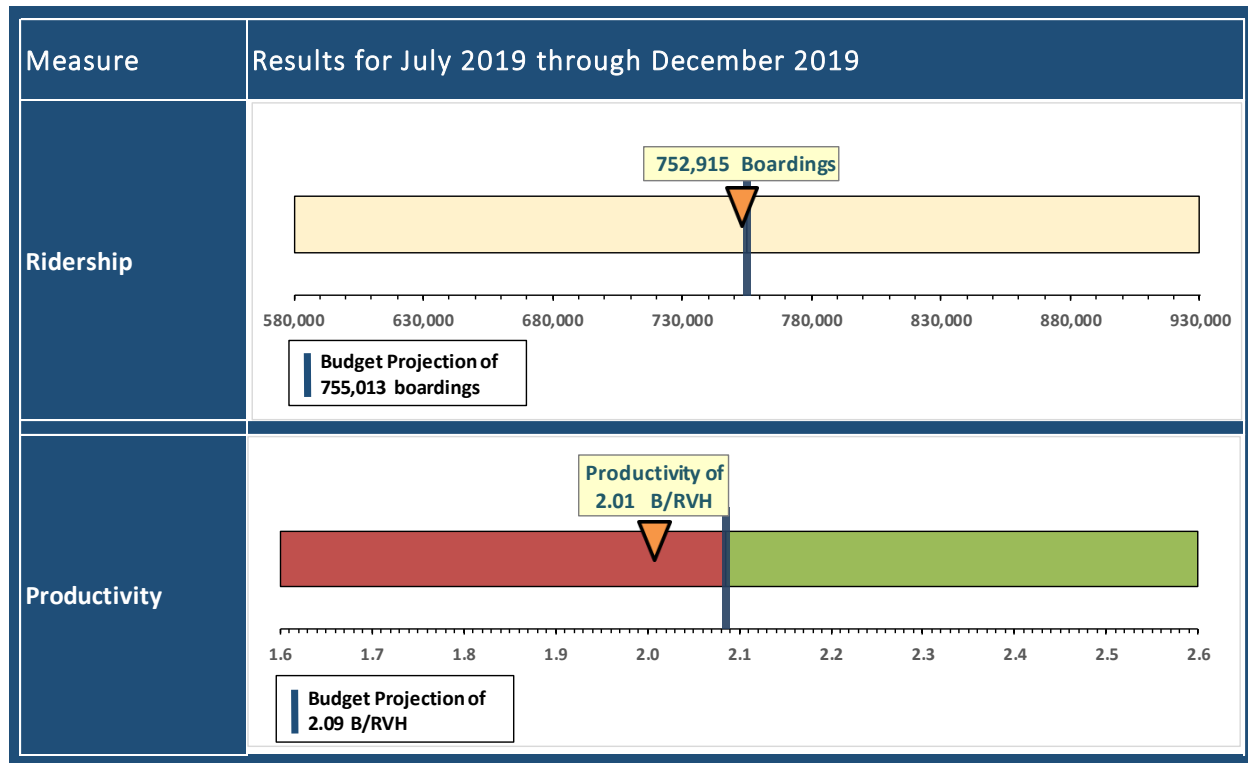
The ridership and productivity for the second quarter shows a consistent trend when compared to the previous two-year period; ridership reaches a high point in October followed by month-over-month decreases through the December holiday period. Though the trend is consistent, compared with 2018, a slight decline in boardings and productivity was experienced in 2019, as shown in the following chart.



## Ridership and Productivity – OC ACCESS

(Primary Service Provider and Supplemental Taxi)

Through the second quarter of FY 2019-20, the ridership and Productivity for OC ACCESS are trending below budgeted projections by less than three-tenths of a percent and 3.8 percent, respectively.



## Contractor Performance: Fixed-Route

Per Agreement No. C-4-1737 between OCTA and First Transit, Inc. (First Transit), additional measures are tracked to ensure the CFR OC Bus service meets specified 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 are paid to OCTA by the contractor.

Through the second quarter of FY 2019-20, the overall performance of the contracted OC Bus service as determined by the performance categories outlined in the contract was below standard for missed trips and on-time performance.

Table 1 provides the penalties and incentives assessed to the contractor by quarter for FY 2019-20. The incentives paid in the second quarter relate to courtesy and accident frequency, which totaled \$12,400. This brings the year-to-date total up to \$26,900. The total penalties assessed to the contractor during the quarter total \$130,382. Despite improvements compared to the previous quarter, unreported accidents and missed trips, were the primary categories where penalties were assessed.

<b>Table 1:</b>	<b>Performance Categories</b>	<b>FY20 Q1</b>	<b>FY20 Q2</b>	<b>FY20 Q3</b>	<b>FY20 Q4</b>	<b>FYTD 19</b>
<b>Penalties</b>	On-Time Performance	\$ (6,000)	\$ (12,000)	\$ -	\$ -	\$ (18,000)
	Valid Complaints: Per 7,000 boardings	\$ -	\$ -	\$ -	\$ -	\$ -
	Unreported Accident	\$ (85,000)	\$ (20,000)	\$ -	\$ -	\$ (105,000)
	Accident Frequency Ratio	\$ (20,000)	\$ -	\$ -	\$ -	\$ (20,000)
	Key Positions	\$ -	\$ -	\$ -	\$ -	\$ -
	CHP Terminal Inspections	\$ -	\$ -	\$ -	\$ -	\$ -
	Reports	\$ -	\$ -	\$ -	\$ -	\$ -
	Preventive Maintenance	\$ -	\$ (382)	\$ -	\$ -	\$ (382)
	Road Calls	\$ (1,400)	\$ -	\$ -	\$ -	\$ (1,400)
	Vehicle Damage: Per vehicle per day	\$ -	\$ -	\$ -	\$ -	\$ -
	Missed Trips	\$ (166,000)	\$ (98,000)	\$ -	\$ -	\$ (264,000)
	<b>Total</b>	<b>\$ (278,400)</b>	<b>\$ (130,382)</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ (408,782)</b>
<b>Incentives</b>	On-Time Performance	\$ -	\$ -	\$ -	\$ -	\$ -
	Valid Complaints: Per 7,000 boardings	\$ 14,500	\$ 7,400	\$ -	\$ -	\$ 21,900
	Accident Frequency Ratio	\$ -	\$ 5,000	\$ -	\$ -	\$ 5,000
	<b>Total</b>	<b>\$ 14,500</b>	<b>\$ 12,400</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ 26,900</b>
<b>Prior Periods Adjustment</b>	AFR	\$ -	\$ (5,000)	\$ -	\$ -	\$ (5,000)
	Key Position	\$ -	\$ -	\$ -	\$ -	\$ -
	<b>Total</b>	<b>\$ -</b>	<b>\$ (5,000)</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ (5,000)</b>
<b>All</b>	<b>Total</b>	<b>\$ (263,900)</b>	<b>\$ (122,982)</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ (386,882)</b>

## Contractor Performance: OC ACCESS

(Primary Service Provider and Supplemental Taxi)

Per Agreement No. C-2-1865 between OCTA and MV, additional measures are tracked to ensure 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.

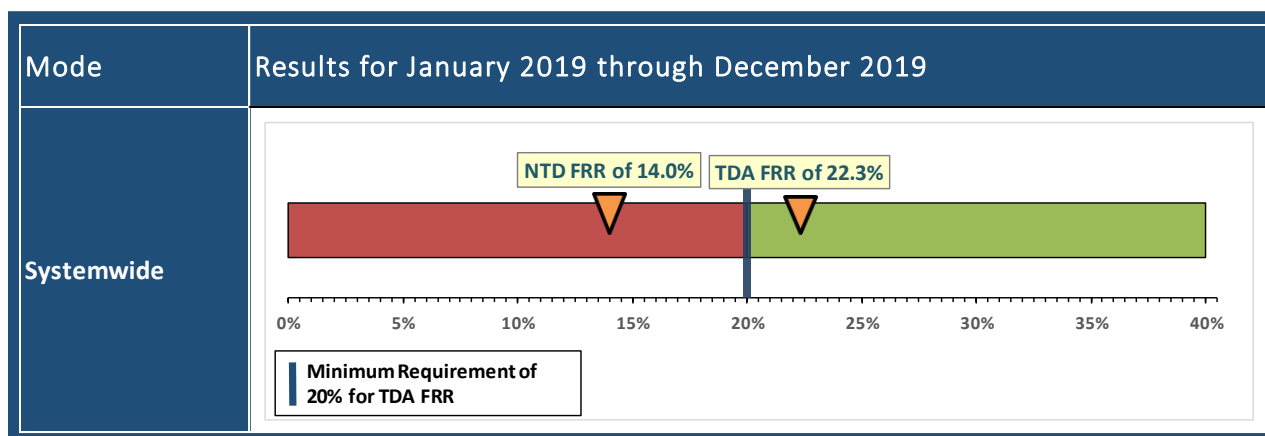
As presented in this report, the overall performance of the contractor providing OC ACCESS service through the second quarter of FY 2019-20 is above standard with respect to courtesy, while below standard for safety and on-time performance. Table 2 below lists, by quarter, the penalties and incentives assessed to the OC ACCESS contractor as established in the agreement. Through the second quarter, there were no incentives awarded to the contractor, but \$118,507 in penalties were assessed. This brings the gross year-to-date total for penalties up to \$182,007. Penalties assessed to the contractor were related to performance for passenger productivity, OTP, call center hold times, excessively late trips, missed trips, and an unreported accident.

Table 2:	Performance Categories	FY20 Q1	FY20 Q2	FY20 Q3	FY20 Q4	FYTD 19
<b>Penalties</b>	Passenger Productivity	\$ (10,000)	\$ (20,000)	\$ -	\$ -	\$ (30,000)
	On-Time Performance	\$ (15,000)	\$ (30,000)	\$ -	\$ -	\$ (45,000)
	Customer Comments	\$ (2,800)	\$ (3,000)	\$ -	\$ -	\$ (5,800)
	Call Center Hold Times	\$ (5,000)	\$ -	\$ -	\$ -	\$ (5,000)
	Excessively Late Trips	\$ (20,000)	\$ (30,000)	\$ -	\$ -	\$ (50,000)
	Missed Trips	\$ (5,000)	\$ (30,000)	\$ -	\$ -	\$ (35,000)
	Unreported Accident	\$ (5,000)	\$ (5,000)	\$ -	\$ -	\$ (10,000)
	Preventive Maintenance	\$ -	\$ -	\$ -	\$ -	\$ -
	Road calls	\$ (700)	\$ -	\$ -	\$ -	\$ (700)
	Reports	\$ -	\$ -	\$ -	\$ -	\$ -
	Key Positions	\$ -	\$ -	\$ -	\$ -	\$ -
	CHP Terminal Inspections	\$ -	\$ -	\$ -	\$ -	\$ -
	Vehicle Damage	\$ -	\$ -	\$ -	\$ -	\$ -
	Fare Variance	\$ -	\$ (507)	\$ -	\$ -	\$ (507)
	<b>Total</b>	<b>\$ (63,500)</b>	<b>\$ (118,507)</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ (182,007)</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>\$ -</b>
<b>Prior Periods Adjustment</b>	Customer Comments	\$ -	\$ -	\$ -	\$ -	\$ -
	Unreported Accident	\$ 10,000	\$ -	\$ -	\$ -	\$ 10,000
	<b>Total</b>	<b>\$ 10,000</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ 10,000</b>
<b>All</b>	<b>Total</b>	<b>\$ (53,500)</b>	<b>\$ (118,507)</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ (172,007)</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 January 2019 through December 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 was 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 22.3 percent, a decrease of 0.7 percent from the previous quarter and a 1.6 percent drop from the same quarter last year.



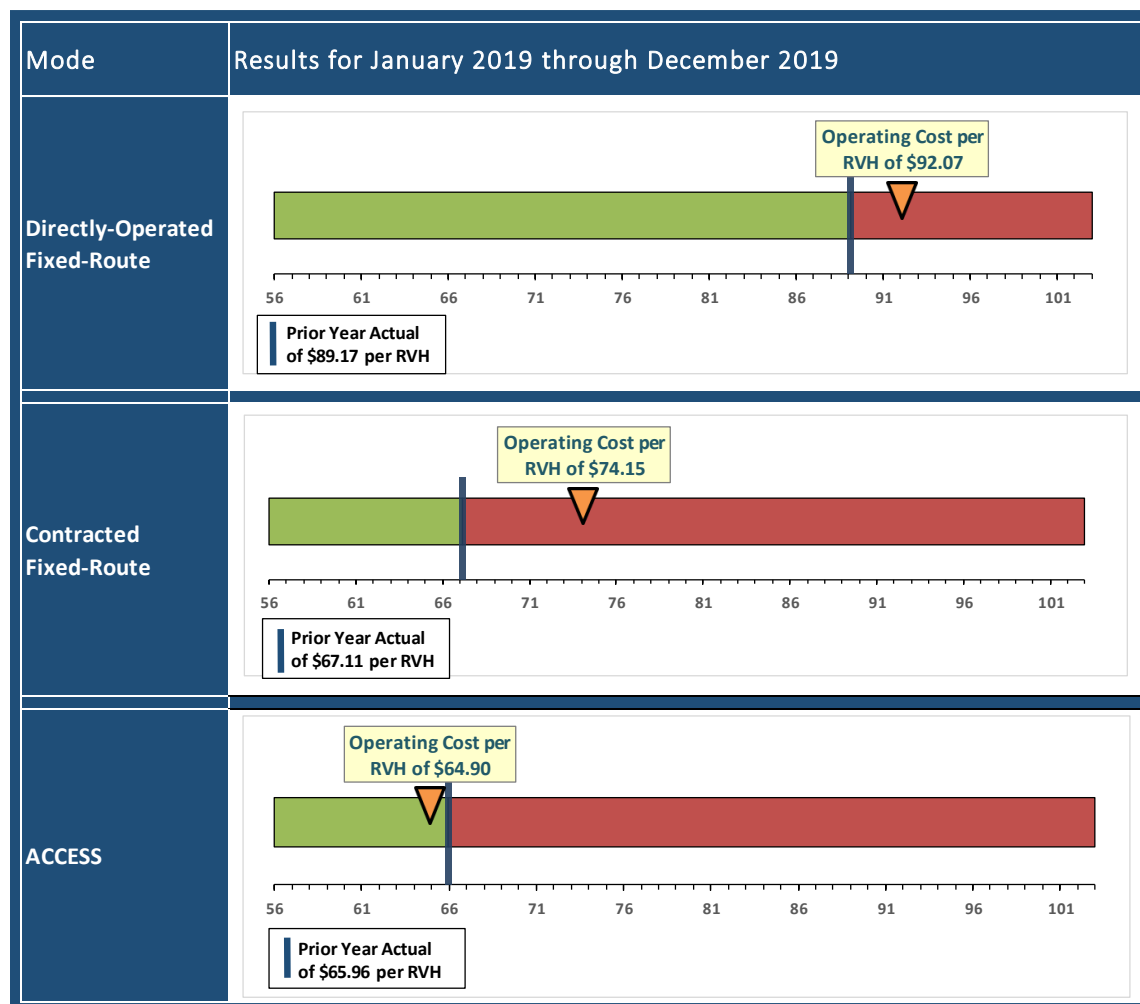
Note:

- 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 except for OC ACCESS due to reimbursement to the contractor for Same Day Taxi call center operations. The adjustment totaled \$513k and was paid in March 2018 through June 2018. The difference in cost per RVH from the prior FY was a 3.3 percent increase in DOFR, 10.5 percent increase in CFR, and 1.6 percent decrease in OC ACCESS. The increase in DOFR was primarily due to the execution of the new labor agreement for Coach Operators and Maintenance employees which included a wage increase each year. The increase in CFR was primarily due to the execution of Amendment No. 9 for a wage adjustment for operating staff. In addition, DOFR and CFR costs were both increased due to a higher-than-expected compressed natural gas rate since July 2018. Also contributing to the higher cost per hour was the Alternative Fuel Tax Credit that was received in March 2018, but not received in March 2019. This reduced costs by 2.1 percent in 2018.





## 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 second quarter. 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 operate 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 or Temporary routes (these are not included on the following charts)* such as the OC Fair Express.
- **Routes 700 to 799:** Inter-county express routes that operate 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 2019-20 Through Q2



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
862	C	5.0%	\$ 19.43	\$ 10.95	\$ 5.54	\$ 2.94	\$ 0.87	18,289	\$ 138.99	\$ 83.20	\$ 18.13	8.00	2,285	-	-	-
021	N	5.9%	13.99	8.26	5.73	0.00	0.88	32,127	123.63	83.44	9.54	8.32	3,863	-	-	-
085	S	7.5%	13.91	7.33	5.08	1.50	1.01	35,938	118.73	82.34	9.61	8.84	4,063	3	-	-
153	N	7.2%	12.46	7.04	4.77	0.65	0.92	55,561	117.94	82.81	9.78	9.27	5,995	2	-	-
529	C	7.1%	11.85	6.45	4.34	1.06	0.82	168,736	153.01	96.58	13.45	13.17	12,810	10	-	-
001	S	7.0%	11.68	6.71	4.51	0.46	0.84	273,031	147.83	94.37	9.27	12.25	22,282	7	-	-
178	C	8.2%	11.34	6.27	4.25	0.82	0.94	43,557	117.06	81.98	9.39	10.22	4,263	2	-	-
087	S	7.7%	11.31	6.38	4.43	0.50	0.90	35,761	120.66	83.13	8.05	10.30	3,470	1	-	-
076	C	8.3%	10.58	5.83	3.92	0.83	0.89	43,192	137.87	86.91	11.82	12.97	3,330	2	-	-
177	S	10.5%	9.73	5.31	3.60	0.82	1.04	43,850	119.18	82.82	9.29	11.99	3,658	2	-	-
091	S	11.9%	8.81	4.72	3.27	0.82	1.08	195,936	120.03	83.33	8.43	13.23	14,805	9	-	-
086	C	10.3%	8.71	4.70	3.26	0.75	0.91	72,198	116.74	81.94	9.02	13.15	5,489	3	-	-
083	C	10.0%	8.47	4.70	3.16	0.61	0.87	291,696	148.41	94.76	7.95	17.01	17,148	10	-	-
167	C	10.9%	8.19	4.46	3.02	0.71	0.92	100,632	120.22	82.74	9.62	14.32	7,028	4	-	-
090	S	12.4%	8.15	4.28	2.97	0.90	1.03	160,031	122.50	83.80	8.22	14.80	10,813	8	-	-
024	N	10.9%	7.72	4.24	2.94	0.54	0.88	66,029	117.97	81.72	9.47	14.63	4,513	2	-	-
129	N	11.8%	7.58	4.41	2.99	0.18	0.99	97,697	118.43	82.36	10.51	14.13	6,916	1	-	-
079	C	11.6%	7.49	4.08	2.83	0.58	0.91	216,741	118.46	82.64	10.41	15.14	14,316	7	-	-
143	N	11.3%	7.48	4.12	2.79	0.57	0.88	94,789	118.63	82.80	10.61	15.24	6,220	3	-	-
082	S	15.1%	7.36	3.52	2.44	1.40	1.06	38,494	131.31	85.74	9.03	18.72	2,057	3	-	-
059	C	12.8%	6.93	3.68	2.55	0.70	0.91	280,661	120.69	83.08	10.96	16.88	16,629	11	-	-
150	C	14.1%	6.77	3.55	2.41	0.81	0.98	88,688	123.32	83.23	12.15	17.78	4,989	4	-	-
056	N	11.9%	6.61	3.64	2.45	0.52	0.82	206,279	140.92	88.69	13.32	20.39	10,116	6	-	-
026	N	12.7%	6.55	3.53	2.45	0.57	0.87	221,812	118.71	82.39	11.93	17.36	12,777	7	-	-
560	C	12.5%	6.54	3.54	2.38	0.62	0.84	375,686	148.09	93.54	12.95	21.90	17,152	13	-	-
025	N	13.4%	6.40	3.50	2.43	0.47	0.92	189,084	118.24	82.32	9.95	17.28	10,942	5	-	-
089	S	14.1%	6.39	3.53	2.45	0.41	0.98	173,819	116.84	81.35	9.34	16.78	10,358	4	-	-
071	N	13.4%	6.24	3.45	2.39	0.40	0.91	358,141	119.85	83.07	9.64	17.75	20,182	8	-	-
055	C	15.2%	5.85	3.27	2.19	0.39	0.98	647,598	142.40	89.64	12.78	22.11	29,284	14	-	-
037	N	13.9%	5.80	3.19	2.14	0.47	0.86	538,082	148.62	93.85	11.99	24.03	22,389	14	-	-
050	N	12.7%	5.79	3.26	2.19	0.34	0.79	631,100	142.54	89.83	12.60	22.85	27,615	12	-	-
072	C	14.1%	5.73	3.22	2.16	0.35	0.88	253,014	139.02	87.74	11.26	22.18	11,406	5	-	-
054	N	14.2%	5.63	3.12	2.10	0.41	0.86	609,215	143.89	90.71	12.87	23.65	25,759	14	-	-
029	N	14.7%	5.42	3.02	2.03	0.37	0.87	863,374	144.74	91.26	12.23	24.44	35,320	2	-	11
070	C	15.7%	5.24	2.84	1.97	0.43	0.90	454,703	121.91	83.51	10.44	21.39	21,262	11	-	-
035	N	14.5%	5.24	2.83	1.96	0.45	0.81	395,169	120.66	83.03	10.56	21.56	18,329	10	-	-
030	N	14.9%	5.07	2.78	1.93	0.36	0.82	343,936	117.26	82.42	9.06	21.23	16,204	7	-	-
033	N	14.4%	4.99	2.73	1.89	0.37	0.78	192,370	117.69	82.40	9.52	21.79	8,827	4	-	-
543	N	15.7%	4.95	2.72	1.83	0.40	0.85	448,583	144.79	91.24	13.21	26.82	16,728	10	-	-
057	C	16.8%	4.77	2.62	1.76	0.39	0.89	989,197	163.33	103.05	15.14	30.98	31,930	4	-	12
046	N	16.7%	4.77	2.58	1.79	0.40	0.88	315,138	118.54	82.53	10.36	22.60	13,943	7	-	-
047	C	17.6%	4.76	2.65	1.78	0.33	0.94	1,048,111	143.24	90.19	12.87	26.71	39,246	19	-	-
038	N	16.2%	4.73	2.54	1.77	0.42	0.83	507,464	119.91	82.61	10.02	23.33	21,756	12	-	-
060	C	17.2%	4.18	2.39	1.60	0.19	0.83	946,176	143.48	90.41	12.54	29.76	31,792	10	-	-
053	C	18.1%	4.17	2.34	1.57	0.26	0.86	679,638	148.36	93.13	15.96	31.07	21,873	10	-	-
042	N	17.9%	3.99	2.13	1.48	0.38	0.79	763,212	119.43	82.68	10.77	27.22	28,043	16	-	-
053X	C	19.5%	3.87	2.16	1.45	0.26	0.87	339,427	130.80	82.18	12.65	29.12	11,655	5	-	-
043	N	20.0%	3.80	2.14	1.44	0.22	0.90	1,060,514	141.10	88.59	13.99	31.50	33,669	13	-	-
057X	C	21.5%	3.67	1.94	1.30	0.43	0.89	548,275	131.10	82.49	11.92	31.70	17,295	3	-	7
066	C	22.3%	3.42	1.90	1.28	0.34	0.91	1,027,275	139.85	87.82	14.13	34.23	30,011	14	-	-
064	C	21.7%	3.20	1.79	1.20	0.21	0.83	754,452	145.44	91.30	14.78	38.15	19,775	9	-	-
064X	C	23.0%	2.98	1.64	1.10	0.24	0.82	303,748	130.85	82.27	12.52	36.65	8,288	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 Subsidy per Boarding)**  
Fiscal Year 2019-20 Through Q2

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
213	N	1.9%	\$ 48.10	\$ 29.86	\$ 18.24	\$ -	\$ 0.92	5,619	\$ 189.54	\$ 132.56	\$ 9.70	3.87	1,453	-	-	-
721	N	5.1%	42.92	23.36	14.66	4.90	2.04	10,989	229.30	148.78	8.86	5.72	1,920	3	-	-
794	C	16.8%	32.79	17.41	10.63	4.75	5.67	15,100	251.89	190.58	9.46	7.47	2,021	4	-	-
701	C	9.8%	27.28	14.24	8.94	4.10	2.52	13,135	264.14	171.00	11.04	10.28	1,278	3	-	-
206	C	4.5%	21.30	13.22	8.08	0.00	1.01	6,061	183.80	126.02	9.44	8.24	736	-	-	-

(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 2019-20 Through Q2

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	3.1%	\$ 32.93	\$ 16.09	\$ 10.85	\$ 5.99	\$ 0.88	8,983	\$ 167.56	\$ 111.80	\$ 15.70	6.02	1,491	3	-	-
472	C	8.2%	14.03	6.07	4.09	3.87	0.90	13,902	158.53	109.46	13.80	14.32	970	3	-	-
480	C	7.3%	13.19	6.98	4.71	1.50	0.91	11,984	165.58	111.12	15.06	13.14	912	1	-	-
453	N	6.3%	12.78	6.14	4.14	2.50	0.69	14,329	166.15	111.96	28.39	15.15	946	2	-	-
473	C	12.6%	8.30	3.96	2.67	1.67	0.96	21,479	175.97	112.76	15.28	23.19	926	2	-	-

(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 2019-20 Through Q2

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
043	N	20.0%	\$ 3.80	\$ 2.14	\$ 1.44	\$ 0.22	\$ 0.90	1,060,514	\$ 141.10	\$ 88.59	\$ 13.99	31.50	33,669	13	-	-
047	C	17.6%	4.76	2.65	1.78	0.33	0.94	1,048,111	143.24	90.19	12.87	26.71	39,246	19	-	-
066	C	22.3%	3.42	1.90	1.28	0.24	0.91	1,027,275	139.85	87.82	14.13	34.23	30,011	14	-	-
057	C	16.8%	4.77	2.62	1.76	0.39	0.89	989,197	163.33	103.05	15.14	30.98	31,930	4	-	12
060	C	17.2%	4.18	2.39	1.60	0.19	0.83	946,176	143.48	90.41	12.54	29.76	31,792	10	-	-
029	N	14.7%	5.42	3.02	2.03	0.37	0.87	863,374	144.74	91.26	12.34	24.44	35,320	2	-	11
042	N	17.9%	3.99	2.13	1.48	0.38	0.79	763,212	119.43	82.68	10.77	27.22	28,043	16	-	-
064	C	21.7%	3.20	1.79	1.20	0.21	0.83	754,452	145.44	91.30	14.78	38.15	19,775	9	-	-
053	C	18.1%	4.17	2.34	1.57	0.26	0.86	679,638	148.36	93.13	15.96	31.07	21,873	10	-	-
055	C	15.2%	5.85	3.27	2.19	0.39	0.98	647,598	142.40	89.64	12.78	22.11	29,284	14	-	-
050	N	12.7%	5.79	3.26	2.19	0.34	0.79	631,100	142.54	89.83	12.60	22.85	27,615	12	-	-
054	N	14.2%	5.63	3.12	2.10	0.41	0.86	609,215	143.89	90.71	12.87	23.65	25,759	14	-	-
057X	C	21.5%	3.67	1.94	1.30	0.43	0.89	548,275	131.10	82.49	11.92	31.70	17,295	3	-	7
037	N	13.9%	5.80	3.19	2.14	0.47	0.86	538,082	148.62	93.85	11.99	24.03	22,389	14	-	-
038	N	16.2%	4.73	2.54	1.77	0.42	0.83	507,464	119.91	82.61	10.02	23.33	21,756	12	-	-
070	C	15.7%	5.24	2.84	1.97	0.43	0.90	454,703	121.91	83.51	10.44	21.39	21,262	11	-	-
543	N	15.7%	4.95	2.72	1.83	0.40	0.85	448,583	144.79	91.24	13.21	26.82	16,728	10	-	-
035	N	14.5%	5.24	2.83	1.96	0.45	0.81	395,169	120.66	83.03	10.56	21.56	18,329	10	-	-
560	C	12.5%	6.54	3.54	2.38	0.62	0.84	375,886	148.09	93.54	12.95	21.90	17,152	13	-	-
071	N	13.4%	6.24	3.45	2.39	0.40	0.91	358,141	119.85	83.07	9.64	17.75	20,182	8	-	-
030	N	14.9%	5.07	2.78	1.93	0.36	0.82	343,936	117.26	82.42	9.06	21.23	16,204	7	-	-
053X	C	19.5%	3.87	2.16	1.45	0.26	0.87	339,427	130.80	82.18	12.65	29.12	11,655	5	-	-
046	N	16.7%	4.77	2.58	1.79	0.40	0.88	315,138	118.54	82.53	10.35	22.60	13,943	7	-	-
064X	C	23.0%	2.98	1.64	1.10	0.24	0.82	303,748	130.85	82.27	12.52	36.65	8,288	4	-	-
083	C	10.0%	8.47	4.70	3.16	0.61	0.87	291,696	148.41	94.76	7.95	17.01	17,148	10	-	-
059	C	12.8%	6.93	3.68	2.55	0.70	0.91	280,661	120.69	83.08	10.96	16.88	16,629	11	-	-
001	S	7.0%	11.68	6.71	4.51	0.46	0.84	273,031	147.83	94.37	9.27	12.25	22,282	7	-	-
072	C	14.1%	5.73	3.22	2.16	0.35	0.88	253,014	139.02	87.74	11.26	22.18	11,406	5	-	-
026	N	12.7%	6.55	3.53	2.45	0.57	0.87	221,812	118.71	82.39	11.93	17.36	12,777	7	-	-
079	C	11.6%	7.49	4.08	2.83	0.58	0.91	216,741	118.46	82.64	10.41	15.14	14,316	7	-	-
056	N	11.9%	6.61	3.64	2.45	0.52	0.92	206,279	140.92	88.69	13.32	20.39	10,116	6	-	-
091	S	11.9%	8.81	4.72	3.27	0.82	1.08	195,936	120.03	83.33	8.43	13.23	14,805	9	-	-
033	N	14.4%	4.99	2.73	1.89	0.37	0.78	192,370	117.69	82.40	9.52	21.79	8,827	4	-	-
025	N	13.4%	6.40	3.50	2.43	0.47	0.92	189,084	118.24	82.32	9.95	17.28	10,942	5	-	-
089	S	14.1%	6.39	3.53	2.45	0.41	0.98	173,819	116.84	81.35	9.34	16.78	10,358	4	-	-
529	C	7.1%	11.85	6.45	4.34	1.06	0.82	168,736	153.01	96.58	13.45	13.17	12,810	10	-	-
090	S	12.4%	8.15	4.28	2.97	0.90	1.03	160,031	122.50	83.80	8.22	14.80	10,813	8	-	-
167	C	10.9%	8.19	4.46	3.02	0.71	0.92	100,632	120.22	82.74	9.62	14.32	7,028	4	-	-
129	N	11.8%	7.58	4.41	2.99	0.18	0.99	97,697	118.43	82.36	10.51	14.13	6,916	1	-	-
143	N	11.3%	7.48	4.12	2.79	0.57	0.88	94,769	118.63	82.80	10.61	15.24	6,220	3	-	-
150	C	14.1%	6.77	3.55	2.41	0.81	0.98	88,688	123.32	83.23	12.15	17.78	4,989	4	-	-
086	C	10.3%	8.71	4.70	3.26	0.75	0.91	72,198	116.74	81.94	9.02	13.15	5,489	3	-	-
024	N	10.9%	7.72	4.24	2.94	0.54	0.88	66,029	117.97	81.72	9.47	14.63	4,513	2	-	-
153	N	7.2%	12.46	7.04	4.77	0.65	0.92	55,561	117.94	82.81	9.78	9.27	5,995	2	-	-
177	S	10.5%	9.73	5.31	3.60	0.82	1.04	43,850	119.18	82.82	9.29	11.99	3,658	2	-	-
178	C	8.2%	11.34	6.27	4.25	0.82	0.94	43,557	117.06	81.98	9.39	10.22	4,263	2	-	-
076	C	8.3%	10.58	5.83	3.92	0.83	0.89	43,192	137.87	86.91	11.82	12.97	3,330	2	-	-
082	S	15.1%	7.36	3.52	2.44	1.40	1.06	38,494	131.31	85.74	9.03	18.72	2,057	3	-	-
085	S	7.5%	13.91	7.33	5.08	1.50	1.01	35,938	118.73	82.34	9.61	8.84	4,063	3	-	-
087	S	7.7%	11.31	6.38	4.43	0.50	0.90	35,761	120.66	83.13	8.05	10.30	3,470	1	-	-
021	N	5.9%	13.99	8.26	5.73	0.00	0.88	32,127	123.63	83.44	9.54	8.32	3,863	-	-	-
862	C	5.0%	19.43	10.95	5.54	2.94	0.87	18,289	138.99	83.20	18.13	8.00	2,285	-	-	-

(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 2019-20 Through Q2

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	16.8%	\$ 32.79	\$ 17.41	\$ 10.63	\$ 4.75	\$ 5.67	15,100	\$ 251.89	\$ 190.58	\$ 9.46	7.47	2,021	4	-	-
701	C	9.8%	27.28	14.24	8.94	4.10	2.52	13,135	264.14	171.00	11.04	10.28	1,278	3	-	-
721	N	5.1%	42.92	23.36	14.66	4.90	2.04	10,989	229.30	148.78	8.86	5.72	1,920	3	-	-
206	C	4.5%	21.30	13.22	8.08	0.00	1.01	6,061	183.80	126.02	9.44	8.24	736	-	-	-
213	N	1.9%	48.10	29.86	18.24	0.00	0.92	5,619	189.54	132.56	9.70	3.87	1,453	-	-	-

(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 2019-20 Through Q2

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	12.6%	\$ 8.30	\$ 3.96	\$ 2.67	\$ 1.67	\$ 0.96	21,479	\$ 175.97	\$ 112.76	\$ 15.28	23.19	926	2	-	-
453	N	6.3%	12.78	6.14	4.14	2.50	0.69	14,329	166.15	111.96	28.39	15.15	946	2	-	-
472	C	8.2%	14.03	6.07	4.09	3.87	0.90	13,902	158.53	109.46	13.80	14.32	970	3	-	-
480	C	7.3%	13.19	6.98	4.71	1.50	0.91	11,984	165.58	111.12	15.06	13.14	912	1	-	-
463	C	3.1%	32.93	16.09	10.85	5.99	0.88	8,983	167.56	111.80	15.70	6.02	1,491	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.

## 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 S 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 S 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 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 passenger experience, and pricing, as well as other revenue changes to stimulate ridership and provide new funding.

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

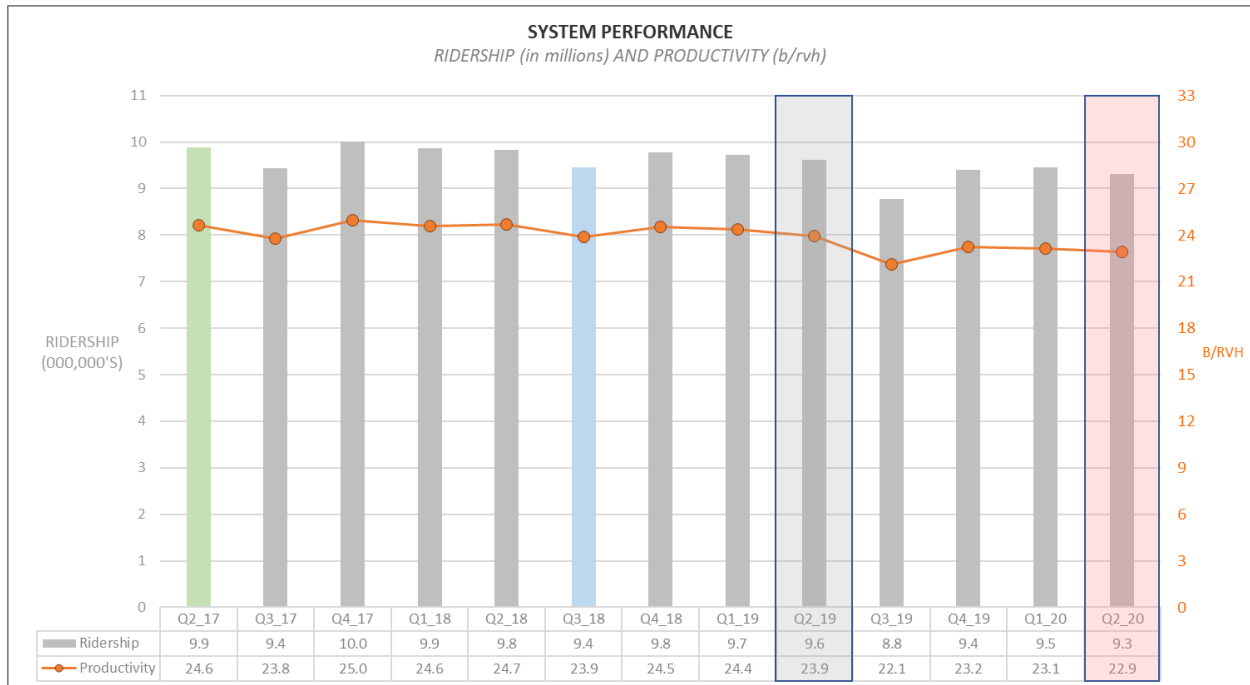
- Implementation of new and faster bus routes;
- Redeployment of services in June 2016, October 2016, October 2017, and February 2018, to improve efficiencies and build ridership;
- Competitively awarded grants to local agencies through Project V for transit services tailored to community needs;
- Implementation 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

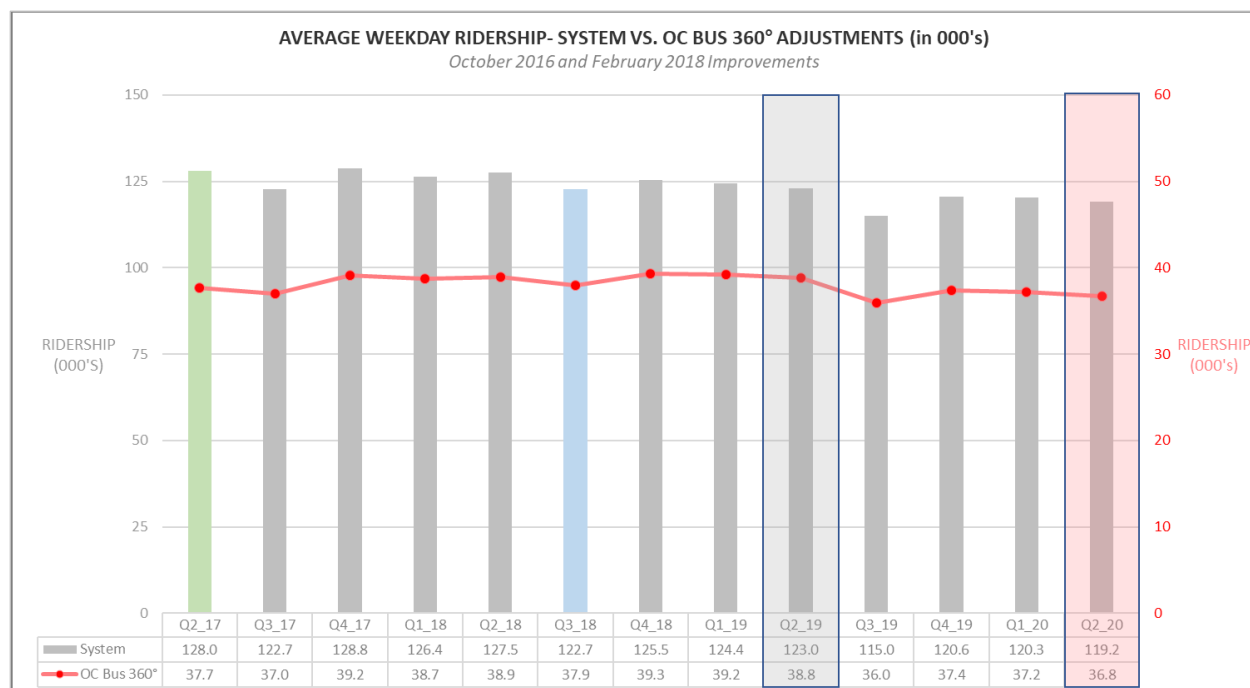
Of the series of approved bus service changes under the OC Bus 360° plan, the changes implemented in October 2016 and February 2018 were the most significant and are tracked for overall OC Bus 360° plan impact. Provided below is a series of charts that show overall system performance over the last 13 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 second quarter of FY 2019-20:

- Ridership was 2.1 percent lower than the previous quarter, and 3.1 percent lower than the same quarter last year.
- Productivity through the second quarter fell by 0.9 percent from last quarter and dropped by 4.1 percent from the same quarter last year.



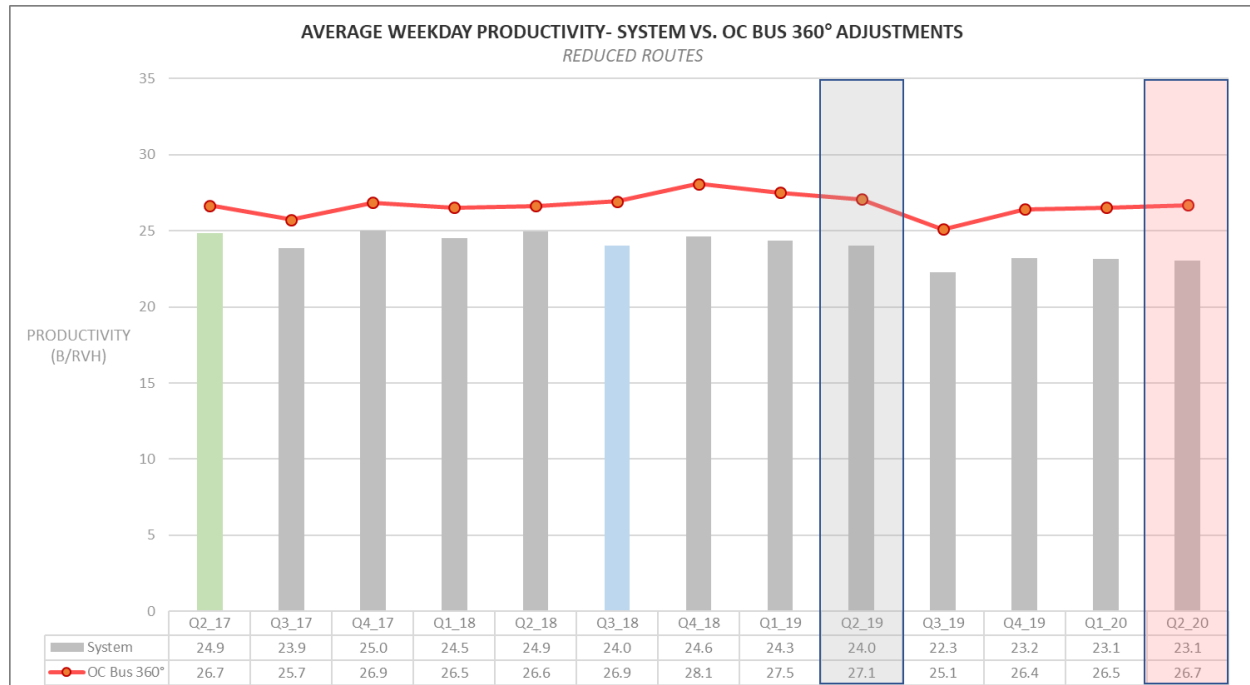
The impacts of the adjustments implemented under the OC Bus 360° plan are consistent with the systemwide trend. The following chart compares the system trend against the group of routes improved under the OC Bus 360° plan. The average weekday ridership systemwide and for the improved routes was nearly a percent lower than last quarter and dropped by 3.1 percent and 5.3 percent, respectively compared to the same quarter last year.





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 second quarter of FY 2019-20, productivity systemwide and for the collective reductions decreased by 0.3 percent and increased by 0.7 percent, respectively compared to last quarter, but fell by 4.1 percent and 1.4 percent, respectively compared to the same quarter last year. Overall, the productivity for the routes reduced under OC Bus 360° remain above the system average by 15.8 percent.

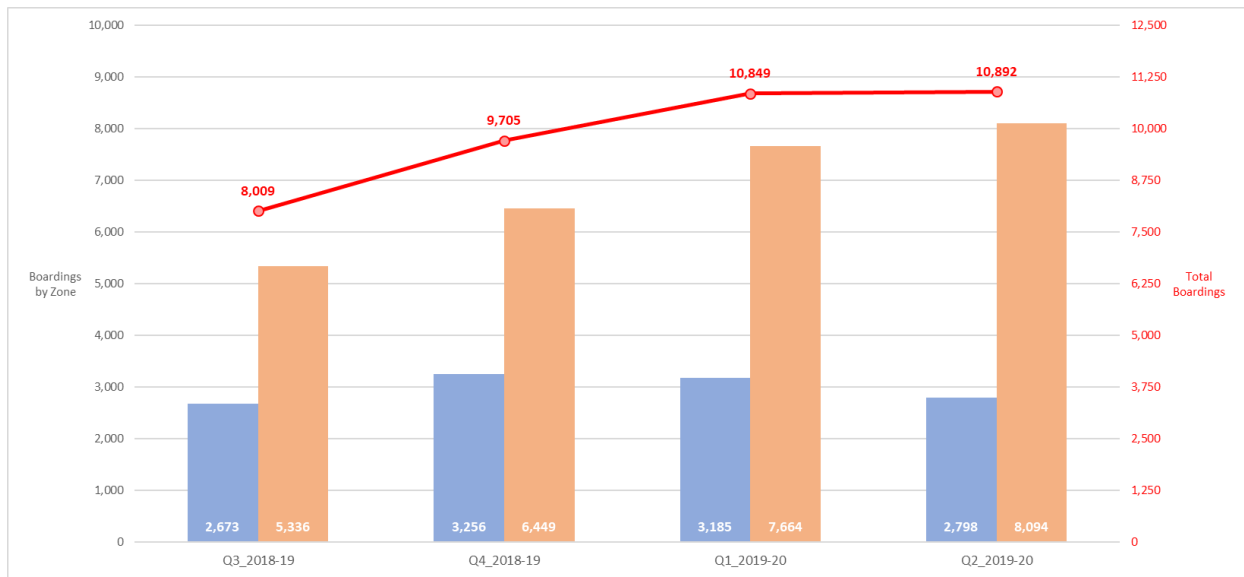
#### Other OC Bus 360° Initiatives

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

OC Flex service launched in October 2018 in two zones under a one-year pilot program. The OCTA Board approved five primary goals and performance metrics to evaluate the pilot program. Upon approval of the pilot program, the Board directed staff to provide updates on the performance metrics as part of quarterly Bus Operations Performance Measurements Report.

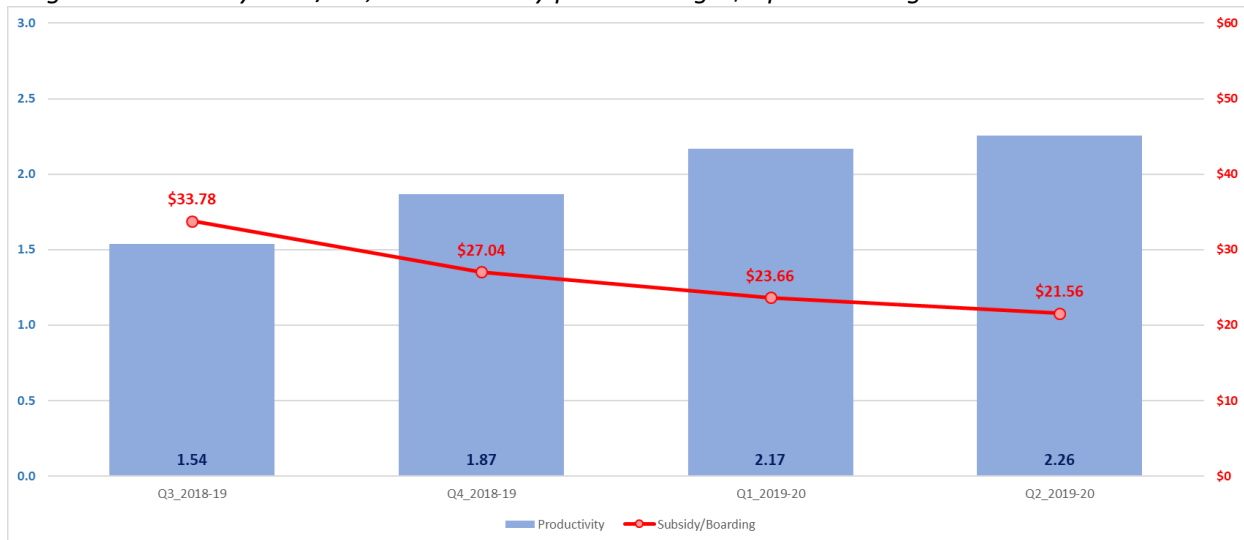
Through the second quarter of FY 2019-20, ridership increased for the fifth consecutive quarter. Three of the five performance metrics, shared trips, connecting trips and customer satisfaction, continue to exceed the respective targets. The remaining two measures, productivity and subsidy per boarding, continue to trend in the right direction though they remain below target. To improve performance, several strategies were developed. The strategies include modifying the zone boundaries, adjusting the span of service hours, allowing additional pre-paid pass options, and targeted marketing. These adjustments were presented to the Board in January 2020 and implemented in February 2020. At that time, staff also proposed extending the pilot period through October 2020 to allow further evaluation of the service. The ridership impacts of these changes, as approved, will be tracked and reported on a quarterly basis.

### OC Flex Ridership – Through Q2-FY2019-20



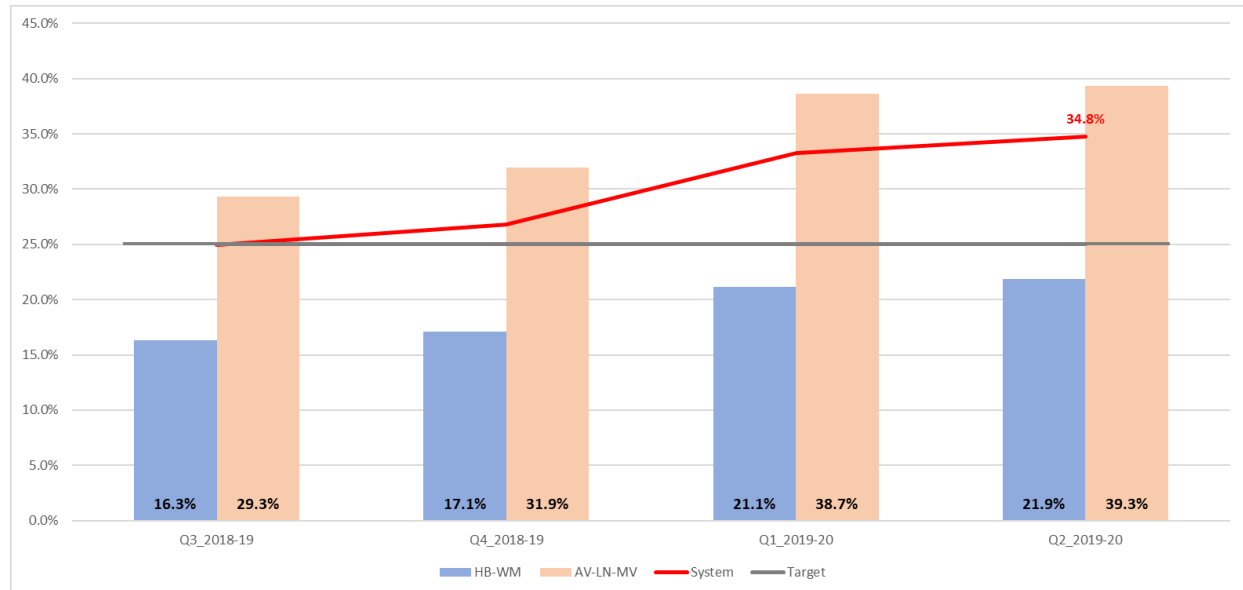
### OC Flex Productivity (B/RVH) and Direct Subsidy per Boarding – Through Q2-FY2019-20

Targets: Productivity – 6 b/rvh; Direct Subsidy per Boarding – \$9 per Boarding



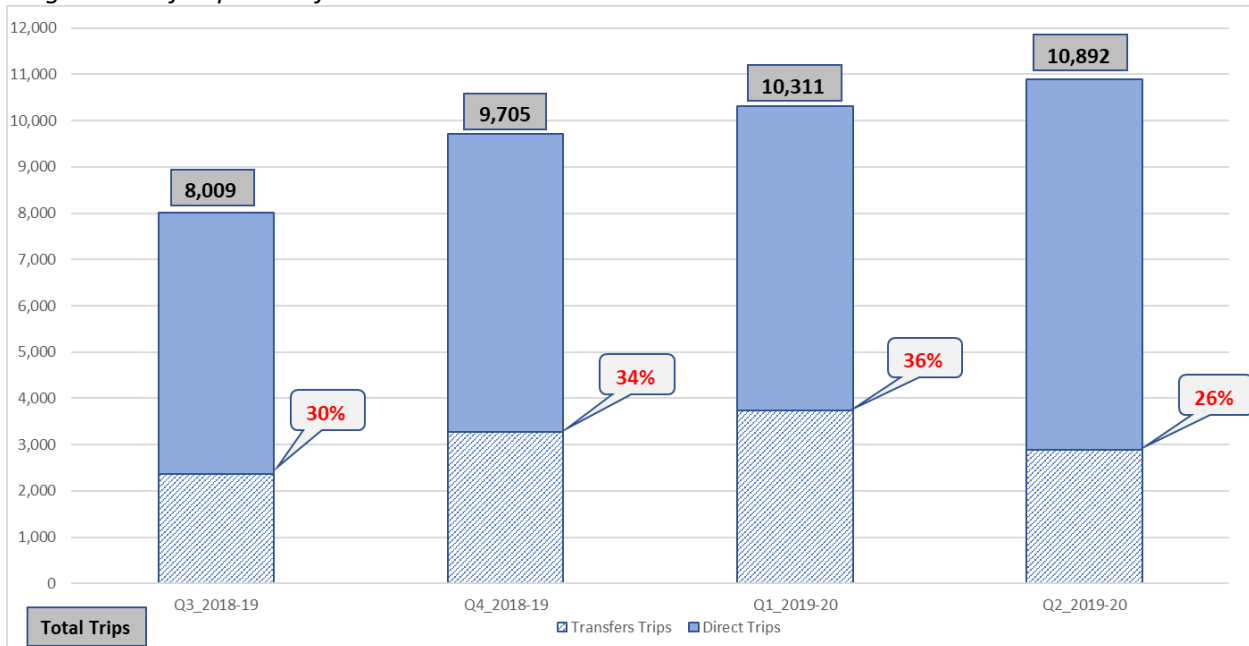
### OC Flex Shared Trips – Through Q2-FY2019-20

Target: 25% of Booked Trips Sharing a Vehicle



### OC Flex Connecting Trips (Transfers) – Through Q2-FY2019-20

Target: 25% of Trips Transfer to OC Bus or Metrolink Service



## **College Pass Program**

The College Pass Program started in August 2017 with students participating from Santa Ana College and continuing education students from Santa Ana College and Santiago Canyon colleges. In August 2018, the program expanded to include all students from Santiago Canyon College. In Fall 2019, both Golden West and Fullerton colleges joined the College Pass Program. Since the inception of the program on August 26, 2019 through the end of the December 2019 reporting period, Fullerton College reported 109,419 boardings and Golden West College reported 63,798 boardings.

The College Pass Program continued to attract new student riders throughout the semester at Golden West and Fullerton colleges, with the cumulative total of unique student riders continuing to increase. The number of unique student riders at Fullerton College increased by 103 percent (from 1,163 in August 2019 to 2,356 by the end of December 2019) and number of unique student riders at Golden West College increased by 157 percent (from 415 in August 2019 to 1,066 by the end of December 2019).

As of December 31, 2019, approximately two and one-half years since the introduction of the College Pass Program, 2.92 million boardings have been recorded with 17,801 unique students participating since August 2017. Compared to second fiscal quarter in FY 2018-19 (and including the newly added colleges), program ridership increased by 19 percent, from 336,263 boardings to 435,830 boardings. The college pass program has been very successful and popular among students and colleges. OCTA continues to work with other interested colleges to expand the College Pass Program with funding support from the colleges, student fees, and available Low Carbon Transit Operations Program and Mobile Source Air Pollution Reduction grant funds.

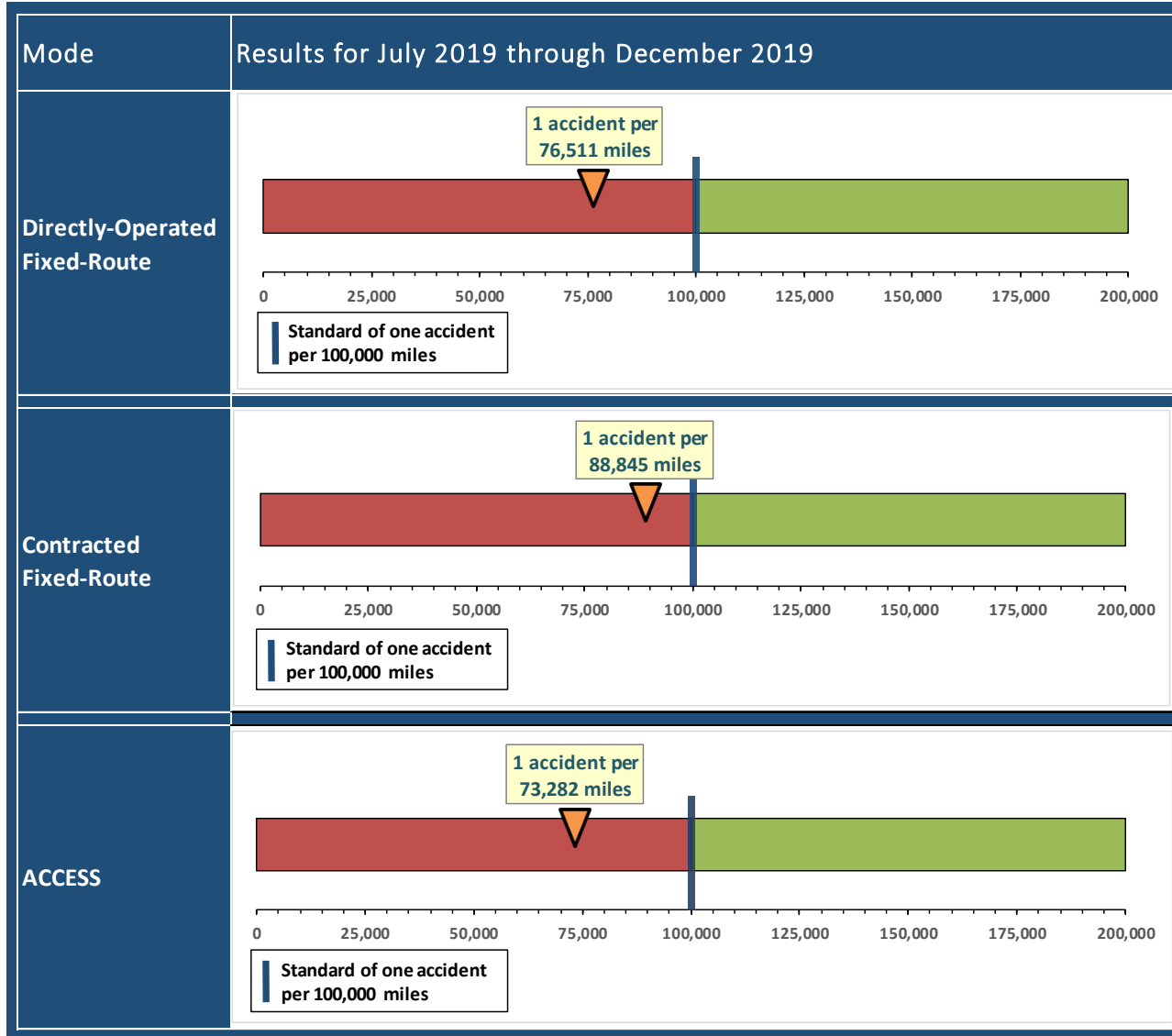
# **BUS OPERATIONS PERFORMANCE MEASUREMENTS REPORT**

**Second Quarter  
Fiscal Year 2019-20**

# Performance Measurements

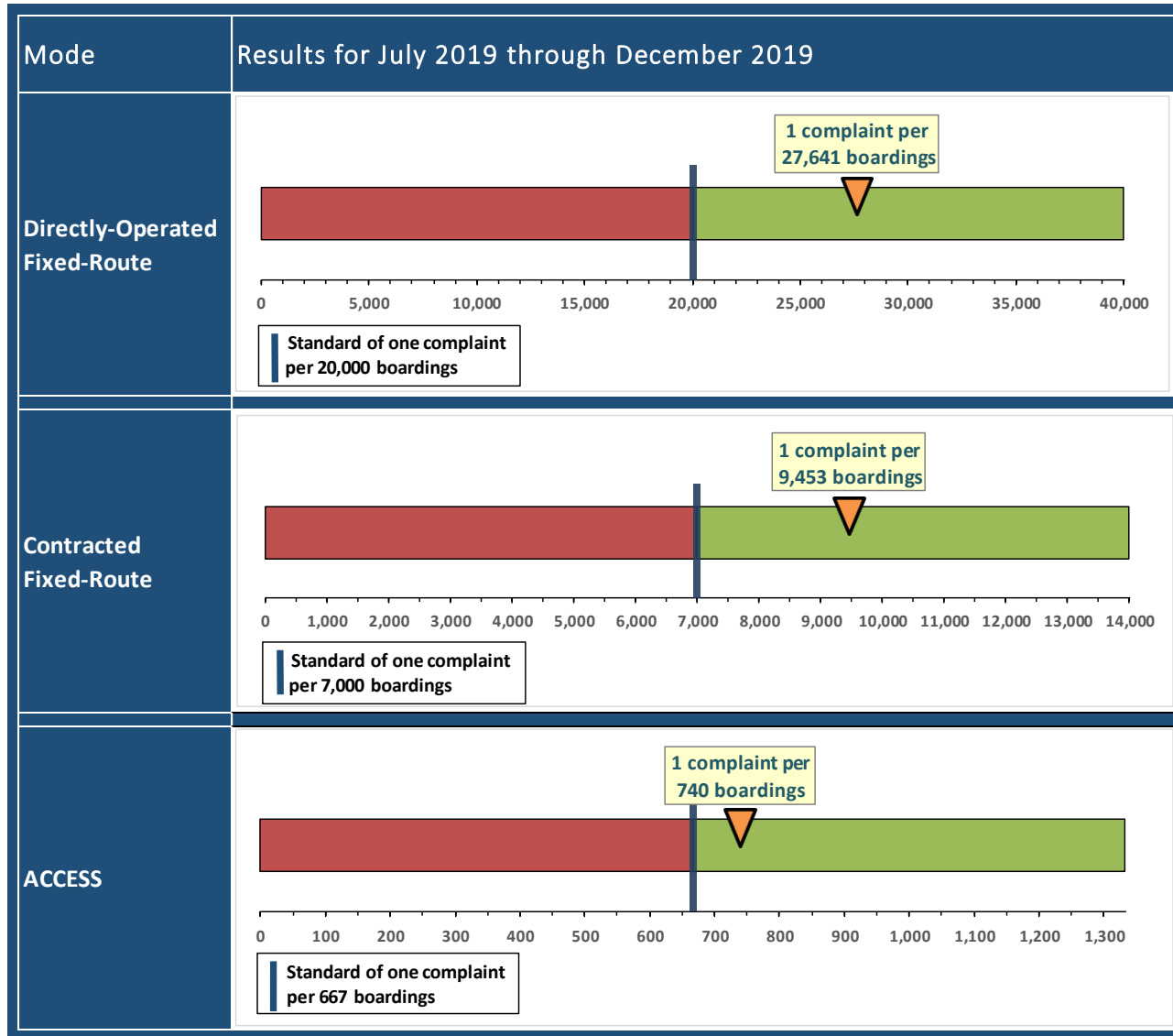
- Safety – Preventable Vehicle Accidents
- Courtesy – Customer Complaints
- Reliability – On-Time Performance (OTP) and Miles Between Road Calls (MBRC)
- Ridership and Productivity
- Farebox Recovery Ratio (FRR)
- Operating Cost per Revenue Vehicle Hour (RVH)
- Performance by Route

# Safety



- All three modes of service were below the safety standard
- Accident Review and Trend Analysis
  - **Accident types**
- Retraining based on identified trends
- On-going Campaigns to emphasize safety awareness

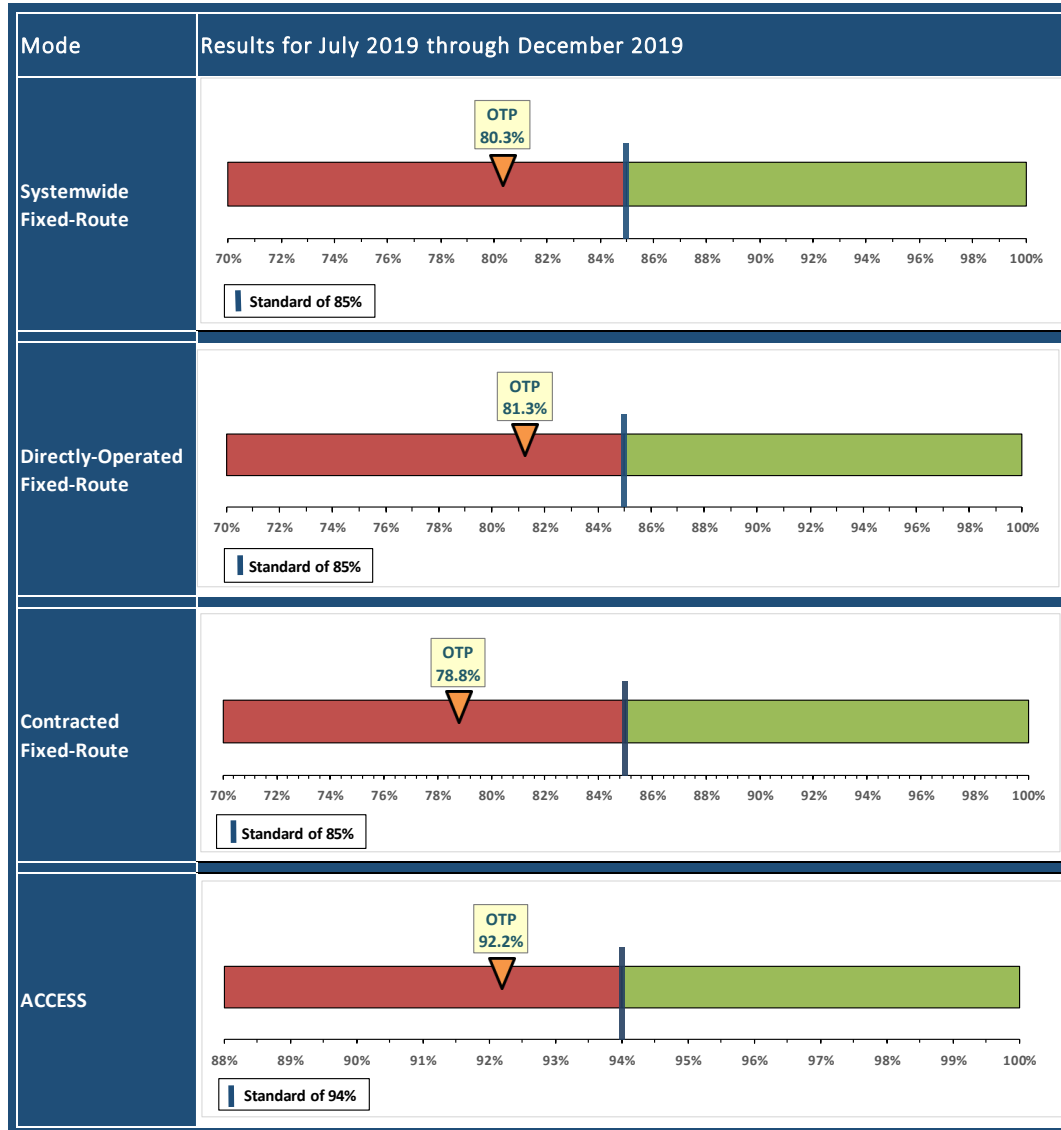
# Courtesy



- All three modes of service exceeded the courtesy standard

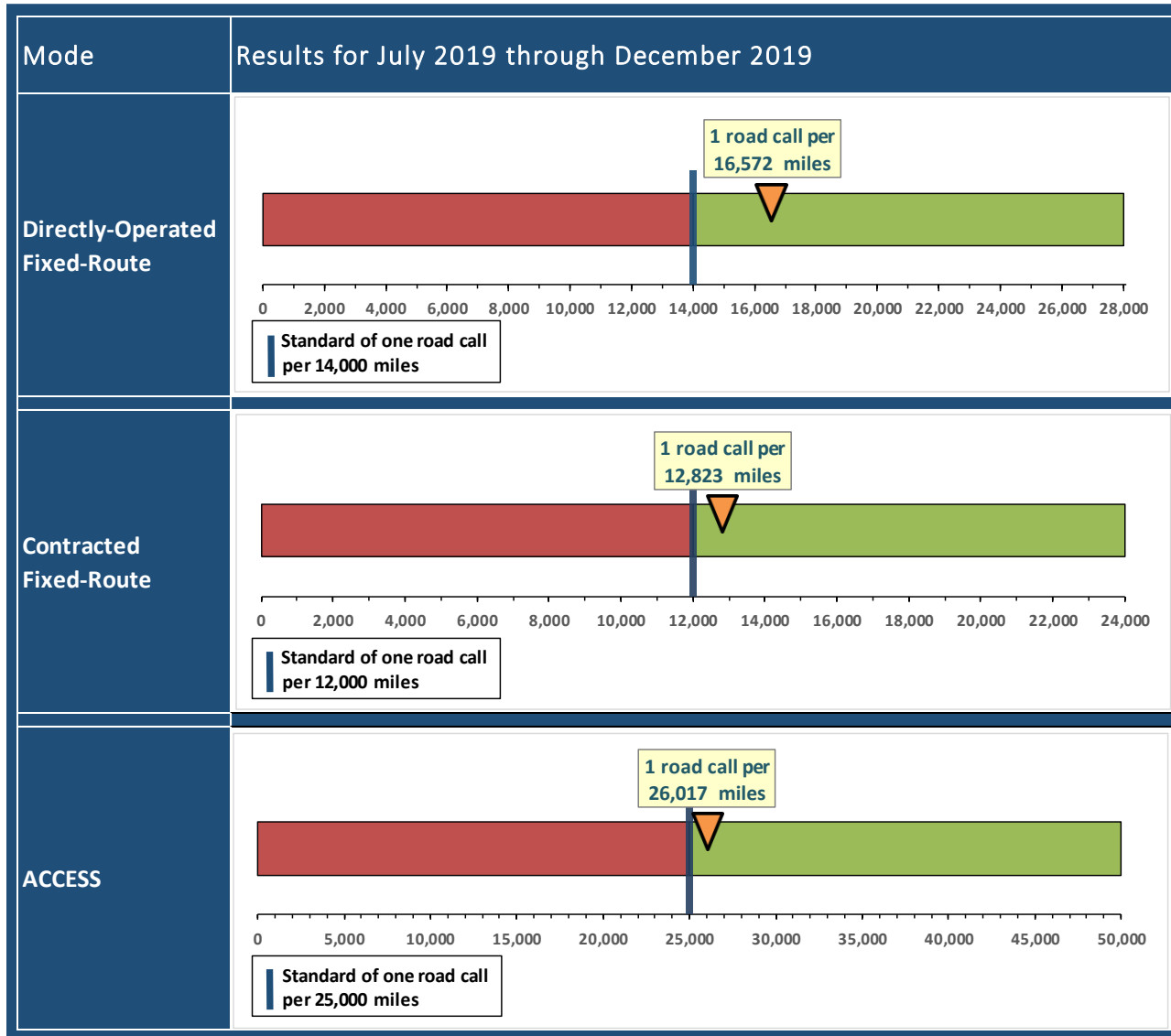


# Reliability-OTP



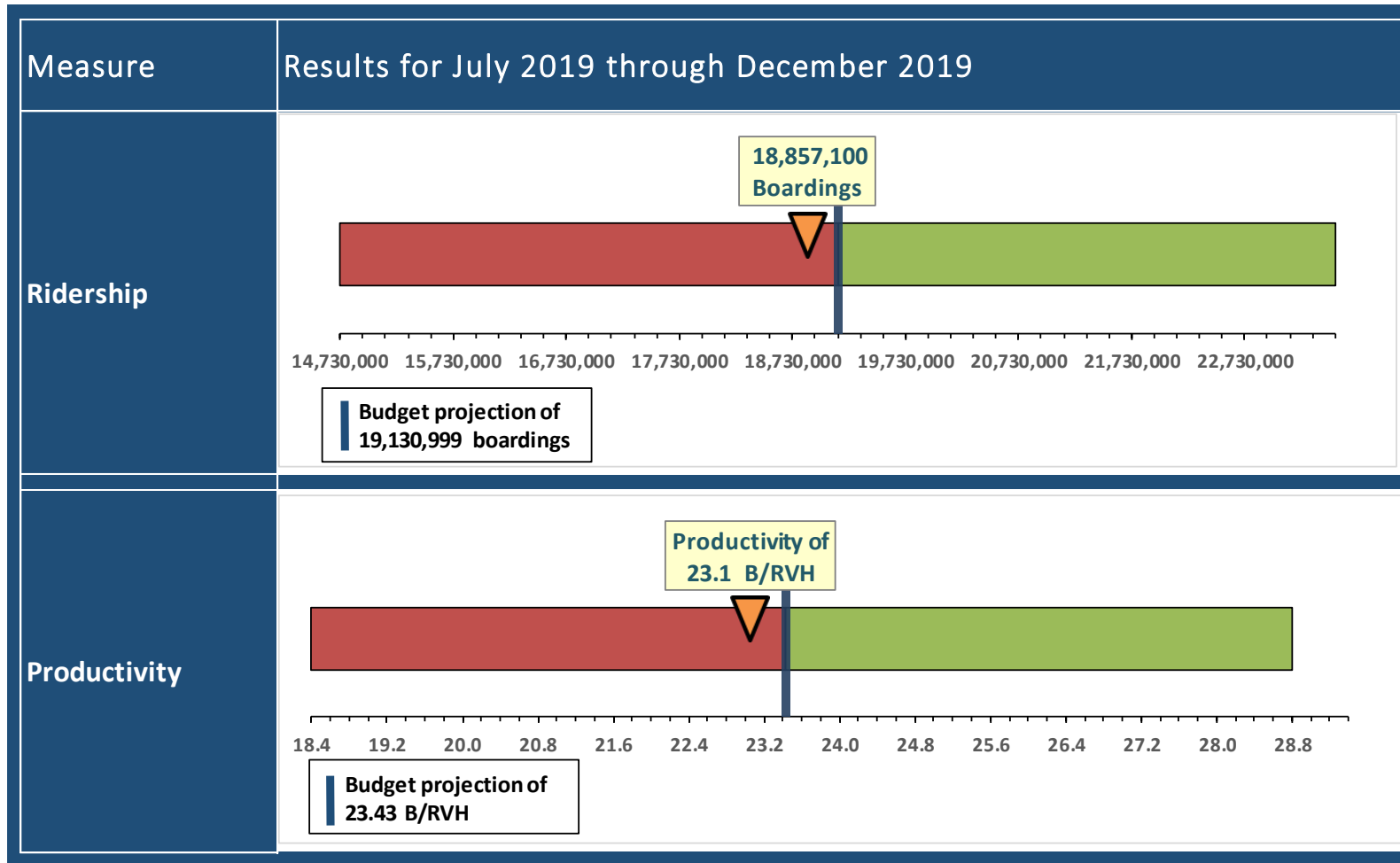
- Systemwide fixed-route service was 4.7 percent below the standard
- Directly-operated fixed-route (DOFR) service was 3.7 percent below the standard
- Contracted fixed-route (CFR) service was 6.2 percent below the standard
  - Focusing on coach operator behavior
  - Route level field observations
  - Coaching and counseling
- OC ACCESS service was 1.8 percent below the standard
  - Action plan in place
  - Observed improvement in February

# Reliability-MBRC



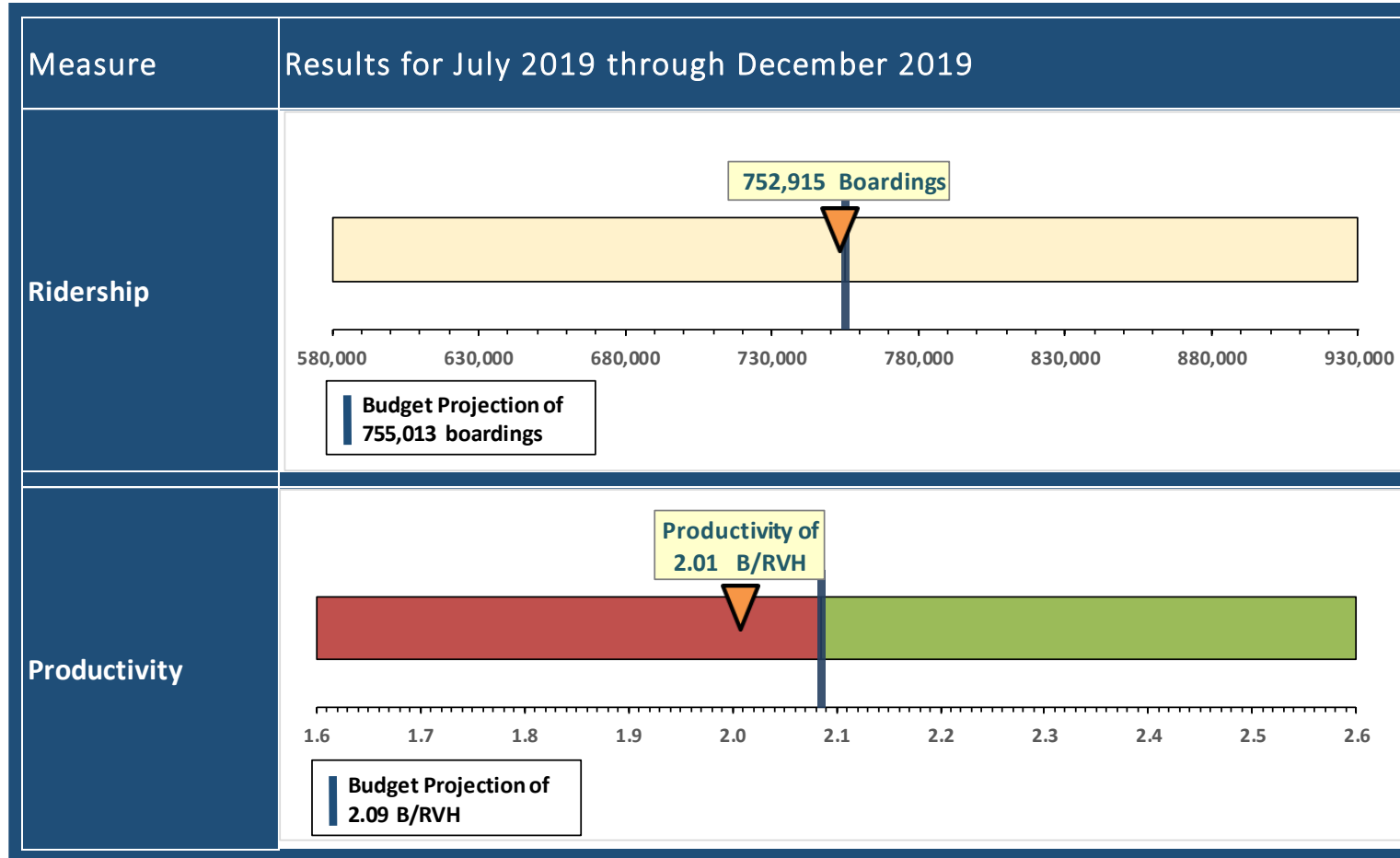
- All modes of service exceeded the MBRC standard
- Trends:
  - DOFR – steady; timely bus replacements and mid-life engine repowers
  - CFR – improved maintenance environment due to staff changes
  - OC ACCESS – Key technician positions filled to address maintenance needs associated with aging OC ACCESS fleet

# Fixed-Route-Ridership and Productivity



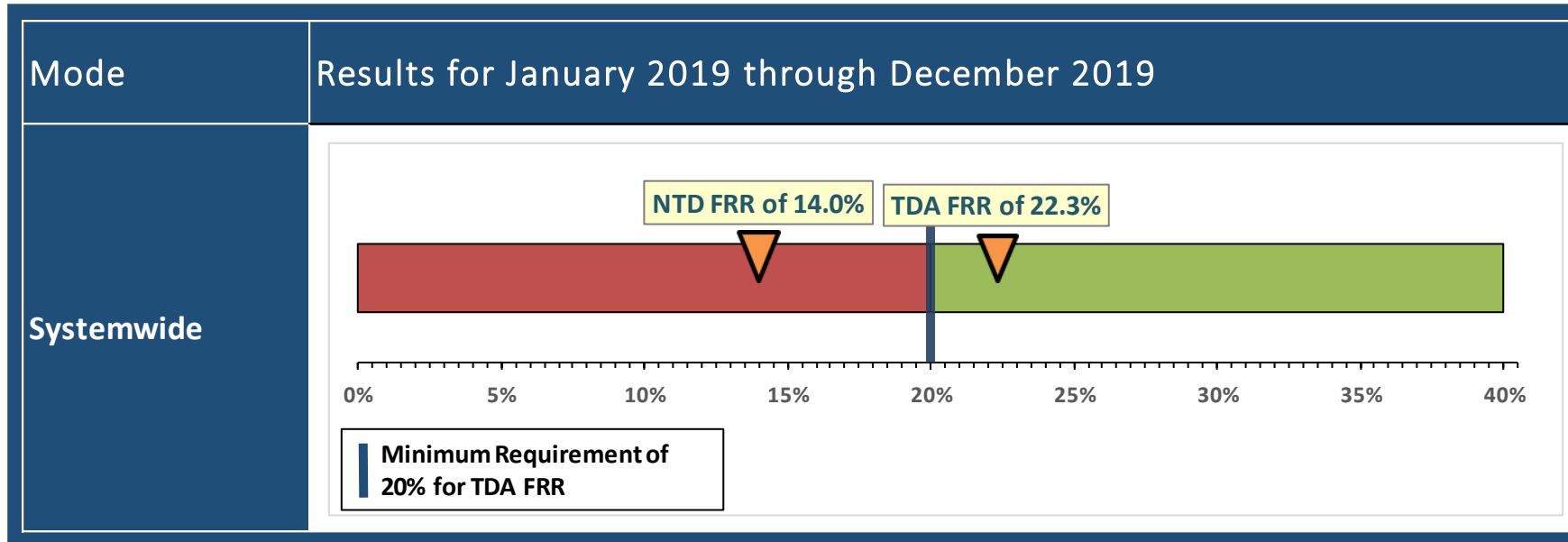
- Fixed-route service was below the budget projection for ridership and productivity

# OC ACCESS-Ridership and Productivity



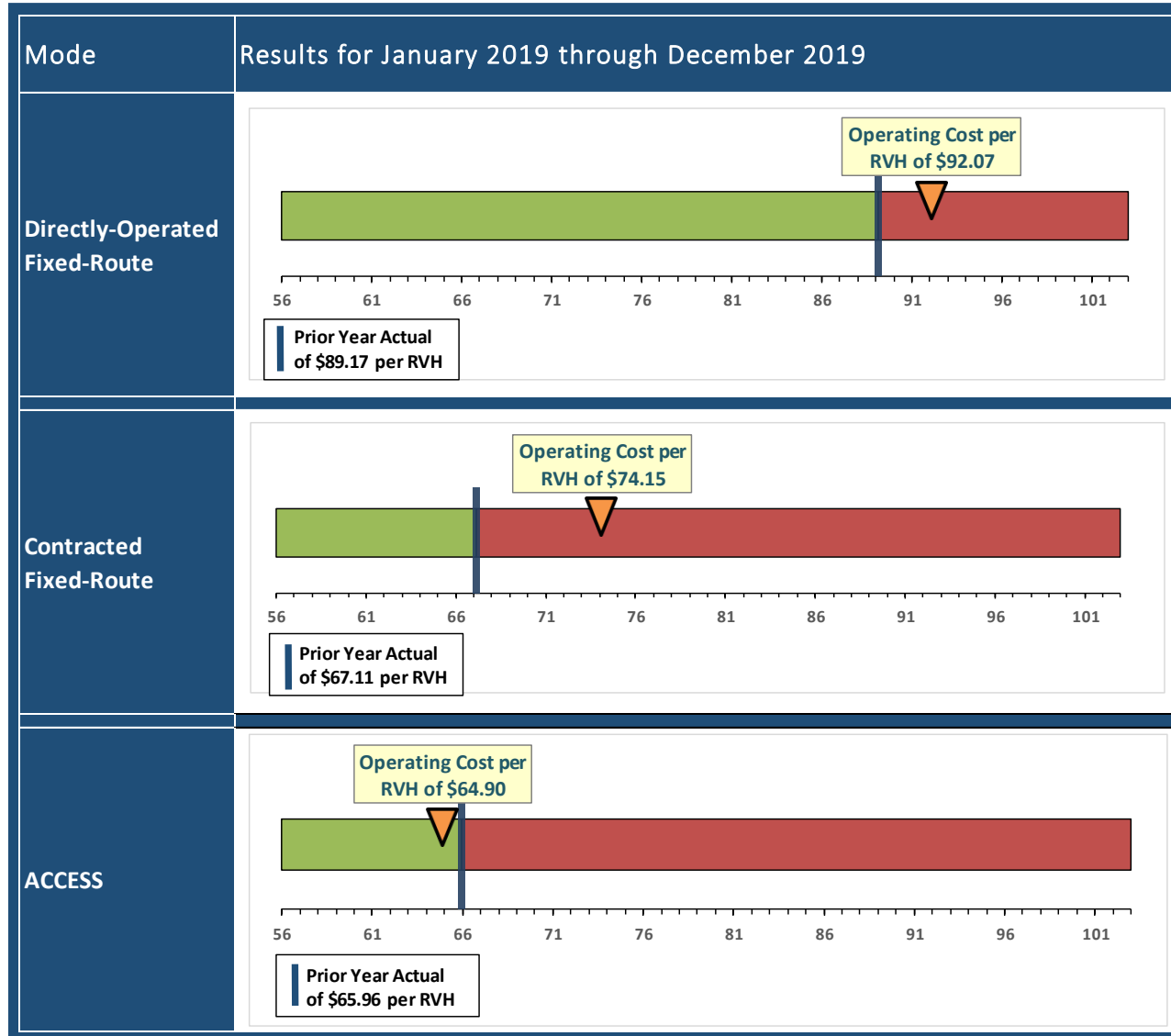
- OC ACCESS service was below the budget projection for ridership.
  - trending below the 1.1 percent rate of anticipated growth
- Productivity is 3.8 percent below the budgeted projections.
  - A function of route efficiency and OTP
  - Improvement in OTP and route efficiency Contractor's Action Plan may yield improvements in productivity

# Farebox Recovery Ratio



- NTD FRR was 6.0 percent under the standard, and
- TDA FRR exceeded the standard by 2.3 percent

# Cost per RVH



- DOFR operating cost increased 3.3 percent from the prior year actuals
- CFR operating cost increased 10.5 percent from the prior year actuals
- OC ACCESS operating cost decreased 1.6 percent from the prior year actuals

# Performance: Local Routes

Route	Subsidy per Boarding	Boardings	BoardVSH	VSH	40 FT	32 FT	60 FT
021	\$ 13.99	32,127	8.32	3,863	-	-	-
085	13.91	35,938	8.84	4,063	3	-	-
529	11.85	168,736	13.17	12,810	10	-	-
001	11.68	273,031	12.25	22,282	7	-	-
087	11.31	35,761	10.30	3,470	1	-	-
076	10.58	43,192	12.97	3,330	2	-	-
091	8.81	195,936	13.23	14,805	9	-	-
086	8.71	72,198	13.15	5,489	3	-	-
083	8.47	291,696	17.01	17,148	10	-	-
090	8.15	160,031	14.80	10,813	8	-	-
024	7.72	66,029	14.63	4,513	2	-	-
079	7.49	216,741	15.14	14,316	7	-	-
082	7.36	38,494	18.72	2,057	3	-	-
059	6.93	280,661	16.88	16,629	11	-	-
056	6.61	206,279	20.39	10,116	6	-	-
026	6.55	221,812	17.36	12,777	7	-	-
560	6.54	375,686	21.90	17,152	13	-	-
025	6.40	189,084	17.28	10,942	5	-	-
089	6.39	173,819	16.78	10,358	4	-	-
071	6.24	358,141	17.75	20,182	8	-	-
055	5.85	647,598	22.11	29,284	14	-	-
037	5.80	538,082	24.03	22,389	14	-	-

VSH - vehicle service hour

BoardVSH - boardings per vehicle service hour

Route	Farebox	Subsidy per Boarding	Boardings	BoardVSH	VSH	40 FT	32 FT	60 FT
050	12.7%	\$ 5.79	631,100	22.85	27,615	12	-	-
072	14.1%	\$ 5.73	253,014	22.18	11,406	5	-	-
054	14.2%	\$ 5.63	609,215	23.65	25,759	14	-	-
029	14.7%	\$ 5.42	863,374	24.44	35,320	2	-	11
070	15.7%	\$ 5.24	454,703	21.39	21,262	11	-	-
035	14.5%	\$ 5.24	395,169	21.56	18,329	10	-	-
030	14.9%	\$ 5.07	343,936	21.23	16,204	7	-	-
033	14.4%	\$ 4.99	192,370	21.79	8,827	4	-	-
543	15.7%	\$ 4.95	448,583	26.82	16,728	10	-	-
057	16.8%	\$ 4.77	989,197	30.98	31,930	4	-	12
046	16.7%	\$ 4.77	315,138	22.60	13,943	7	-	-
047	17.6%	\$ 4.76	1,048,111	26.71	39,246	19	-	-
038	16.2%	\$ 4.73	507,464	23.33	21,756	12	-	-
060	17.2%	\$ 4.18	946,176	29.76	31,792	10	-	-
053	18.1%	\$ 4.17	679,638	31.07	21,873	10	-	-
042	17.9%	\$ 3.99	763,212	27.22	28,043	16	-	-
053X	19.5%	\$ 3.87	339,427	29.12	11,655	5	-	-
043	20.0%	\$ 3.80	1,060,514	31.50	33,669	13	-	-
057X	21.5%	\$ 3.67	548,275	31.70	17,295	3	-	7
066	22.3%	\$ 3.42	1,027,275	34.23	30,011	14	-	-
064	21.7%	\$ 3.20	754,452	38.15	19,775	9	-	-
064X	23.0%	\$ 2.98	303,748	36.65	8,288	4	-	-

# Performance: Community Routes

Route	Farebox	Subsidy per Boarding	Boardings	BoardVSH	VSH	40 FT	32 FT	60 FT
862	5.0%	\$ 19.43	18,289	8.00	2,285	-	-	-
153	7.2%	12.46	55,561	9.27	5,995	2	-	-
178	8.2%	11.34	43,557	10.22	4,263	2	-	-
177	10.5%	9.73	43,850	11.99	3,658	2	-	-
167	10.9%	8.19	100,632	14.32	7,028	4	-	-
129	11.8%	7.58	97,697	14.13	6,916	1	-	-
143	11.3%	7.48	94,789	15.24	6,220	3	-	-
150	14.1%	6.77	88,688	17.78	4,989	4	-	-



# Performance: Express/Stationlink Routes

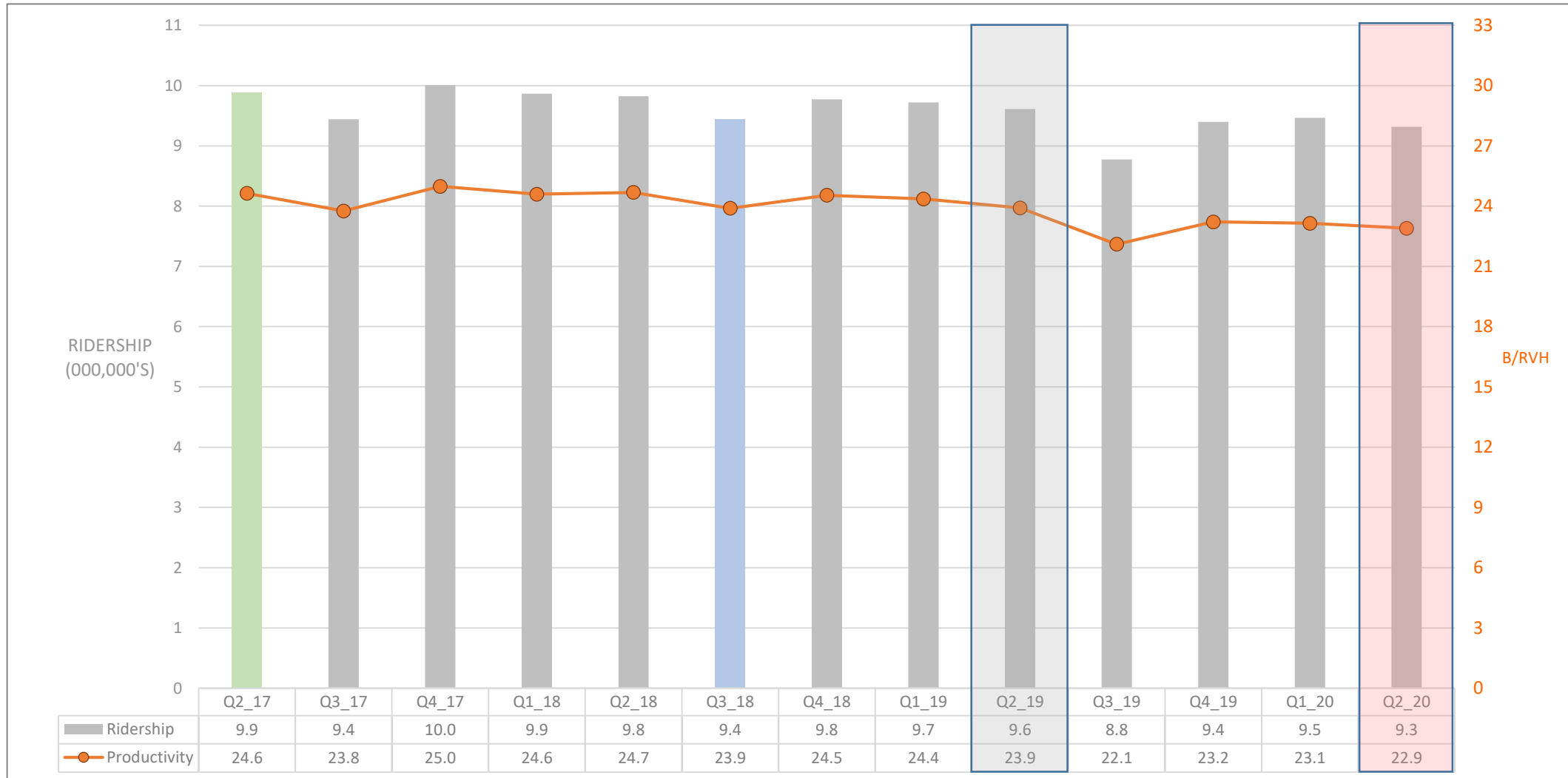
Route	Farebox	Subsidy per Boarding	Boardings	BoardVSH	VSH	40 FT	32 FT	60 FT
213	1.9%	\$ 48.10	5,619	3.87	1,453	-	-	-
721	5.1%	42.92	10,989	5.72	1,920	3	-	-
794	16.8%	32.79	15,100	7.47	2,021	4	-	-
701	9.8%	27.28	13,135	10.28	1,278	3	-	-
206	4.5%	21.30	6,061	8.24	736	-	-	-

Route	Farebox	Subsidy per Boarding	Boardings	BoardVSH	VSH	40 FT	32 FT	60 FT
463	3.1%	\$ 32.93	8,983	6.02	1,491	3	-	-
472	8.2%	14.03	13,902	14.32	970	3	-	-
480	7.3%	13.19	11,984	13.14	912	1	-	-
453	6.3%	12.78	14,329	15.15	946	2	-	-
473	12.6%	8.30	21,479	23.19	926	2	-	-

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

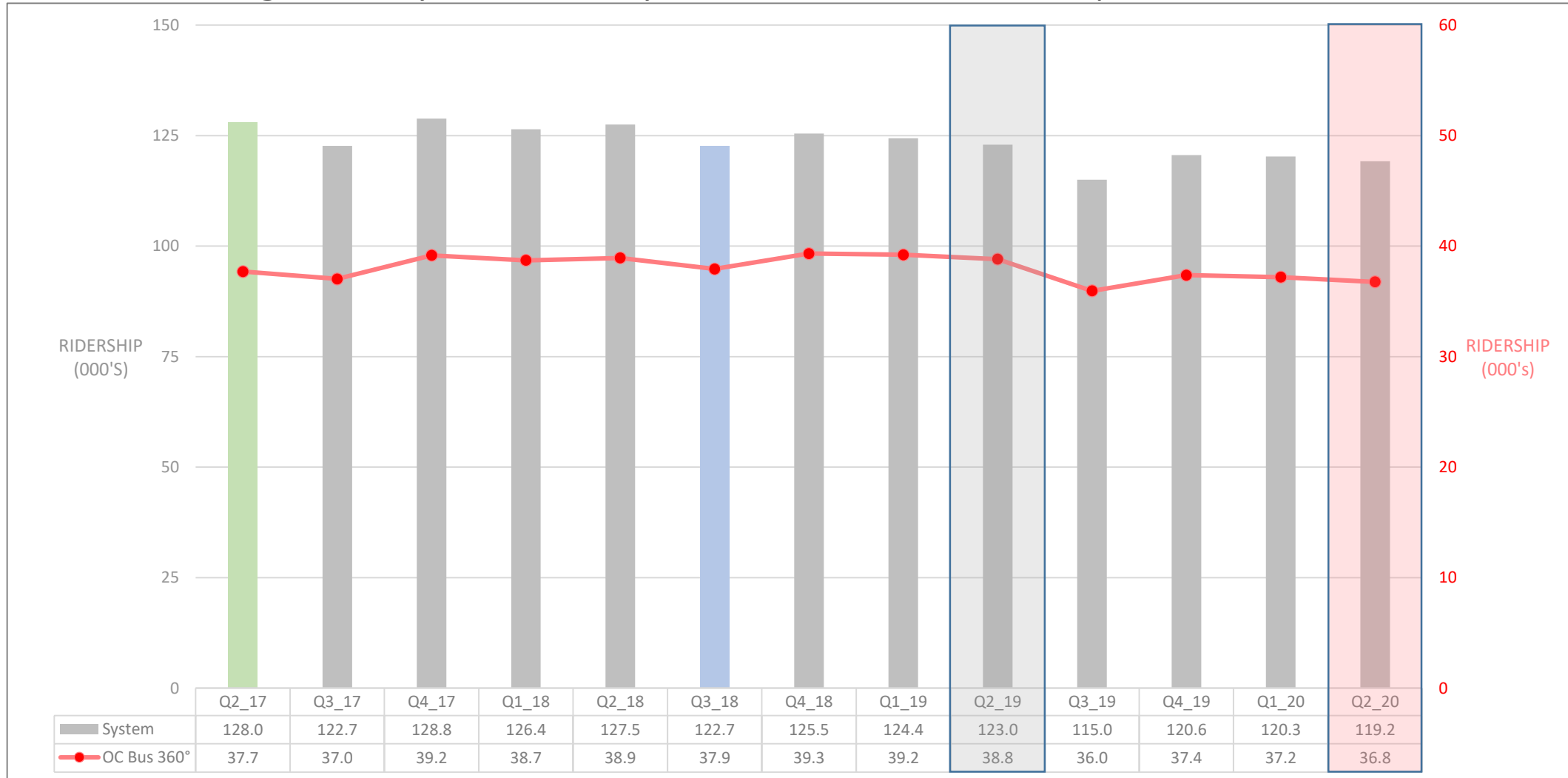
# Performance: System-wide Trends

*RIDERSHIP and PRODUCTIVITY: 13-Quarter Trend*



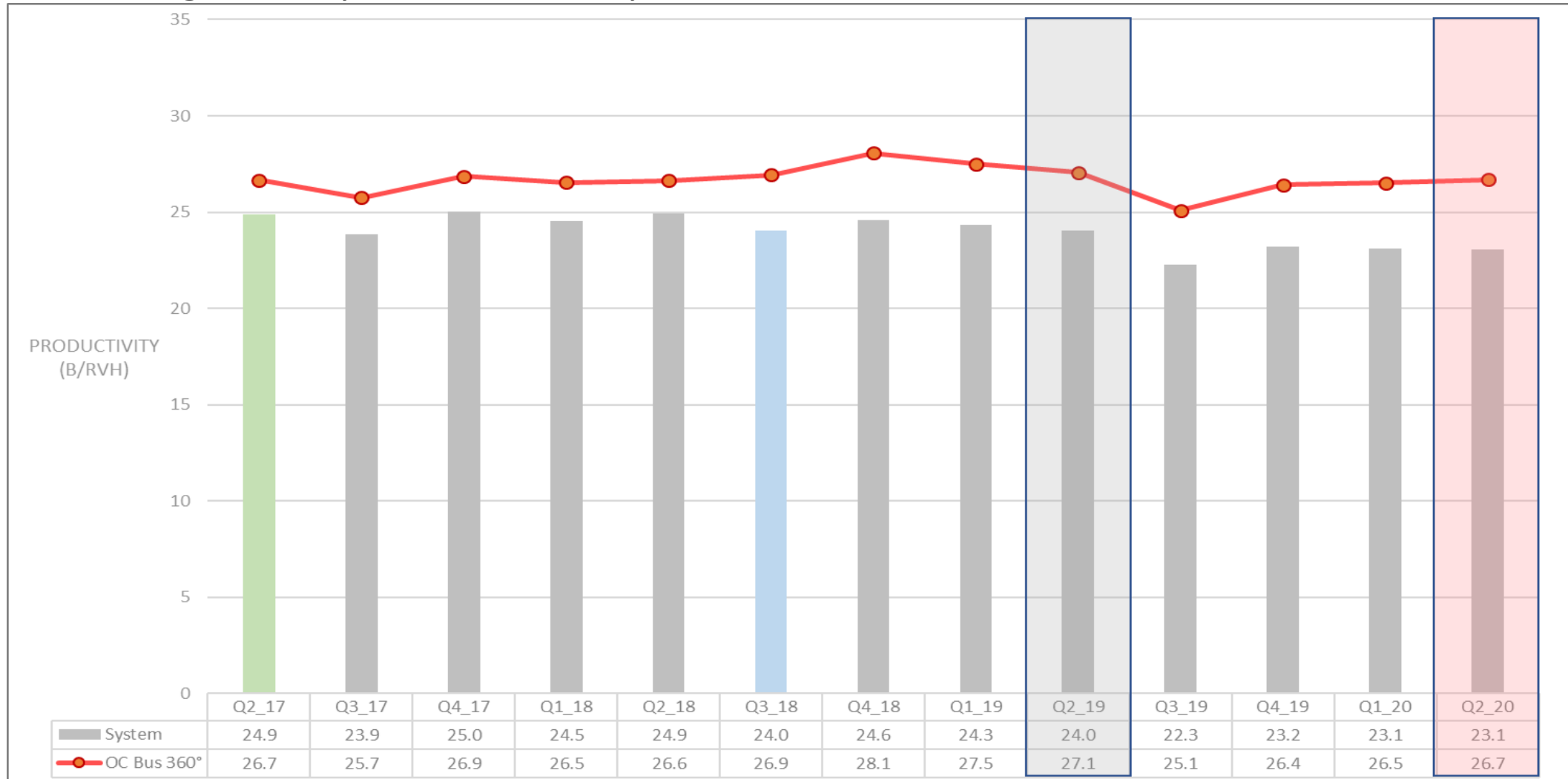
# Performance: OC Bus 360° Improvements

*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

June 11, 2020, Transit Committee

- Third Quarter Bus Operations Performance Measurements Report

# OC ACCESS

## Service Delivery Overview

# Background

- OCTA provides complementary paratransit service (OC ACCESS) as part of our balanced transportation system.
  - Required under the Americans with Disabilities Act (ADA) to be provided within  $\frac{3}{4}$  of a mile of fixed-route service, and during the same hours and days of operation.
  - OC ACCESS service is a shared-ride, curb-to-curb service for certified individuals.
- Demand and cost of the OC ACCESS service continue to grow.
- Evaluation of the paratransit service delivery model and contract structure.

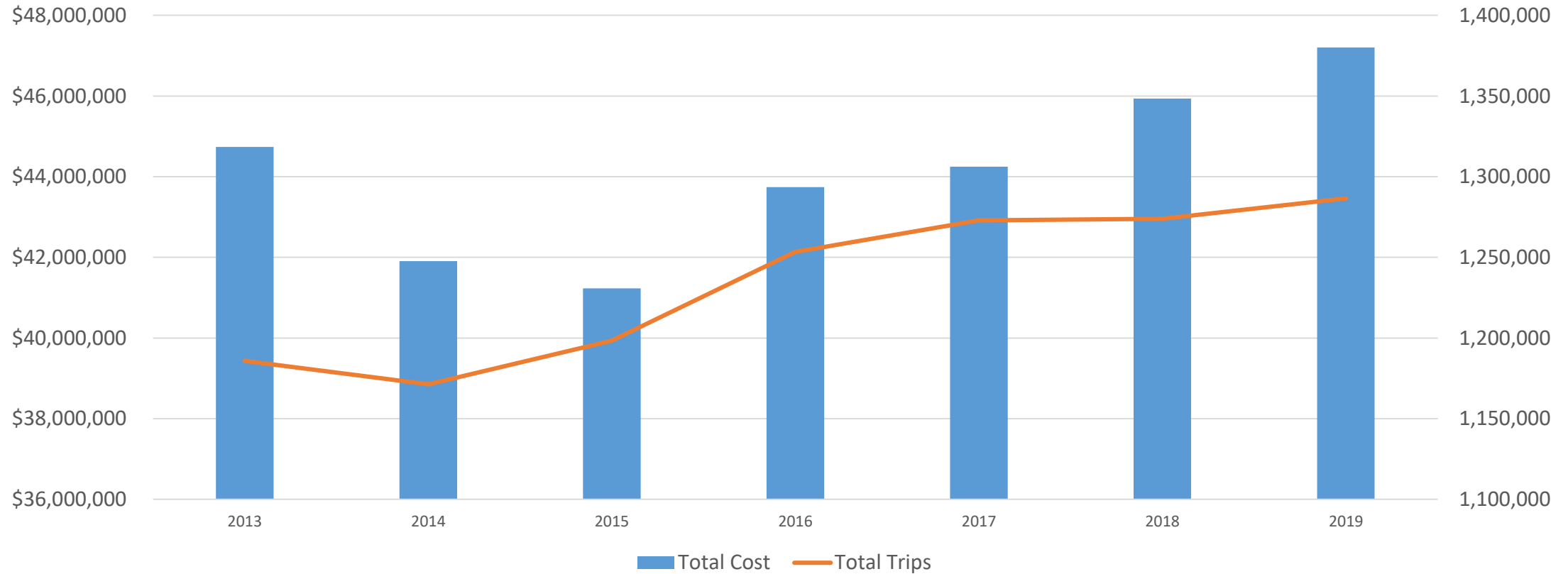


# Current Contract

- Approved by Board of Directors on March 25, 2013
  - Initial term: July 1, 2013 – June 30, 2017
  - First two-year extension: July 1, 2017 – June 30, 2019
  - Second two-year extension: July 1, 2019 – June 30, 2021
- Primary Contractor – MV Transportation, Inc.
  - Fixed Monthly Rate and Revenue Vehicle Hours
- Subcontractor – Yellow Cab of Greater Orange County
  - Revenue Passenger Miles

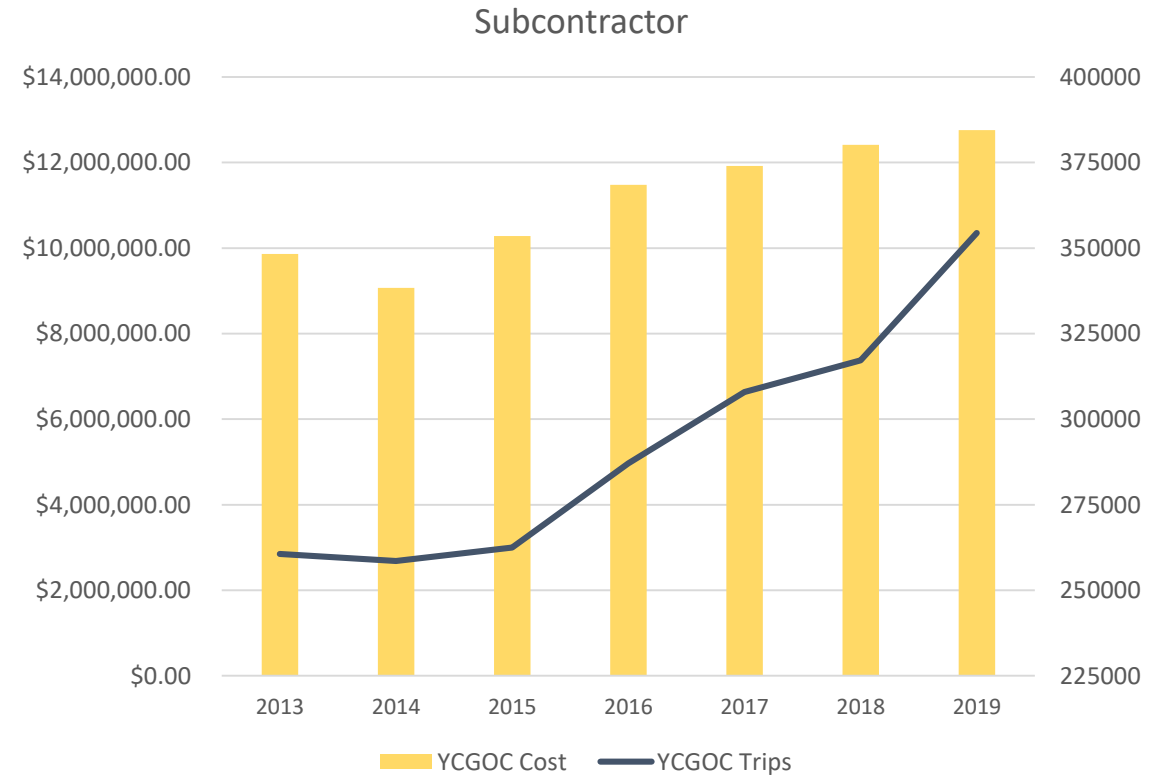
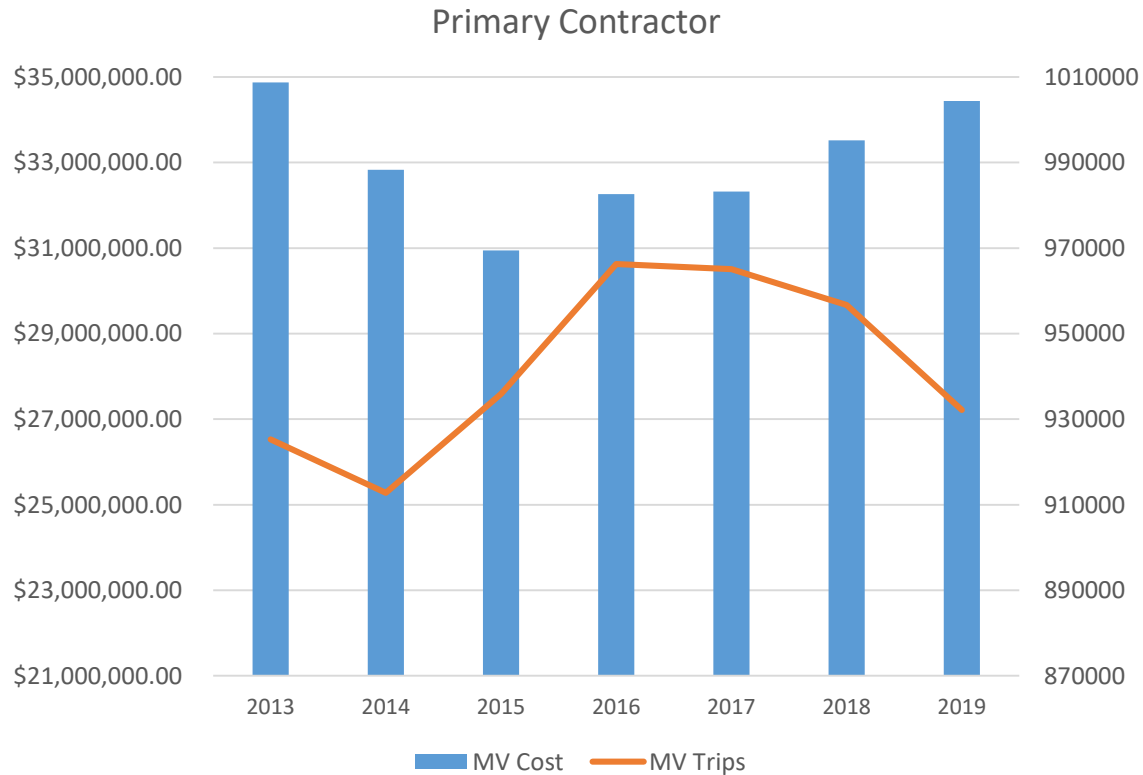
# Service Growth

OC ACCESS: Trips vs Cost Comparison

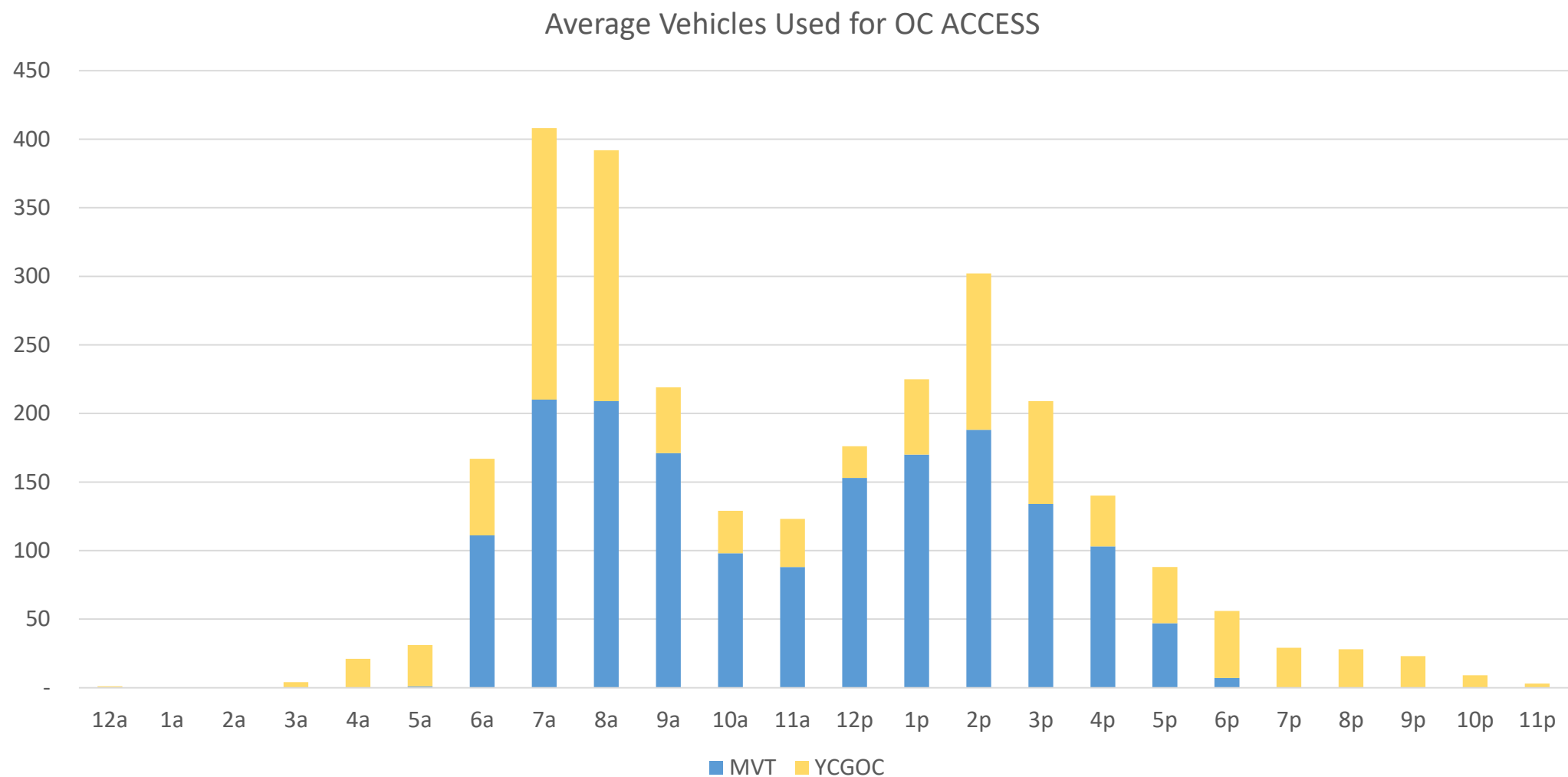


	2013	2014	2015	2016	2017	2018	2019
OC ACCESS % Trip Growth	1.28%	-1.24%	2.25%	4.39%	1.54%	0.07%	0.99%
OC ACCESS % Cost Growth	0.84%	-6.75%	-1.63%	5.73%	1.15%	3.68%	2.67%

# Service Growth



# Vehicle Usage



Source: Trapeze for weekday Oct 2019

# Service Evaluation Key Findings

- Maintain current service delivery model
- Continue partnership with subcontractors and other services
- Migrate contract structure to a fixed management fee plus fixed payment per trip
- Introduce additional performance standards

# Next Steps

- Finalize Paratransit Services Scope of Work – March 13, 2020
- Board of Director's Approval to Release Request for Proposals – April 27, 2020
- Vendor Proposals Due – June 18, 2020
- Anticipated Award to Transit Committee – November 12, 2020