



AGENDA

Transit Committee Meeting

Committee Members

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

Orange County Transportation Authority
Headquarters
Conference Room 07
550 South Main Street
Orange, California

Thursday, November 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 or through the Clerk of the Board's office at the OCTA Headquarters, 600 South Main Street, Orange, California.

Guidance for Public Access to the Board of Directors/Committee Meeting

On March 12, 2020 and March 18, 2020, Governor Gavin Newsom enacted Executive Orders N-25-20 and N-29-20 authorizing a local legislative body to hold public meetings via teleconferencing and make public meetings accessible telephonically or electronically to all members of the public to promote social distancing due to the state and local State of Emergency resulting from the threat of Novel Coronavirus (COVID-19).

In accordance with Executive Order N-29-20, and in order to ensure the safety of the Orange County Transportation Authority (OCTA) Board of Directors (Board) and staff and for the purposes of limiting the risk of COVID-19, in-person public participation at public meetings of the OCTA will not be allowed during the time period covered by the above-referenced Executive Orders.

Instead, members of the public can listen to AUDIO live streaming of the Board and Committee meetings by clicking the below link:

<http://www.octa.net/About-OCTA/Who-We-Are/Board-of-Directors/Live-and-Archived-Audio/>



Guidance for Public Access to the Board of Directors/Committee Meeting (Continued)

Public comments may be submitted for the upcoming Board and Committee meetings by emailing them to boardofdirectors@octa.net.

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

In order to ensure that staff has the ability to provide comments to the Board Members in a timely manner, please submit your public comments **30 minutes prior to the start time of the Board and Committee meeting date.**

Call to Order

Roll Call

Pledge of Allegiance

Committee Chairman Do

1. Public Comments

Special Calendar

There are no Special Calendar matters.

Consent Calendar (Items 2 through 7)

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 October 8, 2020.

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3. **Amendment to Agreement with moovel North America, LLC, for Mobile Ticketing Services**
Sam Kaur/Andrew Oftelie

Overview

On July 13, 2015, the Board of Directors approved an agreement with moovel North America, LLC, to develop a mobile ticketing application that provides the ability to purchase and display fare products for OC Bus from certain smartphone devices. The initial contract term will expire on December 31, 2020, and an amendment is needed to exercise the option-term for service continuity.

Recommendation

Authorize the Chief Executive Officer to negotiate and execute Amendment No. 11 to Agreement No. C-5-3244 between the Orange County Transportation Authority and moovel North America, LLC, in the amount of \$290,372, to exercise the option-term of the agreement for up to 12 months from the initial term, for licensing, maintenance, and commission fees. The amendment will increase the maximum obligation of the agreement to a total contract value of \$1,240,462.

4. **Amendment to Agreement with MV Transportation, Inc., for the Provision of the OC ACCESS Service**

Overview

On March 25, 2013, the Orange County Transportation Authority Board of Directors approved an agreement with MV Transportation, Inc., for the management and operation of OC ACCESS service. This agreement was subsequently extended through December 31, 2021, and compensation is based on a fixed rate and a variable rate driven by the number of revenue vehicle hours provided. The coronavirus pandemic and the Governor Newsom's stay-at-home orders have resulted in a significant reduction in OC ACCESS ridership of more than 80 percent. Consistent with the terms of the agreement, MV Transportation, Inc., has requested an adjustment to the variable hourly rate to relieve uncompensated expenses incurred as a result of the coronavirus pandemic. The Coronavirus Aid, Relief, and Economic Security Act of 2020 specifically provides funding for this relief with guidance from the Federal Transit Administration. Board of Directors' approval is requested to amend the agreement with MV Transportation, Inc., to adjust the variable hourly rate in order to relieve uncompensated expenses resulting from the coronavirus pandemic.



4. (Continued)

Recommendations

- A. Authorize the Chief Executive Officer to execute Amendment No. 10 to Agreement No. C-2-1865 between the Orange County Transportation Authority and MV Transportation, Inc., to revise the variable hourly rate for the period of April 2020 through December 2021, in the amount not to exceed \$10,548,201. This amount can be accommodated within the agreement's current cumulative maximum obligation of \$375,620,065.
- B. Amend the Orange County Transportation Authority Fiscal Year 2020-21 operating revenue and expense budget, in the amount of \$5,050,615, to accommodate expenses related to the current coronavirus pandemic based on revised variable hourly rates.

5. Sole Source Agreement for the Replacement of Fluid Management System Data Loggers

Marie Latino/Jennifer L. Bergener

Overview

The Orange County Transportation Authority operates a fleet of 777 revenue vehicles and 151 non-revenue vehicles that require managed fluid, such as oil dispensing. A proprietary computerized electronic fluid management system is currently used for authorizing fluid dispensing, as well as tracking odometer readings and fluid consumption of all fleet vehicles. One of the essential components of this system is the data loggers installed on all non-revenue vehicles. These data loggers are obsolete and no longer manufactured. Board of Directors' authorization is requested for the purchase of 150 replacement data loggers through a sole source agreement.

Recommendation

Authorize the Chief Executive Officer to negotiate and execute Purchase Order No. C02585 between the Orange County Transportation Authority and S&A Systems, Inc., in the amount of \$106,355, for the replacement of 150 data loggers on non-revenue vehicles.



6. Sole Source Agreement for the Replacement of Fluid Management System Remote Island Head Units

Marie Latino/Jennifer L. Bergener

Overview

The Orange County Transportation Authority operates a fleet of 777 revenue vehicles and 151 non-revenue vehicles that require managed fluid, such as oil dispensing. A proprietary computerized electronic fluid management system is currently used for authorizing fluid dispensing, as well as tracking odometer readings and fluid consumption of all fleet vehicles. One of the essential components of this system is the remote island head units installed at each base that electronically collect vital vehicle data. This equipment is obsolete and no longer manufactured. Board of Directors' authorization is requested for the purchase of 52 replacement remote island head units through a sole source agreement.

Recommendation

Authorize the Chief Executive Officer to negotiate and execute Purchase Order No. C02584 between the Orange County Transportation Authority and S&A Systems, Inc., in the amount of \$315,296, for the replacement of 52 remote island head units.

7. Sole Source Agreement for Motorola 800 Megahertz Encrypted Mobile Radio Equipment for Transit Police Services Vehicles

Timothy W. Beseau/Jennifer L. Bergener

Overview

The Orange County Transportation Authority participates in the Countywide Coordinated Communications System. Participation in this system requires the Orange County Transportation Authority to maintain compatible mobile radios and base stations. Radios are used by operations, maintenance, administrative, and Transit Police Services personnel. Board of Director's authorization is requested to award a sole source purchase order for three sets of mobile radios and necessary accessories for vehicles assigned to Transit Police Services.

Recommendation

Authorize the Chief Executive Officer to negotiate and execute sole source Purchase Order No. A45898 between the Orange County Transportation Authority and Motorola Solutions, Inc., in the amount of \$37,362, to purchase three sets of APX 6500 Enhanced 700/800 Hot Red encrypted mobile radios and necessary accessories.



Regular Calendar

8. Amendment to Agreement with MV Transportation, Inc., for the Provision of the OC Flex Service Microtransit Pilot Program

Jack Garate/Jennifer L. Bergener

Overview

The Orange County Transportation Authority is underway with a two-year microtransit pilot program known as OC Flex. The OC Flex pilot program which began in October 2018 as a one-year pilot, was subsequently extended by the Board of Directors for an additional year through October 14, 2020. Operations and maintenance of the OC Flex service is currently provided by MV Transportation, Inc., through an assigned contract that is set to expire on May 31, 2021. MV Transportation, Inc., also provides OC ACCESS service under a separate agreement, and operates OC Flex from same operating base. The term of the OC ACCESS agreement expires December 31, 2021. In order to align the terms of the agreements for both services, Board of Directors approval is requested to extend the contract term for the OC Flex pilot to December 31, 2021 and to extend the pilot program for an additional 14 months to align with the recommended contract term.

Recommendations

- A. Approve staff recommendation to extend the OC Flex microtransit pilot program for 14 months, from October 2020 to December 31, 2021, and direct staff to incorporate the scope of work for management and operation of the OC Flex into the OC ACCESS scope of work request for proposals.
- B. Authorize the Chief Executive Officer to negotiate and execute Amendment No. 5 to Agreement No. C-7-2052 with MV Transportation, Inc., in the amount of \$330,856, to extend the term of the agreement to operate the OC Flex microtransit pilot program for an additional seven months through December 31, 2021. This will increase the maximum obligation amount of the agreement to a total contract value of \$2,693,699.



- 9. 2020 Coordinated Public Transit - Human Services Transportation Plan for Orange County**
Kevin Khouri/Kia Mortazavi

Overview

The Coordinated Public Transit - Human Services Transportation Plan identifies strategies to address unmet transportation needs among seniors, persons with disabilities, and persons of low income. The plan is a requirement to receive certain federal transit funding. The update process has concluded, and Board of Directors' approval is requested to finalize the 2020 plan update.

Recommendation

Direct staff to finalize the 2020 Coordinated Public Transit - Human Services Transportation Plan incorporating feedback provided by the Board of Directors.

Discussion Items

- 10. OC Bus Service Update**
Johnny Dunning, Jr./Jennifer L. Bergener

Staff will provide an update on the OC Bus service.

- 11. Chief Executive Officer's Report**

- 12. Committee Members' Reports**

- 13. Closed Session**

There are no Closed Session items scheduled.

- 14. Adjournment**

The next regularly scheduled meeting of this Committee will be held at **9:00 a.m. on Thursday, December 10, 2020**, at the Orange County Transportation Authority Headquarters, Conference Room 07, 550 South Main Street, Orange, California.



Committee Members Present

Via Teleconference:

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

Staff Present

Darrell E. Johnson, Chief Executive Officer
Martha Ochoa, Assistant Clerk of the Board
Sara Meisenheimer, Deputy Clerk of the Board

Via Teleconference:

Jennifer L. Bergener, Deputy Chief Executive Officer
James Donich, General Counsel

Committee Members Absent

None

Call to Order

The October 8, 2020, regular meeting of the Transit Committee was called to order by Committee Chairman Do at 9:00 a.m.

Roll Call

The Deputy Clerk of the Board conducted an attendance Roll Call and announced that there was quorum of the Transit Committee.

Pledge of Allegiance

Committee Chairman Do led in the Pledge of Allegiance.

1. Public Comments

No public comments were received.

Special Calendar

There were no Special Calendar matters.

Consent Calendar (Items 2 through 7)

2. Approval of Minutes

A motion was made by Director Davies, seconded by Director Jones, and following a roll call vote, declared passed 5-0, to approve the minutes of the Transit Committee meeting of September 10, 2020.

Director Pulido was not present to vote on this item.

3. Agreement for Fullerton Transportation Center Stair Replacement Project

A motion was made by Director Davies, seconded by Director Jones, and following a roll call vote, declared passed 5-0, to:

- A. Find A2Z Construct, Inc., the apparent low bidder and Metro Building and Engineering Group, Ltd., the apparent third low bidder, as non-responsive for failure to meet the federal requirement for Disadvantaged Business Enterprise participation; and find AP Construction, Inc., the apparent second low bidder, as non-responsive for failure to sign the Disclosure of Lobbying Activities form as required by the bid instructions and the Federal Transit Administration.
- B. Authorize the Chief Executive Officer to negotiate and execute Agreement No. C-0-2267 between the Orange County Transportation Authority and Golden Gate Construction, the lowest responsive, responsible bidder, in the amount of \$705,300, for the Fullerton Transportation Center Stair Replacement Project.

Director Pulido was not present to vote on this item.

4. Agreement for Replacement of Light Poles and Luminaires at Golden West Transportation Center

A motion was made by Director Davies, seconded by Director Jones, and following a roll call vote, declared passed 5-0, to:

- A. Find KDC, Inc., dba Dynalectric, the apparent low bidder and Elecnor Belco Electric, Inc., the apparent second 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-0-2363 between the Orange County Transportation Authority and Crosstown Electrical & Data, Inc., the lowest responsive, responsible bidder, in the amount of \$223,789, for the replacement of light poles and luminaires at the Golden West Transportation Center.

Director Pulido was not present to vote on this item.

5. Agreement for Locker Room Expansion at Santa Ana Bus Base Maintenance Building

A motion was made by Director Davies, seconded by Director Jones, and following a roll call vote, declared passed 5-0, to authorize the Chief Executive Officer to negotiate and execute Agreement No. C-0-2467 between the Orange County Transportation Authority and Thomco Construction, Inc., the lowest responsive, responsible bidder, in the amount of \$339,123, for locker room expansion at the Santa Ana Bus Base maintenance building.

Director Pulido was not present to vote on this item.

6. Metrolink Fiscal Year 2019-20 Performance Report

A motion was made by Director Davies, seconded by Director Jones, and following a roll call vote, declared passed 5-0, to receive and file as an information item.

Director Pulido was not present to vote on this item.

7. Agreement for the Procurement of 40-Foot Compressed Natural Gas-Powered Buses

Committee Chairman Do pulled this item.

Darrell E. Johnson, Chief Executive Officer (CEO), provided opening comments, stated staff could provide a presentation on the procurement, and explained the original need of up to 299 buses; however, based on an analysis of the revenue vehicle hours, the purchase amount was adjusted to 165 buses with an option to purchase 134 buses in the future.

Committee Chairman Do stated the following:

- Complimented Mr. Johnson, CEO, and staff on maintaining the option year, considering the uncertainty with the economy, ridership, and the environmental regulations.
- The range for the new buses from GILLIG LLC is approximately 442 miles which is an increase from the Orange County Transportation Authority's (OCTA) 400-mile range buses.
- The new buses will also take electronic fares at the front and rear doors.

7. (Continued)

- The reason for pulling this item was due to the large procurement purchase and anything over \$100 million, should be placed on the Regular Calendar for discussion. Mr. Johnson, CEO, stated it was placed on the Consent Calendar due to the number of items on today's Regular Calendar.

A motion was made by Committee Chairman Do, seconded by Director Shaw, and following a roll call vote, declared passed 5-0, to:

- A. Approve the selection of GILLIG LLC as the firm to provide up to 165, 40-foot compressed natural gas-powered buses, with an option to purchase up to 134 additional buses.
- B. Authorize the Chief Executive Officer to negotiate and execute Agreement No. C-9-1836 between the Orange County Transportation Authority and GILLIG LLC, in the amount of \$100,371,600, for the purchase of up to 165, 40-foot compressed natural gas-powered buses, with an option to purchase up to 134 additional buses.

Director Pulido was not present to vote on this item.

Regular Calendar

8. Agreement for the Procurement of 40-Foot Plug-In Battery-Electric Buses

Darrell E. Johnson, CEO, provided opening comments and introduced Dayle Withers, Department Manager of Maintenance, who presented a PowerPoint presentation as follows:

- Background;
- Procurement;
- Attributes; and
- Staff Recommendation.

A discussion ensued regarding:

- The pros and cons on the operating range of battery-electric buses verses hydrogen fuel-cell electric buses. The operating range is less on battery-electric buses, but there are routes the buses could operate on.
- Considerations to do in-route charging with battery-electric buses and the downside of it being expensive. However, it is something to consider if OCTA deploys a larger fleet.

8. (Continued)

- Background on the California Air Resources Board's passing of the Innovative Clean Transit rule in 2018, zero-emission buses being a priority, learning more about the operation of battery-electric buses, and the decision-making process before making a large scale purchase and selecting the technology.

A motion was made by Committee Chairman Do, seconded by Director Davies, and following a roll call vote, declared passed 5-0 to authorize the Chief Executive Officer to negotiate and execute Agreement No. C-0-2165 between the Orange County Transportation Authority and New Flyer of America, Inc., in the amount of \$10,373,230, for the purchase of up to ten 40-foot plug-in battery-electric buses.

Director Pulido was not present to vote on this item.

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

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

- Overview of the recommendations and the reasons for increasing the allowance in the contract change orders (CCO).
- The amendments in the CCO do not increase the project cost of \$407.7 million, as defined in the grant agreement with the Federal Transit Administration. The CCO will be funded from the project contingency.
- The contingency funds are running out faster than anticipated and with these changes in place, there will be \$11.6 million remaining.
- Staff plans to come back to the Board of Directors and give a full assessment of the financial condition of the project.
- Referenced a correction to Attachment A of the Staff Report. The summary numbers at the end of the table (on Page 2 of Attachment A) were corrected because the total for "CCOs" 12 and 13 were omitted from the final calculation.

A discussion ensued regarding the discovery of buried man-made objects and debris that dated back to the late 1800's where the Pacific Electric Railway tracks ran down the streets. There were no records to rely to know what was there ahead of time.

9. (Continued)

A motion was made by Director Shaw, seconded by Director Sidhu, and following a roll call vote, declared passed 5-0 to:

- A. Authorize the Chief Executive Officer to negotiate and execute Contract Change Order No. 18 to Agreement No. C-7-1904 with Walsh Construction Company II, LLC, in the amount of \$300,000, to increase the allowance for removal of man-made objects.
- B. Authorize the Chief Executive Officer to negotiate and execute Contract Change Order No. 24.1 to Agreement No. C-7-1904 with Walsh Construction Company II, LLC, in the amount of \$845,985, for overhead contact system sectionalization.
- C. Authorize the Chief Executive Officer to negotiate and execute Contract Change Order No. 30.1 to Agreement No. C-7-1904 with Walsh Construction Company II, LLC, in the amount of \$320,164, to conduct electrical continuity testing.

Director Pulido abstained from voting on this item.

10. Fullerton Park-and-Ride Joint Development Study

Kurt Brotcke, Director of Planning, introduced Sam Sharvini, Transportation Analyst, and Bill Delo, IBI Group, who were available via teleconference. Mr. Brotcke provided a PowerPoint presentation as follows:

- OCTA's Joint Development Policy;
- FTA Guidance/Limitations
- Joint Development Process Overview;
- Site History: Fullerton Park-and-Ride;
- Current Conditions;
- Phase 1 Study;
- Phase 1 Assumptions;
- City of Fullerton;
- Future Phase 2 Study; and
- Joint Development Process Overview.

Committee Chairman Do expressed his appreciation for the new approach to work with the City of Fullerton, referenced Page 12 of the Fullerton Park-and-Ride Joint Development Study Report (Attachment E of the Staff Report) originally presented to the Transit Committee meeting, and highlighted his concerns with charging people for parking.

10. (Continued)

A motion was made by Committee Chairman Do, seconded by Director Pulido, and following a roll call vote, declared passed 6-0, to direct staff to work with the City of Fullerton and stakeholders to further explore joint development opportunities at the Fullerton Park-and-Ride facility.

11. Bus Operations Performance Measurements Report for the Fourth Quarter of Fiscal Year 2019-20

Darrell E. Johnson, CEO, provided opening comments and introduced Johnny Dunning, Jr., Department Manager of Scheduling and Bus Operations Support, who provided a PowerPoint presentation as follows:

- Performance Measurements;
- Safety;
- Preventable Accidents – Last 25 Months;
- Courtesy;
- Reliability-On Time Performance;
- On Time Performance – Last 25 Months;
- Reliability – Miles Between Road Calls;
- Fixed-Route-Ridership and Productivity;
- Ridership/Productivity – Last 25 Months;
- OC ACCESS – Ridership and Productivity;
- Farebox Recovery Ratio;
- Cost Per Revenue Vehicle Hour;
- Performance: Local Routes;
- Performance: Community Routes;
- Performance: Express/Stationlink Routes;
- Highlights for Fiscal Year 2020-21; and
- Future Reports.

No action was taken on this receive and file information item.

Discussion Items

12. OC Bus Service Update

Johnny Dunning, Jr., Department Manager of Scheduling and Bus Operations Support, provided a PowerPoint presentation as follows:

- OC Bus Trends During The Coronavirus (COVID-19) Pandemic;
- OC Bus Ridership and Productivity;
- OC Bus Trends: Trippers Vs. Pass-Bys;

12. (Continued)

- OC Bus Trends: On-Time Performance;
- Customer Communication and Feedback; and
- Next Steps.

Committee Chairman Do complimented staff for making adjustments to the bus ridership increase in mid-September and for addressing the complaints on pass-bys.

13. Chief Executive Officer's Report

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

- The following studies are underway and seeking public feedback:
 - South Orange County Multimodal Transportation Study – a study that will consider future transportation needs in south Orange County for all modes of transportation through 2045. Last Tuesday evening at the virtual public webinar, there was a good turnout and a lot of feedback was collected. The study will continue to be online to obtain more public participation.
 - Freeway Bus Rapid Transit Study – in partnership with the California Department of Transportation, OCTA initiated a concept study to develop a conceptual plan for two freeway bus routes: one on the Interstate 5 from the Fullerton Park-and-Ride to the Laguna Niguel/Mission Viejo Metrolink station and one on the California State Route 55 from the Santa Ana Regional Transportation Center to Hoag Hospital in Newport Beach. OCTA will be hosting a virtual public webinar for this study on Wednesday, October 14 from 5:30 p.m. to 6:30 p.m.

14. Committee Members' Reports

There were no Committee Members' Reports.

15. Closed Session

There were no Closed Session items scheduled.



16. Adjournment

The meeting adjourned at 9:59 a.m.

The next regularly scheduled meeting of this Committee will be held at **9:00 a.m. on Thursday, November 12, 2020**, at the Orange County Transportation Authority Headquarters, Conference Room 07, 550 South Main Street, Orange, California.

ATTEST

Andrew Do
Committee Chairman

Sahara Meisenheimer
Deputy Clerk of the Board



November 12, 2020

To: Transit Committee

From: Darrell E. Johnson, Chief Executive Officer

Subject: Amendment to Agreement with moovel North America, LLC, for Mobile Ticketing Services

Overview

On July 13, 2015, the Board of Directors approved an agreement with moovel North America, LLC, to develop a mobile ticketing application that provides the ability to purchase and display fare products for OC Bus from certain smartphone devices. The initial contract term will expire on December 31, 2020, and an amendment is needed to exercise the option-term for service continuity.

Recommendation

Authorize the Chief Executive Officer to negotiate and execute Amendment No. 11 to Agreement No. C-5-3244 between the Orange County Transportation Authority and moovel North America, LLC, in the amount of \$290,372, to exercise the option-term of the agreement for up to 12 months from the initial term, for licensing, maintenance, and commission fees. The amendment will increase the maximum obligation of the agreement to a total contract value of \$1,240,462.

Background

On July 13, 2015, the Orange County Transportation Authority (OCTA) Board of Directors (Board) approved an agreement with moovel North America, LLC, (moovel) to develop, host, license, and maintain a mobile ticketing application that is used to purchase and display fare products on OC Bus. The agreement included an initial term of five years, which expires on December 31, 2020, and a single 24-month option-term. At the end of January 2020, moovel notified OCTA of their plans to exit the mobile ticketing market in the United States. As a result, moovel requested OCTA reduce the option-term from 24 months to 12 months, which still provided OCTA sufficient time to transition to another mobile ticketing vendor as moovel exited the market.

In order to facilitate the transition to a new mobile provider, the OCTA Board authorized the release of a request for proposals on February 10, 2020, to secure a new mobile ticketing provider. On May 11, 2020, the Board approved an agreement with Bytemark, Inc. (Bytemark), to develop a replacement mobile ticketing application that provides the ability to purchase and display fare OC Bus products from smartphone devices.

Discussion

OCTA is working diligently with Bytemark to develop the replacement mobile ticketing application, however the initial term of the moovel agreement will expire on December 31, 2020, and OCTA will need to continue to use the existing mobile application provided by moovel until the new application is implemented. Implementation of the new mobile ticketing application is anticipated in spring 2021. As a result, staff is recommending exercising a modified month-to-month option-term of up to 12 months to provide service continuity until the replacement application is implemented. The costs included in the option-term are consistent with the terms of the existing agreement and will provide OCTA the ability to fund license and maintenance fees, in the amount of \$12,063 per month, for an amount up to \$144,756, as well as an amount up to \$145,616 for commission fees associated with the sale of fare media using the mobile application, which include one-way fares, day passes, multiple day passes, and college student passes.

Procurement Approach

This procurement was handled in accordance with OCTA's Board-approved procedures for professional and technical services. On July 13, 2015, the OCTA Board approved the award of an agreement with moovel to develop and implement a mobile ticketing application for OC Bus. The original agreement was awarded on a competitive basis and included a five-year initial term and a single, two-year option-term in the amount of \$579,209. The initial term of the agreement will expire on December 31, 2020, requiring the option-term to be exercised. This agreement was previously amended as described in Attachment A.

Amending this agreement will increase the maximum obligation by \$290,372, bringing the total contract value to \$1,240,462. Exercising the option-term for up to 12 months, compensated on a month-to-month basis, provides software, license, and maintenance fees commencing January 1, 2021 through December 31, 2021, and additional funding to allow moovel to continue services on OCTA's current OC Bus Mobile Ticketing platform. This total includes

additional funds to the current term to pay for commission fees for the current term.

Fiscal Impact

This project was approved in OCTA's Fiscal Year 2019-20 Budget, Finance and Administration Division, Information Systems Department, accounts 1288-D3131-THK-7519, 1288-D3131-OAZ-7518, and 1261-D3131-OAZ-7518.

Summary

Staff recommends the Board authorize the Chief Executive Officer to negotiate and execute Amendment No. 11 to Agreement No. C-5-3244 with moovel North America, LLC., to exercise the option-term for up to 12 months. The option-term provides mobile ticketing service continuity until the replacement mobile ticketing application is implemented in spring 2021. The option-term includes additional funding in the amount of \$290,372, which brings the total contract amount to \$1,240,462.

Attachment

A. moovel North America, LLC, Agreement No. C-5-3244 Fact Sheet

Prepared by:



Sam Kaur
Department Manager
Revenue Administration
(714) 560-5486

Approved by:



Andrew Oftelie
Chief Financial Officer
Finance and Administration
(714) 560-5649



Pia Veasapen
Interim Director, Contracts
Administration and Materials
Management
(714) 560-5619

**moovel North America, LLC
Agreement No. C-5-3244 Fact Sheet**

1. July 13, 2015, Agreement No. C-5-3244, in the amount of \$579,209, approved by the Board of Directors (Board).
 - Agreement to develop, host, license and maintain a Mobile Ticketing application
 - Initial term effective September 22, 2015 through December 31, 2020, with one, two-year option term.
2. July 18, 2016, Amendment No. 1 to Agreement No. C-5-3244, \$0.00, approved by Contracts Administration and Materials Management Department (CAMM).
 - Amendment revised the Contractor name from Globesherpa, Inc to moovel North America, LLC.
3. October 31, 2016, Amendment No. 2 to Agreement No. C-5-3244, \$0.00, approved by CAMM.
 - Amendment to add CDCE, Inc. as a subcontractor.
4. April 17, 2017, Amendment No. 3 to Agreement No. C-5-3244, \$0.00, approved by CAMM.
 - Amendment to add Ride Tap module to mobile ticketing app
 - Changed designated contract and address
5. July 14, 2017, Amendment No. 4 to Agreement No. C-5-3244, \$44,000, approved by CAMM.
 - Amendment for additional funds to provide additional data elements to the fare collection interface from the computer aided dispatch and automated vehicle location (CAD/AVL) system
6. July 25, 2018, Amendment No. 5 to Agreement No. C-5-3244, \$160,000, approved by CAMM.
 - Amendment for additional functionality to the current mobile ticketing platform to administer and distribute employer and university program bus passes.
7. March 1, 2016, Amendment No. 6 to Agreement No. C-5-3244, \$15,000, approved by CAMM.

- Amendment to provide a Spanish language version of the OC Bus Mobile ticketing application
8. August 1, 2019, Amendment No. 7 to Agreement No. C-5-3244, \$0.00, approved by CAMM.
- Amendment to expand the use of the FareShare component for all colleges and universities interested in utilizing mobile ticketing for their college program.
9. December 9, 2019, Amendment No. 8 to Agreement No. C-5-3244, \$10,000, approved by CAMM.
- Amendment for additional functionality to the current mobile ticketing platform to allow for cash purchases inside of the mobile application with a five percent commission fee for all cash related transactions.
10. January 6, 2016, Amendment No. 9 to Agreement No. C-5-3244, \$55,000, approved by CAMM.
- Amendment to provide a Vietnamese language version of the OC Bus Mobile ticketing application
 - Included the annual licensing fee for the FareShare program providing the functionality to the current mobile ticketing platform to administer and distribute employer and university program bus passes
11. June 3, 2020, Amendment No. 10 to Agreement No. C-5-3244, \$86,881, approved by CAMM.
- Amendment for additional funds costs associated with the increased functionalities and distribution of fare media.
12. November 23, 2020, Amendment No. 11 to Agreement No. C-5-3244, \$290,372 pending approval by the Board.

Total commitment to moovel North America, LLC, Agreement No. C-5-3244, \$1,240,462



November 12, 2020

To: Transit Committee

From: Darrell E. Johnson, Chief Executive Officer

Subject: Amendment to Agreement with MV Transportation, Inc. for the Provision of the OC ACCESS Service

Overview

On March 25, 2013, the Orange County Transportation Authority Board of Directors approved an agreement with MV Transportation, Inc., for the management and operation of OC ACCESS service. This agreement was subsequently extended through December 31, 2021, and compensation is based on a fixed rate and a variable rate driven by the number of revenue vehicle hours provided. The coronavirus pandemic and the Governor Newsom's stay-at-home orders have resulted in a significant reduction in OC ACCESS ridership of more than 80 percent. Consistent with the terms of the agreement, MV Transportation, Inc., has requested an adjustment to the variable hourly rate to relieve uncompensated expenses incurred as a result of the coronavirus pandemic. The Coronavirus Aid, Relief, and Economic Security Act of 2020 specifically provides funding for this relief with guidance from the Federal Transit Administration. Board of Directors' approval is requested to amend the agreement with MV Transportation, Inc., to adjust the variable hourly rate in order to relieve uncompensated expenses resulting from the coronavirus pandemic.

Recommendations

- A. Authorize the Chief Executive Officer to execute Amendment No. 10 to Agreement No. C-2-1865 between the Orange County Transportation Authority and MV Transportation, Inc., to revise the variable hourly rate for the period of April 2020 through December 2021, in the amount not to exceed \$10,548,201. This amount can be accommodated within the agreement's current cumulative maximum obligation of \$375,620,065.
- B. Amend the Orange County Transportation Authority Fiscal Year 2020-21 operating revenue and expense budget, in the amount of \$5,050,615, to

accommodate expenses related to the current coronavirus pandemic based on revised variable hourly rates.

Discussion

The Coronavirus Aid, Relief, and Economic Security (CARES) Act of 2020 specifies funds may be used to prevent, prepare for, and respond to the coronavirus (COVID-19) pandemic. With guidance from the Federal Transit Administration (FTA), this includes operating expenses defined as the costs necessary to operate, maintain, and manage a public transportation system, and other expenses such as driver salaries, fuel, and items having a useful life of less than one year, including personal protective equipment (PPE) and cleaning supplies.

Third-party contractors with more than 500 employees providing services on behalf of transit agencies are also eligible to receive CARES Act funds, working through the public transit agency. Similar to the transit agency, contractor expenses covered by the CARES Act includes salaries and benefits for contract employees on leave due to reduced service, provision of PPE and cleaning supplies, and other expenses related to maintaining a state of readiness so that the contractor can return to normal operation when appropriate.

Under the federal guidance, transit agencies are permitted to modify existing contracts to pay for eligible expenses required to retain readiness, even if service is reduced.

Prior to the reduction in service levels resulting from the COVID-19 pandemic, MV Transportation, Inc. (MV) operated an average of 43,000 monthly revenue vehicle hours (RVH) and recorded an average of 124,000 monthly boardings for the OC ACCESS paratransit service between July 2019 and February 2020. Since the Governor's stay-at-home order went into effect on March 19, 2020, ridership has significantly decreased. MV operated an average of approximately 15,000 monthly RVH and recorded an average of 19,000 monthly boardings between April 2020 and August 2020. In response to the reduction, MV modified their work plan, which included laying off a portion of their staff, purchasing and distributing PPE, and enhancing cleaning/disinfecting of vehicles and employee work areas to help prevent the spread of COVID-19. As a result, MV is requesting relief from the Orange County Transportation Authority (OCTA) as provided under the CARES Act.

The agreement between OCTA and MV allows for a renegotiation of the variable hourly rates when RVHs change by more than ten percent from the

estimated annual totals. Since service decreased by more than the ten percent threshold due to the impacts of the COVID-19 pandemic, MV requested a renegotiation of the variable hourly rates. Staff entered into discussions with MV to identify and quantify appropriate workforce levels to maintain a state of readiness in response to the COVID-19 pandemic. Staff and MV agreed to revise the variable hourly rate compensation levels using a tiered approach as specified in Attachment B; this also includes estimated costs associated with the purchase and distribution of PPE, as well as continuing enhanced cleaning practices, such as regular disinfecting of vehicles and employee work areas for the provision of the OC ACCESS service.

Since the COVID-19 pandemic has made it challenging to predict the growth in trips over the next 15 months, a tier-pricing approach is being proposed where the variable hourly rate is adjusted as RVHs increase. Tiers one through three are structured in 100,000 RVH bands, and tier four covers 400,001 to 530,000 RVH. Tier five begins at 530,001 and represents a return to pre-COVID-19 levels and the current originally-approved agreement variable rate of \$61.29. The five tiers and the corresponding rates are detailed in Attachment B.

Staff proposes to amend the agreement with MV to revise the variable hourly rate compensation for the period of April 2020 through December 2021. The actual amount for the impact during the period of April 2020 through September 2020 is \$2,694,506, and the amount for future impacts during the period of October 2020 through December 2021 is estimated to be \$7,853,695, based on September 2020 actuals, for an amount not to exceed \$10,548,201.

Procurement Approach

This procurement was handled in accordance with OCTA Board of Directors (Board)-approved policies and procedures for professional and technical services.

On March 25, 2013, the Board approved a contract with MV for a four-year initial term with two, two-year option terms, in the amount of \$156,690,376, from July 1, 2013 through June 30, 2017. The original agreement was awarded on a competitive basis and was previously amended as described in Attachment A.

The proposed Amendment No. 10 will reimburse MV, in the amount of \$2,694,506, for the impact related to COVID-19 expenses during the period of April 2020 through September 2020. The amount for future impacts during the period of October 2020 through December 2021 is estimated to be \$7,853,695, based on September 2020 actuals.

OCTA staff from the Contracts Administration and Materials Management, Financial Planning and Analysis, and Paratransit Services departments have reviewed all the itemized costs of eligible expenses, including salaries and benefits for contract employees due to reduced service, bus maintenance costs, PPE and cleaning supplies provided by MV. Based on the reduced service level, the total cost of PPE and cleaning supplies to meet the safety requirements, and the level of efforts associated with maintaining the buses, staff found the estimated total amount of \$10,548,201 to be fair and reasonable.

Fiscal Impact

A budget amendment to the OCTA Fiscal Year (FY) 2020-21 Budget, Operations Division, in the amount of \$5,050,615, is needed to accommodate the revision to the revenue vehicle hour rate in Agreement No. C-2-1865 as detailed in this report. This amendment will align the updated projected expenses in FY 2020-21 with the budget authority in the current FY. The cost associated with this amendment is fully reimbursable via the CARES Act.

Summary

Authorize the Chief Executive Officer to execute Amendment No. 10 to Agreement No. C-2-1865 between OCTA and MV, in the amount not to exceed \$10,548,201, to revise the variable hourly rate for the period of April 2020 through December 2021. This amount can be accommodated within the agreement's current cumulative maximum obligation of \$375,620,065.

Attachments

- A. MV Transportation, Inc., Agreement No. C-2-1865 Fact Sheet
- B. Revised Variable Hourly Rate Compensation Tiers for OC ACCESS Service, April 2020 – December 2021

Prepared by:

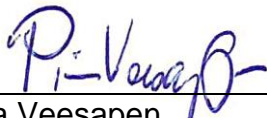


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Approved by:



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**MV Transportation, Inc.
Agreement No. C-2-1865 Fact Sheet**

1. March 25, 2013, Agreement No. C-2-1865, \$156,690,376, approved by the Board of Directors (Board).
 - Agreement to provide all management and operation of ACCESS service.
 - Initial term effective July 1, 2013 through June 30, 2017, with two, two-year option terms.
2. February 27, 2014, Amendment No. 1 to Agreement No. C-2-1865, \$0, approved by Contracts Administration and Materials Management Department (CAMM).
 - Amendment to revise key personnel.
3. June 20, 2014, Amendment No. 2 to Agreement No. C-2-1865, \$37,853, approved by CAMM.
 - Amendment to add decommissioning of vehicles to be utilized in the Senior Mobility Program (SMP).
4. December 28, 2015, Amendment No. 3 to Agreement No. C-2-1865, \$60,000, approved by CAMM.
 - Amendment to continue providing inspections, general maintenance, and painting service of vehicles utilized in the SMP.
5. June 13, 2016, Amendment No. 4 to Agreement No. C-2-1865, \$7,841,232, approved by the Board.
 - Amendment to accommodate the costs associated with increased demand for service.
6. June 12, 2017, Amendment No. 5 to Agreement No. C-2-1865, \$90,982,108, approved by the Board.
 - Amendment to exercise the first two-year option term and extend the agreement term to June 30, 2019.
7. April 26, 2018, Amendment No. 6 to Agreement No. C-2-1865, \$0, approved by CAMM.
 - Amendment to revise Exhibit A, Scope of Work related to assessment of penalties, performance of repair, and/or replacement of major components, as well as increase service at the call center for Same-Day Taxi.

8. September 10, 2018, Amendment No. 7 to Agreement No. C-2-1865, \$0, approved by CAMM.
 - Amendment to update insurance requirements.
9. November 12, 2018, Amendment No. 8 to Agreement No. C-2-1865, \$95,630,961, approved by the Board.
 - Amendment to exercise the second two-year option term and extend the agreement term to June 30, 2021.
10. June 22, 2020, Amendment No. 9 to Agreement No. C-2-1865, \$24,377,535, approved by the Board.
 - Amendment to extend the agreement term to December 31, 2021.
11. November 23, 2020, Amendment No. 10 to Agreement No. C-2-1865, \$0, pending approval by the Board.
 - Amendment to provide financial relief for costs related to the coronavirus pandemic and revise the variable hourly rate compensation.

Total committed to MV Transportation, Inc., Agreement No. C-2-1865: \$375,620,065.



Orange County Transportation Authority
Revised Variable Hourly Rate Compensation Tiers for OC ACCESS Service
April 2020 - December 2021

Original Fiscal Year 2020-21 Rate **\$ 61.29**

Tier Structure	Tier 1	Tier 2	Tier 3	Tier 4	Tier 5
Monthly lower bound	8,333	16,667	25,000	33,333	44,167
Monthly upper bound	16,667	25,000	33,333	44,167	+
Annual lower bound	100,000	200,000	300,000	400,000	530,000
Annual upper bound	200,000	300,000	400,000	530,000	+
Cost per revenue vehicle hour	\$ 95.26	\$ 83.72	\$ 79.32	\$ 70.96	\$ 61.29
Rate Increase from Current Rate	55.4%	36.6%	29.4%	15.8%	0.0%



November 12, 2020

To: Transit Committee 
From: Darrell E. Johnson, Chief Executive Officer
Subject: Sole Source Agreement for the Replacement of Fluid Management System Data Loggers

Overview

The Orange County Transportation Authority operates a fleet of 777 revenue vehicles and 151 non-revenue vehicles that require managed fluid, such as oil dispensing. A proprietary computerized electronic fluid management system is currently used for authorizing fluid dispensing, as well as tracking odometer readings and fluid consumption of all fleet vehicles. One of the essential components of this system is the data loggers installed on all non-revenue vehicles. These data loggers are obsolete and no longer manufactured. Board of Directors' authorization is requested for the purchase of 150 replacement data loggers through a sole source agreement.

Recommendation

Authorize the Chief Executive Officer to negotiate and execute Purchase Order No. C02585 between the Orange County Transportation Authority and S&A Systems, Inc., in the amount of \$106,355, for the replacement of 150 data loggers on non-revenue vehicles.

Discussion

The Fluid Management System (FMS) is a critical part of the Orange County Transportation Authority's (OCTA) bus operations and support services. The FMS authorizes fluid dispensing, as well as collects and compiles vital vehicle and fueling data used to manage vehicle maintenance in order to comply with regulatory compliance requirements. One data point collected is the vehicle odometer reading, which is an essential component of OCTA's preventive maintenance program as it identifies when a maintenance interval is approaching due as required by the vehicle manufacturer to retain warranty and receive optimum performance and service life. The FMS also provides data used to report to the Federal Transit Administration's National Transit Database

as required on an annual basis. Mileage data is also used to track the useful life of vehicles in accordance with established OCTA policy.

The FMS collects odometer readings and other data remotely each time a vehicle enters the fueling station. The data loggers are installed in all non-revenue vehicles and are required in order to transmit data to the FMS. One new data logger was purchased due to immediate need. The order for 150 data loggers will complete the retrofitting of the non-revenue vehicle fleet and accommodate new vehicles approved in this fiscal year's budget. S&A Systems, Inc. (S&A), is the original equipment manufacturer of the FMS and utilizes proprietary software and hardware to perform this function. No other manufacturer or third-party support is available for the maintenance and support of this product.

Procurement Approach

This procurement for the purchase of the FMS data loggers was handled in accordance with OCTA Board of Directors (Board)-approved policies and procedures for a sole source procurement.

S&A is the exclusive owner of the FMS and the data logger equipment is an interfacing proprietary product. Therefore, this procurement meets the guidelines for a sole source purchase as these FMS data loggers are available from only one responsible source and no other supplier can meet the requirements.

S&A's quote was reviewed by staff from the Contracts Administration and Materials Management and Maintenance Resource Management departments to ensure compliance with the contract terms and conditions, as well as the technical requirements.

In accordance with OCTA's sole source procurement procedures, a sole source over \$50,000 requires OCTA's Internal Audit Department to conduct a price review of the vendor's proposed pricing. Internal Audit's review found that rates proposed by S&A were comparable to the rates awarded by other transit agencies for similar equipment. In addition, S&A's quoted prices are six percent lower than the OCTA Project Manager's independent cost estimate. Therefore, pricing is deemed fair and reasonable.

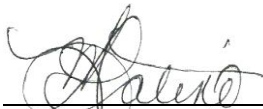
Summary

Based on the information provided, staff recommends the Board of Directors authorize the Chief Executive Officer to negotiate and execute Purchase Order No. C02585 between the Orange County Transportation Authority and S&A Systems, Inc., in the amount of \$106,355, for the purchase and installation of 150 data loggers on non-revenue vehicles.

Attachment

None.

Prepared by:



Marie Latino
Section Manager, Maintenance
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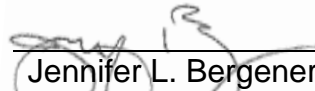
Approved by:



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November 12, 2020

To: Transit Committee

From: Darrell E. Johnson, Chief Executive Officer

Subject: Sole Source Agreement for the Replacement of Fluid Management System Remote Island Head Units

Overview

The Orange County Transportation Authority operates a fleet of 777 revenue vehicles and 151 non-revenue vehicles that require managed fluid, such as oil dispensing. A proprietary computerized electronic fluid management system is currently used for authorizing fluid dispensing, as well as tracking odometer readings and fluid consumption of all fleet vehicles. One of the essential components of this system is the remote island head units installed at each base that electronically collect vital vehicle data. This equipment is obsolete and no longer manufactured. Board of Directors' authorization is requested for the purchase of 52 replacement remote island head units through a sole source agreement.

Recommendation

Authorize the Chief Executive Officer to negotiate and execute Purchase Order No. C02584 between the Orange County Transportation Authority and S&A Systems, Inc., in the amount of \$315,296, for the replacement of 52 remote island head units.

Discussion

The fluid management system (FMS) is a critical part of the Orange County Transportation Authority's (OCTA) bus operations and support services. The FMS authorizes fluid dispensing, as well as collects and compiles vital vehicle and fueling data used to manage vehicle maintenance in order to comply with regulatory compliance requirements. One data point collected is the vehicle odometer reading, which is an essential component of OCTA's preventive maintenance program, as it identifies when a maintenance interval is approaching due as required by the vehicle manufacturer to retain warranty and receive optimum performance and service life. The FMS also provides data used to report to the

Federal Transit Administration's National Transit Database as required on an annual basis.

The FMS remotely collects odometer readings and other data each time a vehicle enters the fueling station. This data is collected through the remote island head (RIH) units, which have become obsolete and require replacement. S&A Systems, Inc. (S&A) is the original equipment manufacturer of the FMS and utilizes proprietary software and hardware to perform this function. No other manufacturer or third-party support is available for the replacement, maintenance, and support of this product.

Procurement Approach

This procurement for the purchase of the FMS RIH units was handled in accordance with OCTA Board of Directors (Board)-approved policies and procedures for a sole source procurement.

S&A is the exclusive owner of the FMS and the RIH equipment is an interfacing proprietary product. Therefore, this procurement meets the guidelines for a sole source purchase as these FMS RIH units are available from only one responsible source and no other supplier can perform the replacement, maintenance, and support of this product.

S&A's quote was reviewed by staff from the Contracts Administration and Materials Management and Maintenance Resource Management departments to ensure compliance with the technical contract terms and conditions, as well as the technical requirements.

In accordance with OCTA's sole source procurement procedures, a sole source over \$50,000 requires OCTA's Internal Audit Department to conduct an independent pre-award price review of the vendor's proposed pricing. Internal Audit's review found that rates proposed by S&A were comparable to the rates awarded by other transit agencies for similar equipment. In addition, S&A's quoted prices are six percent lower than the OCTA Project Manager's independent cost estimate. Therefore, pricing is deemed fair and reasonable.

Summary

Based on the information provided, staff recommends the Board of Directors authorize the Chief Executive Officer to negotiate and execute Purchase Order No. C02584 between the Orange County Transportation Authority and S&A Systems, Inc., in the amount of \$315,296, for the upgrade of 52 remote island head units.

Attachment

None.

Prepared by:



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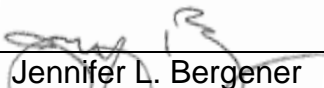
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November 12, 2020

To: Transit Committee

From: Darrell E. Johnson, Chief Executive Officer

Subject: Sole Source Agreement for Motorola 800 Megahertz Encrypted Mobile Radio Equipment for Transit Police Services Vehicles

Overview

The Orange County Transportation Authority participates in the Countywide Coordinated Communications System. Participation in this system requires the Orange County Transportation Authority to maintain compatible mobile radios and base stations. Radios are used by operations, maintenance, administrative, and Transit Police Services personnel. Board of Director's authorization is requested to award a sole source purchase order for three sets of mobile radios and necessary accessories for vehicles assigned to Transit Police Services.

Recommendation

Authorize the Chief Executive Officer to negotiate and execute sole source Purchase Order No. A45898 between the Orange County Transportation Authority and Motorola Solutions, Inc., in the amount of \$37,362, to purchase three sets of APX 6500 Enhanced 700/800 Hot Red encrypted mobile radios and necessary accessories.

Discussion

The Orange County Transportation Authority (OCTA) maintains an active emergency coordination program. One important component of this program is the OCTA Central Communications unit and its associated radio systems and equipment. Transit Police Services (TPS), OCTA field personnel, as well as maintenance, operations, and administrative personnel utilize radios to communicate important information and coordinate response to incidents on a daily basis.

As with many public agencies in Orange County, OCTA participates in the Countywide Coordinated Communications System (CCCS), which operates on the 800 megahertz band, and is a contract participant in an agreement between

the County of Orange and Motorola Solutions, Inc. (Motorola). With the addition of five officers to support TPS as approved by the Board on July 13, 2020, three additional vehicles have been assigned to TPS, and has necessitated the purchase of three additional mobile radios and necessary accessories.

Procurement Approach

This procurement was handled in accordance with OCTA Board of Directors (Board)-approved policies and procedures for a sole source procurement.

Motorola is the only authorized vendor to sell the required radio equipment currently in use by OCTA for all existing TPS vehicles. Therefore, it meets the sole source procurement guidelines, as the product is available from only one source. Based on the firm's technical ability and financial status, Motorola is deemed responsible.

The pricing provided to OCTA was quoted from the County of Orange Agreement # MA-060-1501-1560, (Orange County Equipment and Services Price Book Agreement), which was negotiated directly between Motorola and the County of Orange on behalf of all participating agencies of the CCCS. Sole source purchases of similar handheld radios were made in 2012, 2014, 2015, 2018, and 2019.

In accordance with the OCTA sole source procurement policies and procedures, a sole source agreement \$50,000 or under requires the Contracts Administration and Materials Management Department to conduct a price review of Motorola's proposed pricing. The rates in Motorola's proposal are consistent with the rates in the Orange County Equipment and Services Price Book Agreement. As part of the CCCS group, OCTA receives special pricing from the manufacturer. The price OCTA is paying for each item on PO A45898 is a 44 percent discount on the listed prices. Therefore, the quoted price is deemed fair and reasonable.

Fiscal Impact

This procurement is funded through the Transportation Fund, Operations Support, with funds transferred into Account 1316-9027-A0001-03N from Account 2159-9025-D2113-0PU.

Summary


Staff recommends the Board authorize the Chief Executive Officer to negotiate and execute sole source Purchase Order No. A45898 with Motorola Solutions Inc., in

the amount of \$37,362, to purchase three sets of APX 6500 Enhanced 700/800 Hot Red encrypted mobile radios and necessary accessories.

Attachment

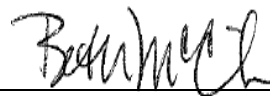
None.

Prepared by:



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November 12, 2020

To: Transit Committee

From: Darrell E. Johnson, Chief Executive Officer

Subject: Amendment to Agreement with MV Transportation, Inc., for the Provision of the OC Flex Service Microtransit Pilot Program

Overview

The Orange County Transportation Authority is underway with a two-year microtransit pilot program known as OC Flex. The OC Flex pilot program which began in October 2018 as a one-year pilot, was subsequently extended by the Board of Directors for an additional year through October 14, 2020. Operations and maintenance of the OC Flex service is currently provided by MV Transportation, Inc., through an assigned contract that is set to expire on May 31, 2021. MV Transportation, Inc., also provides OC ACCESS service under a separate agreement and operates OC Flex from the same operating base. The term of the OC ACCESS agreement expires December 31, 2021. In order to align the terms of the agreements for both services, Board of Directors' approval is requested to extend the contract term for the OC Flex pilot to December 31, 2021 and to extend the pilot program for an additional 14 months to align with the recommended contract term.

Recommendations

- A. Approve staff recommendation to extend the OC Flex microtransit pilot program for 14 months, from October 2020 to December 31, 2021, and direct staff to incorporate the scope of work for management and operation of the OC Flex into the OC ACCESS scope of work request for proposals.
- B. Authorize the Chief Executive Officer to negotiate and execute Amendment No. 5 to Agreement No. C-7-2052 with MV Transportation, Inc., in the amount of \$330,856, to extend the term of the agreement to operate the OC Flex microtransit pilot program for an additional seven months through December 31, 2021. This will increase

the maximum obligation amount of the agreement to a total contract value of \$2,693,699.

Discussion

On March 26, 2018, the Orange County Transportation Authority (OCTA) Board of Directors (Board) approved an agreement with Keolis Transit Services, LLC, (Keolis) for the operation and maintenance of the OC Flex microtransit pilot program for a one-year initial term and two, one-year option terms. On September 23, 2019, the Board approved the first one-year option term effective October 15, 2019 through October 14, 2020.

Under the terms of the agreement, the contractor provides:

- Day-to-day management of the operation of the OC Flex microtransit service, including the provision of operators and back-up vehicles to dispatch all ambulatory and wheelchair trips as requested in compliance with applicable local, state, and federal regulations; and
- All maintenance for vehicles, including the original equipment manufacturer's recommendations for preventive maintenance.

The OC Flex microtransit pilot program began in October 2018 as a one-year pilot program operating in two zones. In January 2020, the Board approved a 12-month extension of the one-year pilot through October 2020 to allow staff to implement strategies to improve performance and allow for greater service establishment and awareness. In March 2020, OC Flex service demand was seriously impacted by the coronavirus (COVID-19) pandemic in both zones, but more significantly in the blue zone serving portions of the cities of Huntington Beach and Westminster. As a result of the significantly diminished demand for service, a determination was made to temporarily suspend OC Flex service in the blue zone, effective March 23, 2020. The orange zone, encompassing portions of the cities of Aliso Viejo, Laguna Niguel, and Mission Viejo continued to operate as service requests to and from key destinations, such as the Laguna Niguel/Mission Viejo Metrolink Station, continued.

As previously shared with the Board in May 2020, Keolis notified OCTA that as a result of the impacts of the COVID-19 pandemic, it could no longer continue to provide service in Orange County, including the OC Flex service, effective June 1, 2020. At that time, Keolis made a formal request to OCTA to utilize the assignment provision included in their agreement to assign all rights title, interest, obligations, and liability under the agreement to MV Transportation, Inc.

(MV), OCTA's current provider of OC ACCESS service, operating out of an OCTA-owned facility in Irvine, which has sufficient capacity to also accommodate OC Flex. Through mutual agreement and to ensure no disruption to the OC Flex microtransit pilot program, the agreement for the operation and maintenance of the OC Flex microtransit pilot program was assigned from Keolis to MV for a one-year term effective June 1, 2020 through May 31, 2021.

The impacts of the COVID-19 pandemic on the OC Flex service have made it challenging to evaluate the performance of the microtransit pilot project. Performance in February 2020, immediately following Board direction to extend the pilot for one year, reflected continued improvement in key metrics such as subsidy per boarding, and ridership in the south county zone had been steadily increasing. In order to fairly and adequately evaluate the OC Flex microtransit pilot, staff is recommending an extension of the pilot period for an additional 14 months beyond October 2020. The proposed 14-month extension will provide staff with the opportunity to make necessary service adjustments and to evaluate the performance of the OC Flex service through and beyond the COVID-19 pandemic, as well as incorporate future recommended health and safety adjustments as part of the OC Flex service. In addition, this extension will support planning efforts underway to examine the OC Bus service in a post-COVID-19 environment. As the fixed-route system begins to recover from the impacts of the COVID-19 pandemic, staff can continue to gain experience with the use of microtransit and consider the role this type of service may have going forward to support mobility throughout the county.

To accommodate the extension of the OC Flex microtransit pilot program, staff recommends an extension of the agreement with MV for an additional seven months until December 31, 2021, which aligns with the current OC ACCESS agreement. During this time staff will continue to evaluate the future contracting options for OC Flex and OC Access services both separately and combined. Aligning the terms of the agreement will ensure continuity of operations for the OC Flex microtransit pilot program until such time as staff can evaluate the applicability of microtransit in Orange County and develop a more comprehensive service plan that complements the OC Bus service now and in the future.

Procurement Approach

The original procurement was handled in accordance with OCTA Board-approved policies and procedures for professional services. The original agreement was awarded on a competitive basis, and it was issued in the amount of \$1,150,000. The Board approved an agreement with Keolis for the operation and maintenance of the OC Flex microtransit pilot program for a one-year initial

term and two, one-year option terms. On September 23, 2019, the Board approved the first one-year option term effective through October 14, 2020, as described in Attachment A.

MV assumed operation of the OC Flex service beginning on June 1, 2020 through May 31, 2021. The proposed Amendment No. 5 will extend the term of the agreement for an additional seven months through December 31, 2021. Amending this agreement will increase the maximum obligation by \$330,856, bringing the total contract value to \$2,693,699. The rate escalation will remain as originally negotiated. Exercising the amendment will allow MV to continue providing OC Flex services through the term of the existing agreement for the provision of OC ACCESS services.

Fiscal Impact

The project was approved in the OCTA Fiscal Year 2020-21 Budget, Operations Division, Contract Transportation Services, accounts 2149-7317-D2160-N96 and 2149-7317-D2161-N97.

Summary

Authorize the Chief Executive Officer to execute Amendment No. 5 to Agreement No. C-7-2052 with MV, in the amount of \$330,856, to extend the term of the agreement for an additional seven months to operate the OC Flex microtransit pilot program through December 31, 2021. This will increase the maximum obligation amount of the agreement to a total contract value of \$2,693,699.

Attachment

A. MV Transportation, Inc., Agreement No. C-7-2052 Fact Sheet

Prepared by:



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Approved by:



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**MV Transportation, Inc.
Agreement No. C-7-2052 Fact Sheet**

1. March 26, 2018, Agreement No. C-7-2052, \$1,150,000, approved by the Board of Directors (Board).
 - Keolis Transit Services, LLC (Keolis), to provide operation and maintenance of OC Flex microtransit pilot program.
 - Initial term effective through August 31, 2019 with two, one-year option terms.
2. August 6, 2018, Amendment No. 1 to Agreement No. C-7-2052, \$106,837, approved by Contracts Administration and Materials Management (CAMM).
 - Amendment to revise the scope of work.
3. October 15, 2018, Amendment No. 2 to Agreement No. C-7-2052, \$0, approved by CAMM.
 - Amendment to revise the scope of work, revise the start date of the service, and extend the end date of the initial term to October 14, 2019, as well as make additional administrative changes.
4. September 23, 2019, Amendment No. 3 to Agreement No. C-7-2052, \$1,106,006, approved by the Board.
 - Exercise the first option term of the agreement effective October 15, 2019 through October 14, 2020.
5. June 1, 2020, Amendment No. 4 to Agreement No. C-7-2052, \$0, approved by CAMM.
 - Amendment to assign all rights, responsibilities, and liability from Keolis to MV Transportation, Inc., effective June 1, 2020 through May 31, 2021.
6. November 23, 2020, Amendment No. 5 to Agreement No. C-7-2052, \$330,856, pending approval by the Board.
 - Amendment to extend the agreement term to December 31, 2021.

Total committed to MV Transportation, Inc., Agreement No. C-7-2052: \$2,693,699.



**Amendment to Agreement with
MV Transportation, Inc., for the Provision of
the OC Flex Service Microtransit Pilot Program**



- March 2018 – Board of Directors (Board) approved an agreement with Keolis Transit Services, LLC for the provision of the OC Flex service
- October 2018 – OC Flex begins in two zones
 - Orange Zone (areas of Aliso Viejo, Laguna Niguel, and Mission Viejo)
 - Blue Zone (areas of Huntington Beach and Westminster)
- September 2019 – Board authorized 12-month pilot
- January 2020 – Board authorized contract extension
- May 2020 – Assigned agreement to MV Transportation, Inc.



OC FLEX PROGRAM OPTIONS



- Maintain OC Flex Service
- Terminate OC Flex Program
- Modify, Expand, or Adjust



Maintain Current Service

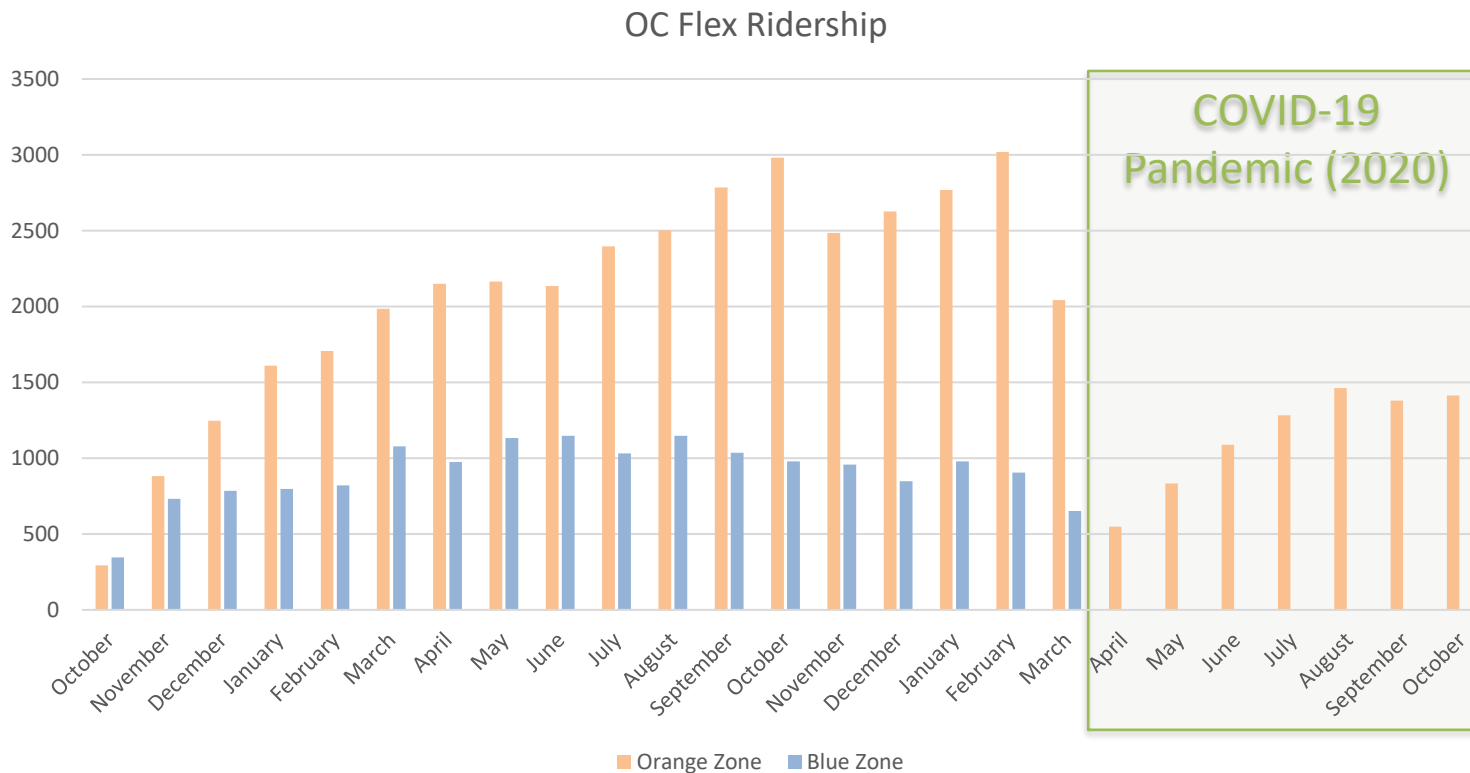
- Advantages

- Provides more time to evaluate the effects of changes implemented in February 2020
- Keeps on-demand transit in the mix of service delivery options for future bus system restructuring
- Focus resources on most successful zone
- Maintains established connections from Laguna Niguel/Mission Viejo Metrolink Station
- Gives time to regain ridership and get back to the level of performance achieved in February 2020 or better

- Disadvantages

- Elimination of Blue Zone due to low ridership

OC FLEX PROGRAM OPTIONS



PERFORMANCE SUMMARY



Board-Adopted Goals <i>(Measures)</i>	Target	Performance*	Goal Met?
Productivity <i>(Boardings per Revenue Vehicle Hour)</i>	6	1.87	X
Cost Effectiveness <i>(Subsidy per Boarding)</i>	\$9.00	\$27.43	X
Shared Rides <i>(% of Bookings sharing a vehicle, groups)</i>	25%	29.3%	✓
Connecting Transit Trips <i>(% of transfer trips)</i>	25%	30.3%	✓
Customer Satisfaction – (by survey) <i>(% “likely”/“very likely” to recommend service)</i>	85%	91%	✓

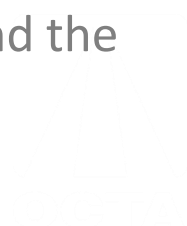
* Performance through February 2020



NEXT STEPS



- Continue to monitor performance and evaluate impacts of COVID-19
- Report quarterly performance
- Return to the Board in December 2020 with a path forward beyond the pilot program





November 12, 2020

To: Transit Committee

From: Darrell E. Johnson, Chief Executive Officer

Subject: 2020 Coordinated Public Transit – Human Services Transportation Plan for Orange County

Overview

The Coordinated Public Transit – Human Services Transportation Plan identifies strategies to address unmet transportation needs among seniors, persons with disabilities, and persons of low income. The plan is a requirement to receive certain federal transit funding. The update process has concluded, and Board of Directors' approval is requested to finalize the 2020 plan update.

Recommendation

Direct staff to finalize the 2020 Coordinated Public Transit – Human Services Transportation Plan incorporating feedback provided by the Board of Directors.

Background

The Coordinated Public Transit – Human Services Transportation Plan (Coordinated Plan) brings together human service organizations and public transit providers to identify mobility needs of seniors, persons with disabilities, and persons of low income. Consistent with requirements in Federal Transit Administration (FTA) Section 5310 Program, the Coordinated Plan process helps leverage and extend scarce transportation resources by coordinating different and often “siloe” public transportation and private nonprofit transportation providers. The plan identifies and prioritizes strategies for coordinating transportation services, meeting mobility needs, and addressing barriers to transportation access.

The Orange County Transportation Authority (OCTA) Board of Directors (Board) adopted the first Coordinated Plan in 2008. Strategies identified in this plan have been used to award grant funding to Orange County agencies to support transportation programs for target populations. In 2018, OCTA began using the FTA Section 5310 funds for the OC ACCESS Program that provides federally-required “complementary paratransit” service to persons with disabilities who cannot use the fixed-route bus system.

In order to continue providing funding for specialized transportation providers, a locally-funded “Enhanced Mobility for Seniors and Disabled Grant Program” was developed to provide more flexibility for specialized transportation projects. The Coordinated Plan is also used to identify project and program needs prior to developing specific funding guidelines for this grant program. It is important to note that not everything identified in the plan is required to be funded and OCTA grant programs supplement other sources of funds received by the specialized transportation providers. The OCTA Grant Program Guidelines will be brought to the Board for approval prior to release, which is anticipated in early 2021.

Discussion

OCTA retained consulting services to assist in updating the Coordinated Plan. This process covered the following areas further described below:

- Evaluating target population and demographic changes;
- Conducting public outreach activities to reassess existing transportation services and resources; and
- Developing goals and strategies to address needs.

Target Population Demographic Findings

Between 2012 and 2018, the population over 65 increased by over 33 percent, compared to the 5.4 percent increase in total population. During the same period, people in Orange County that reported having at least one type of disability increased by almost 25 percent. The total number of individuals living in poverty increased by two percent between 2012 and 2018. Overall, increases in the older population, persons with reported disabilities, and the low-income population have increased since 2012, underscoring the need to address these populations as part of the Coordinated Plan. In addition to this demographic data, OCTA coordinated with key stakeholders to gain an understanding of specific provider needs, which are further described below.

Transportation Provider and Public Outreach

Due to coronavirus (COVID-19) social distancing guidelines, face-to-face meetings could not be conducted. OCTA outreach efforts included telephone interviews and videoconference meetings with cities, human service agencies

and organizations, members of target populations, and the OCTA Special Needs Advisory Committee. Surveys of seniors were also undertaken. Common survey results and interviews included the following:

- Lengthy fixed-route bus headways;
- Limited service options in some geographic areas of the County;
- Access to transit stops from social/community service provider locations;
- Difficulty navigating wide and busy streets/lanes near bus lines;
- Limited ability to travel outside the service area to major medical facilities; and
- Lack of service availability for low-income persons under 60 years of age.

Social service agencies were also asked to specify the transportation needs most often communicated to them by their clients. Traveling to both local and regional medical locations was the most reported transportation need, followed by shopping and escorted trips to and through the door. Transportation to or from south Orange County, trips with multiple destinations, and commuting to worksites were also identified needs. Traveling to neighboring counties was the least communicated transportation need.

To further assess the existing needs of target populations, survey respondents were asked an open-ended question to describe the barriers that their clients experience in accessing transportation. The following were the top responses:

- Twenty-four percent of the agency clients indicated having difficulty paying the required fare;
- Twenty-one percent reported long walking distances to the nearest bus stop; and
- Twenty-one percent experienced challenges with low frequency of transit buses.

The following barriers were common among older adults and persons with disabilities:

- Twelve percent had difficulty navigating the transit network;
- Twelve percent had difficulty traveling beyond the public transit service area; and
- Nine percent reported issues with eligibility, completing advanced registration, and scheduling on demand response programs.

For complete results on needs and barriers, please refer to figures four and five in Section IV of the Executive Summary (Attachment A).

Goals and Strategies

As a result of the demographic analysis, assessment of transportation services, and public outreach efforts, four draft coordination goals and 16 strategies were identified:

Goal 1 – Restore and enhance the specialized public transportation network to meet the needs of the target populations in a post-COVID-19 environment.

- 1.1 Continue to support the capital costs, operations, and maintenance of OC ACCESS.
- 1.2 Integrate flexible transportation options to meet first/last mile needs.
- 1.3 Provide reliable on-demand transportation services for disabled persons.
- 1.4 Improve safety and access to services for target populations through technology.

Goal 2 – Rebuild specialized services for target populations.

- 2.1 Continue to fund the maintenance and purchase of new vehicles for human service transportation agencies/organizations.
- 2.2 Continue to support transportation services for low-income, transit-dependent populations.
- 2.3 Prioritize services in areas that are underserved or have gaps in service.
- 2.4 Promote coordination between agencies and organizations that provide special needs transportation.

Goal 3 – Leverage transportation information to enhance mobility – measure outcomes.

- 3.1 Continue progress towards the use of technology by target populations to access travel information, schedule rides, and travel training.
- 3.2 Support participation in 211 Community Information Exchange.
- 3.3 Institute measurements to outcomes evaluate.

Goal 4 – Improve and expand external and internal mobility infrastructure.

- 4.1 Identify bus stop and transfer locations needing physical improvements necessary for persons with disabilities to access public transit.
- 4.2 Expand volunteer driver services to existing transportation needs.
- 4.3 Expand non-profit mobility options using retired vehicles.

- 4.4 Explore shared use of grant-funded vehicles by grantees serving compatible needs.
- 4.5 Explore flexible use of grant funding to allow for non-traditional uses and users.

The draft goals and strategies outlined in the 2020 update to the Coordination Plan will facilitate coordination and community partnership among human services transportation providers. Further, it will assist in developing programs to address the unmet needs and gaps in transportation services for seniors, persons with disabilities, and persons of low income. Staff will return to the Board with funding guidelines for the OCTA Enhanced Mobility for Seniors and Disabled Grant Program that will consider the strategies included in the Coordinated Plan.


Summary

The 2020 Coordinated Public Transit - Human Services Transportation Plan is prepared in accordance with federal guidelines under the Moving Ahead for Progress in the 21st Century Act. The plan identifies unmet transportation needs for seniors, persons with disabilities, and persons of low income, and offers recommended project strategies. Staff is seeking feedback on the draft goals and strategies prior to finalizing the plan.

Attachment


- A. Orange County Transportation Authority, Human Services Transportation Coordination Plan, Draft Executive Summary

Prepared by:



Kevin Khouri
Associate Transportation Analyst
(714) 560-5881

Approved by:



Kia Mortazavi
Executive Director, Planning
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ORANGE COUNTY TRANSPORTATION AUTHORITY



HUMAN SERVICES TRANSPORTATION COORDINATION PLAN DRAFT EXECUTIVE SUMMARY

Prepared by:

Judith Norman – Transportation Consultant (JNTC)

in coordination with:

Arun Prem

August 27, 2020

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SECTION I: INTRODUCTION

The Orange County Transportation Authority (OCTA) is the regional public transit operator in Orange County. OCTA's stated mission "is to develop and deliver transportation solutions to enhance the quality of life and keep Orange County moving". OCTA is also the designated Consolidated Transportation Services Agency (CTSA). As the CTSA, OCTA is required to prepare a Coordinated Public Transit – Human Services Transportation Plan (Coordinated Plan) every four years.

OCTA secured the services of the project team to develop the 2020 update of the Coordinated Plan. The following objectives were established by OCTA to guide completion of the Plan:

- To develop a Coordinated Public Transit – Human Services Plan and implementation process to guide the prioritization and selection of projects for funding by the Federal Transit Administration (FTA) Section 5310 within Orange County over the next four years;
- To facilitate stakeholder participation among a broad group of agencies and encourage a higher level of public-private participation in the transportation coordination discussion and planning process;
- To update the inventory of public transit – human services transportation in Orange County;
- To provide relevant peer examples of coordination that offer fresh ideas to Orange County;
- To ensure the proposed plan is consistent with the transportation coordination regulatory requirements of the Fixing America's Surface Transportation (FAST) Act; and
- To devise a program for the coordination and implementation of public transit – human services transportation.

We conducted the work activities associated with completion of the five (5) tasks outlined in the Coordinated Plan RFP as follows:

- **Peer Review**
- **Survey**
- **Demographics and Demand Analysis**
- **Stakeholder Outreach**
- **Strategic Plan and Coordination**

This update to OCTA's Coordinated Plan was developed in an environment marked by unprecedented challenges, particularly for the transportation industry. Beginning in late March 2020, the Coronavirus (COVID-19) pandemic and the response to it has been unlike anything experienced in recent history. As the country is still grappling with the economic fallout of the outbreak with millions of citizens now unemployed, transportation needs and access to mobility will be impacted for the foreseeable future.

Coordinated Planning Requirements

The four (4) required elements of a Coordinated Plan are as follows:

1. An assessment of available services that identify current transportation providers (public, private, and nonprofit);
2. An assessment of transportation needs for individuals with disabilities and seniors;
3. Strategies, activities, and/or projects to address the identified gaps between current services and needs, as well as opportunities to achieve efficiencies in service delivery; and
4. Priorities for implementation based on resources (from multiple program sources), time, and feasibility for implementing specific strategies and/or activities identified.

The work effort undertaken in the development of the Coordinated Plan is documented below.

SECTION II: PEER REVIEW

The Peer Review was conducted to highlight best practices from other public transit and human services coordinated plans/projects in California and across the nation. The review provides an integrated and contextualized assessment of opportunities and targeted strategies culled from recent state and national experience. Members of the project team identified, screened and selected peer agency candidates to interview using a 10-question interview guide. The following five (5) agencies/organizations and their specific programs were interviewed:

1. Jewish Family Services—Seniors on the Go Suite of Mobility Options
2. Hitch Health-Proprietary Software Integrating Healthcare, Patients & Transportation Providers
3. FACT/RideFACT -In-house Brokerage + Ride of Last Resort in San Diego County
4. Michigan – Flint Mass Transit Authority’s shared “Rides to Wellness” NEMT service
5. LA Metro Partnership with VIA-First Mile/Last Mile Connectivity (Promoting Transit Ridership)

Findings: Peer Review Assessment and Comparison

Information collected and evaluated by the project team included: program clientele, outcomes and engagement, and funding requirements. The assessment and comparison of the Peer projects and programs are as follows:

- All five of the projects/programs interviewed effectively expand mobility options to seniors, persons with disabilities, and in most cases, those with low incomes or with no other trip options, by either referring people to, or providing a trip that meets the needs of the rider;
- Hitch Health and the JFS programs are both very transferable and scalable, as they work with local healthcare systems and Lyft or other locally available transportation providers, as does OCTA.
- The FACT and RideFACT In-House Brokerage could be adopted wholesale, or gradually.

- Recognizing the desire in the current environment to avoid the costs and complexity of a large operational footprint for a new and challenging service option, it may be advisable to invite, facilitate, coordinate and/or help fund new partnerships between human service agencies and organizations who would administer and manage programs and projects to increase mobility options for the target populations in Orange County. Facilitating exploratory meetings between the proponents of these models and their likely partners within Orange County would achieve the same outcomes with a much smaller agency footprint.

The gaps in services revealed could be filled by any of these types of projects/programs. There are opportunities to select, modify and/or combine one or more of the programs to meet the identified transportation needs.

SECTION III: TARGET POPULATION DEMOGRAPHIC FINDINGS

Orange County Target Population Demographic Characteristics

The project team documented and contrasted the demographic characteristics of the target populations. In addition, Persons with Limited English proficiency (LED) were also included, along with households without vehicles that may rely on public and specialized transportation.

Methodology

This demographic analysis utilized 2017 and 2018 American Community Survey (ACS) data to show population change at the county level, contrasted with 2012 ACS data from the previous 2015 Coordinated Plan Update, and the 2000 Census as used in the original 2008 Coordinated Plan. Disability characteristics are self-reported by type of disability, and the low-income population for 2018 is presented at 150% of the federal poverty line in accordance with FTA guidance for grant programs under MAP-21.

Orange County Total Population Estimates and Density

For 2018, ACS data reports Orange County's total population at 3,185,968 persons, an increase of 5.4 percent from 2012 (Table1). The increase in population from the 2000 Census and the 2012 ACS is reported at 6.2 percent. The California department of Finance projects that **the county's total population will increase by an additional 6.3 percent or almost 200,000 people by the year 2030.**

Table 1 - Total Population for Orange County

Total Population for Orange County (2000-2030)					
	2000 Census [1]	2012 ACS [2]	2018 ACS [3]	% Change from 2012	2030 Projection [4]
Total Population	2,846,289	3,021,840	3,185,968	5.4%	3,385,857

[1] Census 2000 Summary File 1

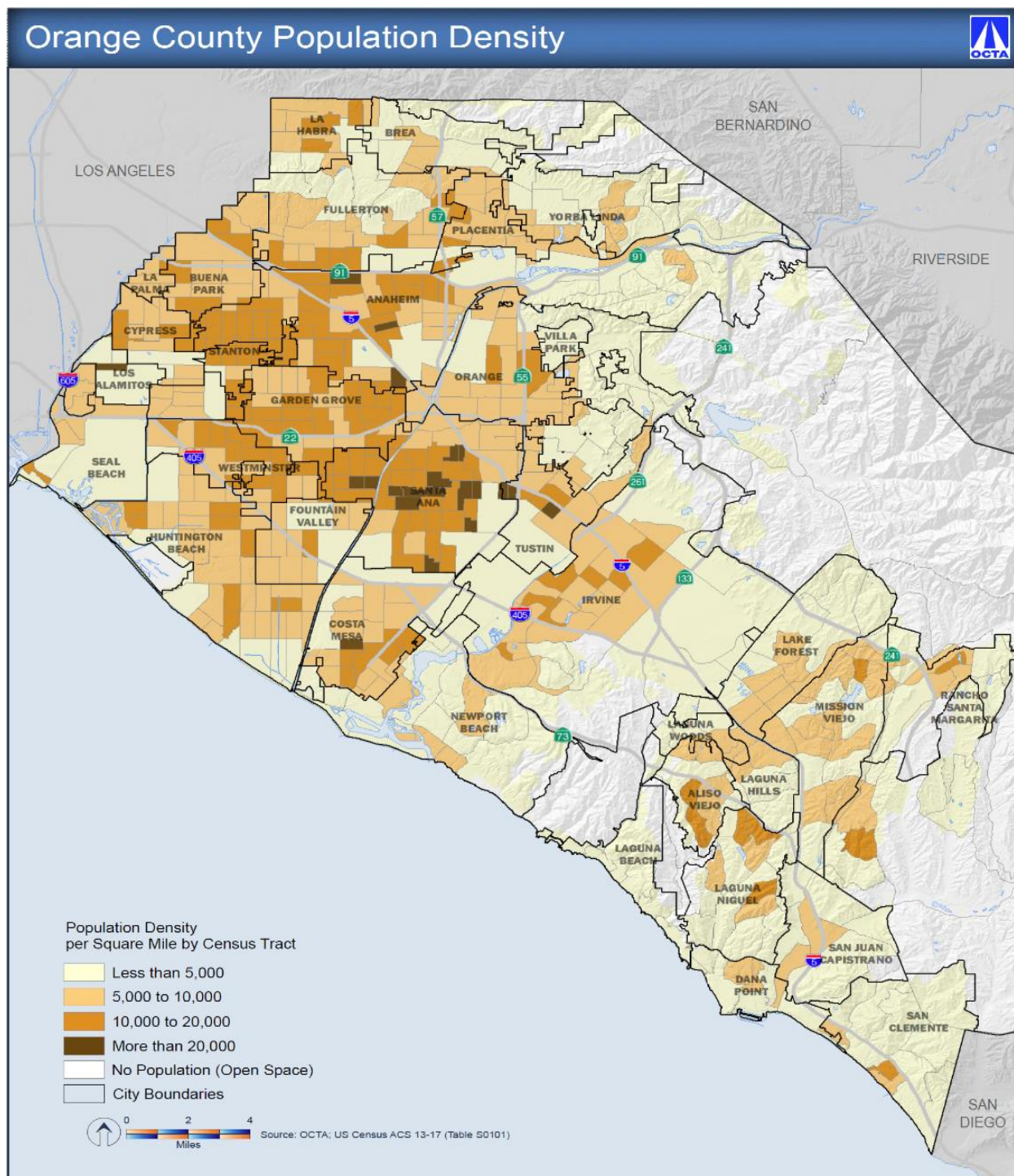
[2] 2008-2012 American Community Survey 5-Year Estimates

[3] 2018 American Community Survey 1-Year Estimates

[4] 2020 California department of Finance July 1, 2010 to July 1, 2060 in 1-year Increments

Orange County's population density is depicted in Figure 1, showing the number of persons per square mile within each census tract. The highest concentration of residents are reflected in the darker areas on the map, and are found primarily in North County, in the cities of Santa Ana, Garden Grove, Anaheim and Costa Mesa.

Figure 1 - Orange County Total Population Density



Older Adults

The 2018 older adult population, persons over the age of 65, is reported at 471,226 persons ,or 14.8 percent of the county's total population. This is an increase of 33 percent over the 2012 population of 354,272 which is the same rate of increase recorded in the 2015 Coordinated Plan between 2000 and 2012, and is a significantly higher rate of change compared to the 2018 increase in total population at 5.4 percent.

The population projection for older adults in 2030 is estimated to be 723,408 or 21.4 percent of the county's population. This would represent an increase of almost 54 percent or more than 250,000 persons from 2018.

Persons with Disabilities

As of 2018, 264,617 people in Orange County reported having at least one type of disability, representing 8.3 percent of the county's total population. This is an increase of almost 25 percent over the total for 2012. The largest category of disability is reported by those with an ambulatory difficulty at 125,634 persons, individuals with an independent living difficulty at 106,099 persons and those with a cognitive difficulty at 84,531. It should be noted that a person could be counted more than once if they reported having more than one disability type.

Persons of Low Income

Poverty is defined each year by the Department of Health and Human Services (HHS), an amount that escalates based on household size. A single individual with a household income in 2018 of \$12,140 would be considered low-income. The guidelines add \$4,320 for each additional household member for 2018.

As of 2018, there are 238,027 individuals living below poverty and 537,598 persons living below 150 percent of the poverty line. While the number of individual living in poverty increased by two percent between 2012 and 2018, the percent of the total population dropped from 7.7 percent to 7.5 percent.

Veterans

The County's veteran population has been declining since the 2000 Census, from 193,548 to 136,611 in 2012 and further to 106,246 in 2018. The reduction in overall veteran population can attributed to the loss of older veterans as is reported amongst World War II, Korean War and Vietnam veterans.

SECTION IV: TRANSPORTATION PROVIDER AND PUBLIC OUTREACH

The community and stakeholder outreach process was severely impacted by the fallout from the pandemic. Due to state and federal social distancing guidelines, face-to-face interviews, in-person meetings and gatherings that are important elements of the Coordinated Plan development process could not be scheduled. In light of the guidance, the decision was made to conduct telephone interviews and videoconference meetings with as many cities, human service agencies, organizations, and members of the target populations as possible, in addition to OCTA program staff.

The project team utilized an Orange County database of human service agency/organization stakeholders serving the target populations. ***The final updated combined database used for the outreach effort included a total of 873 contacts.***

Telephone Interviews

The following five (5) cities, human services agencies, and organizations agreed to participate in the interview process:

- Dayle McIntosh
- Orange County Office on Aging, Age Well, Abrazar
- Braille Institute
- City of Stanton
- 211 Orange County

An interview questionnaire was developed to guide the interview and was provided to participants in advance of the interviews. During the interviews, project team members asked to be referred to clients or consumers served by these entities who might be interested in participating in an interview or online meeting, however, no referrals were forthcoming.

Interview Results

Obtaining input from the human service agencies and organizations was important because, with the exception of Stanton, these entities have a “county-wide” perspective of the needs of clients and consumers. Further, they provide human services and/or operate transportation services throughout Orange County. The discussion with interview participants was valuable and provided insights into the day-to-day transportation needs of clients and consumers. In addition, those entities that operate services were able to expound upon their service-related issues following the onset of the pandemic. Common interview and survey results included the following:

- Limited service availability in South County (Laguna Beach, Irvine, etc.);
- Lengthy fixed-route bus headways, exceeding 90 minutes on some routes;
- No consistency in announcing stops for persons with disabilities. This can severely impact visually impacted persons;
- Service pass-ups with buses not stopping when at capacity and unable to serve wheelchairs;
- Gaining access to stops with respect to social/community service provider locations is challenging for persons with disabilities; and
- Difficulty navigating the wide and busy streets/lanes near bus lines.

We also interviewed members of the OCTA staff whose day-to-day responsibilities are centered on the agency’s specialized transportation programs, mobility management and funding. These interviews provided the project team with a greater understanding of OCTA’s work throughout the County on programs designed to improve access to mobility options for the target populations.

Stakeholder Survey Design and Development

The project team worked in coordination with OCTA staff to develop and administer the Transportation Needs Assessment (TNA) Survey as an important element of the stakeholder involvement process conducted as a part of the Coordinated Plan. The TNA survey was developed in an online format and was comprised of twenty-five (25) questions, which included both check-box and open-ended responses. The survey was accessed using an active web-based link, which was to be disseminated to stakeholders by electronic mail and completed online. In late February, **OCTA staff distributed the survey link to all 873 stakeholder cities, agencies and organizations in the database.**

The number of survey responses from the initial email blast was less than anticipated. This was primarily due to organizational closures, lay-offs, and employee adjustments to working remotely during the months of March and April 2020. To increase the survey response rate, project team members began telephoning stakeholders. **Members of the project team telephoned 110 stakeholder cities and agencies/organizations in the database, and made direct contact with seventy-four (74) stakeholder entities.** However, only thirty-five (35) completed surveys were received.

Survey Findings and Results

Survey results were grouped into three categories for reporting purposes:

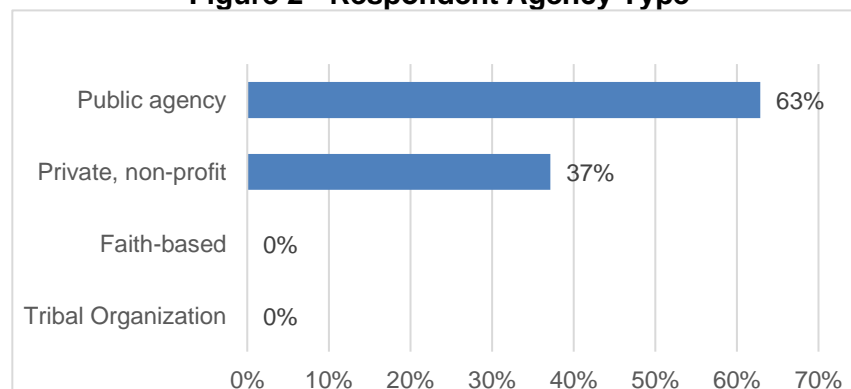
- Agency Characteristics,
- Transportation Needs and Barriers, and
- Transportation Provider Characteristics

A summary of the major survey findings are presented on the following pages.

Agency Characteristics

The majority of survey responses were received from public agencies (63%), representative of many of the county's city-operated human service transportation programs (Figure 2). The remaining responses (37%) were received by non-profit agencies that either provide transportation or serve clients that have transportation needs. None of the survey's respondents identified themselves as either faith-based or tribal organizations.

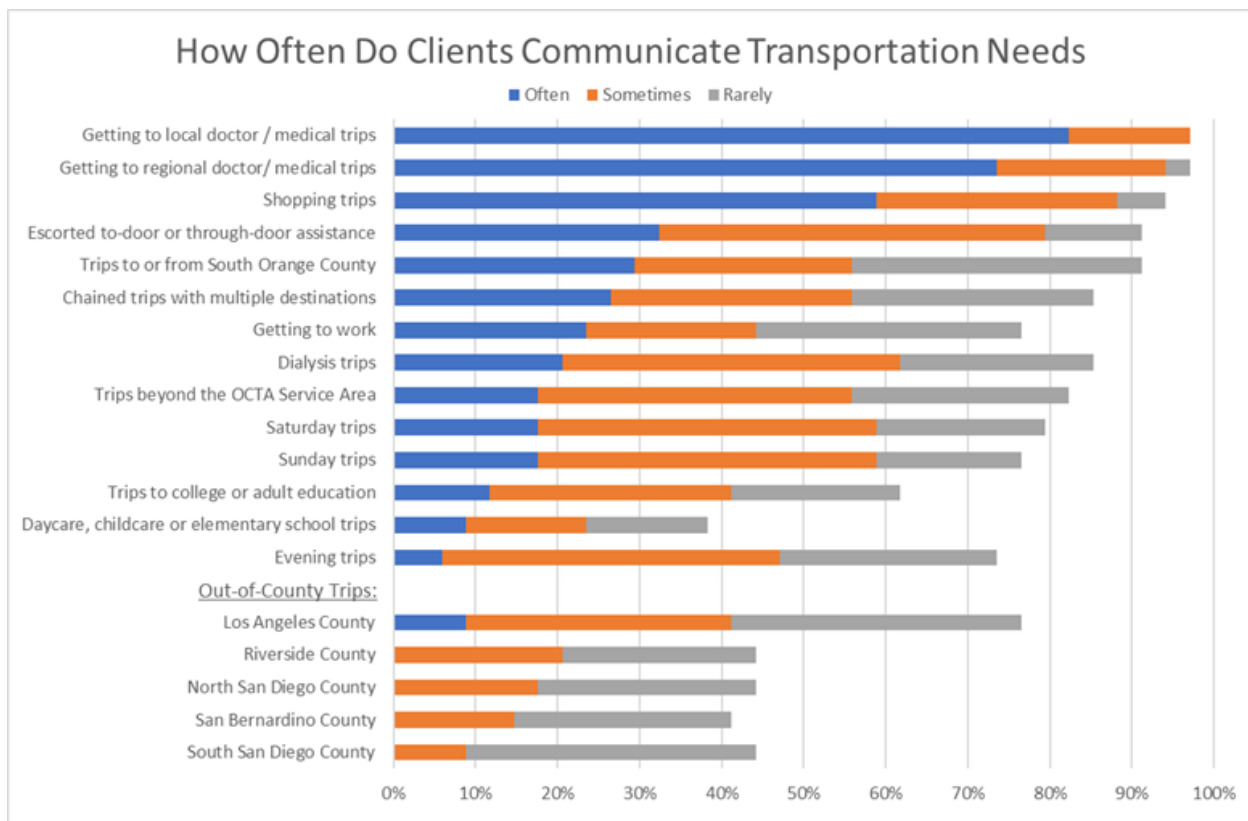
Figure 2 - Respondent Agency Type



Transportation Needs and Barriers

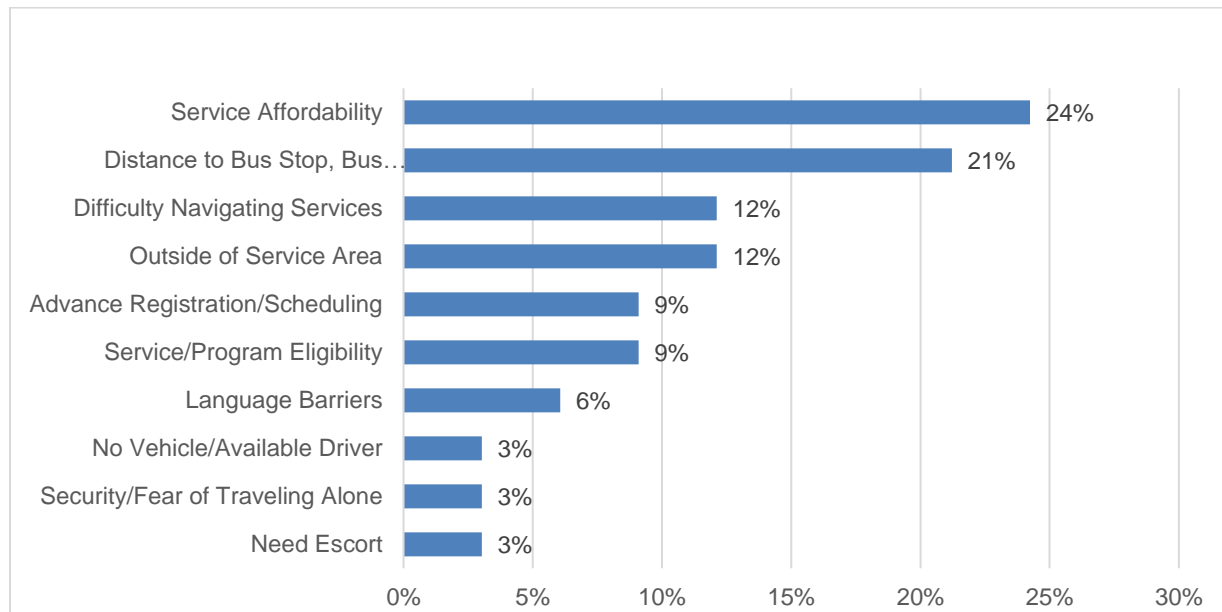
Agencies were asked to specify the transportation needs most often communicated to them by their clients (Figure 3). ***Traveling to both local and regional medical locations was the most reported transportation need***, followed by shopping and escorted trips to and through the door. Transportation to or from south Orange County, trips with multiple destinations, and commuting to work sites were also a need often communicated. Traveling to neighboring counties was the least communicated transportation need.

Figure 3 - Transportation Needs Most Often Communicated by Clients



Survey respondents were asked in an open-ended question to describe the barriers their clients express that they experience in accessing transportation (Figure 4). Respondents indicated that a total of **24 percent of the agency clients communicate difficulty affording the required fare. Long walking distances to the nearest bus stop and the frequency of transit buses is reported by 21 percent of respondents.** Barriers cited as common amongst older adults and persons with disabilities included difficulty navigating the transit network, and traveling beyond the public transit service area, which was reported by 12 percent of agencies.

Figure 4 - Barriers to Accessing Transportation



The drivers and vehicle resources utilized by agencies/organizations to provide transportation has resulted in the delivery of 21,568 monthly one-way passenger trips, as reported through the survey and presented in Table 2. When annualized, this equates to almost 260,000 annual trips.

Table - 2 One-Way Passenger Trips

Passenger Trips Provided	Monthly	Annualized
One-Way Passenger Trips	21,568	258,816

SECTION V: DEVELOPMENT OF COORDINATED PLAN GOALS

The 2008 and the 2015 Coordinated Plans were focused upon improvements/enhancements to information, expanding/enhancing both transit and specialized transportation to better serve the public and the target populations, and improving mobility infrastructure. The work activities completed by the project team in development of the Coordinated Plan (i.e. the TNA survey, the interviews, our review of the both the 2008 and 2015 Coordinated Plans, the Peer Review and other project team research and strategy discussions) dictated that ***the goals developed for the 2020 Coordinated Plan will remain much the same as those developed in previous plans.***

OCTA has made significant strides in implementing the 2015 Coordinated Plan recommended strategies. In fact, ***OCTA proceeded with implementation to varying degrees on eighteen (18) of twenty-two (22) strategies from the 2015 Plan.*** In addition, new needs have been exposed as a result of the pandemic. There were four (4) elements that guided the development of the 2020 Coordinated Plan goals, as follows:

- Results of the TNA survey,
- Stakeholder and OCTA staff interviews,
- Reoccurring non-implemented strategies from the 2015 plan yet to be implemented, and
- Implications of coronavirus pandemic

The following four (4) goals were developed in response to the transportation needs and gaps identified by stakeholders:

- **Goal #1 – Restore and enhance the specialized public transit network to meet the needs of the target populations in a post-COVID-19 environment**
- **Goal #2 – Rebuild specialized services for target populations**
- **Goal #3 – Leverage transportation information to enhance mobility -- measure outcomes**
- **Goal #4 – Improve and expand mobility infrastructure**

The pandemic-induced crisis presents opportunities for transit operators to restructure services in ways that would not have been feasible in the past. A review of service contracts, grants, service demand, modes and funding will likely be needed to identify opportunities to reshape transit as the main component of overall mobility in the County.

Goal #1 and the associated strategies, recommended actions, projects or programs that OCTA may choose to undertake in order to improve mobility on public transit for members of the target populations. Strategies outlined under Goals 2, 3 and 4 are designed to encourage collaborative engagement and problem solving in and between human service agency/organizations in coordination or partnership with OCTA. The goals and recommended strategies are presented below.

SECTION VI: COODINATED PLAN PRIORITIES

Rationale for Prioritization of Projects

The recommended strategies/projects/programs are ranked as Level 1-3 (high to low). Strategies proposed to varying degrees, meet one or more of the following criteria:

- Address identified gaps and barriers
- Impact the highest number of members of the target populations
- Make use of new technology in delivery of service whenever possible
- Strong potential to be funded and implemented over the life of the Plan (4 years)

Although all of the strategies in the Coordinated Plan are important, the higher level priorities are meant to highlight those with lower cost implications and shorter implementation timelines. Establishing priority levels are also a tool for differentiating between projects/programs in order to continue to improve or enhance services during periods of constrained funding and/or if immediate programmatic outcomes are necessitated.

These priorities can be adjusted as needs of the community evolve, either due to the COVID-19 crisis or other longer-term factors. Other considerations like unforeseen changes in technology, economic or industry conditions may merit reconsideration of the feasibility or priority of a strategy. The priority levels are:

Priority Level 1 (High):

Projects/Programs that Enhance Existing Services: Low/No Cost or Safety Impacts (3-6 months)

Priority Level 2 (Medium):

Projects/Programs that Involve Expansion of Existing Services and have Relatively Short Implementation Timelines (3-9 months)

Priority Level 3 (Low):

New Projects and Services that Require Development of Apps, Developing New Service Agreements or Implementing New Service Models with Lengthy Timelines (18-24 months).

VII: RECOMMENDED STRATEGIES/PROJECTS AND PROGRAMS

Goal #1 – Restore and Enhance the Specialized Public Transportation Network to Meet the Needs of the Target Populations in a post-COVID-19 Environment

Strategy 1.1: Continue to support the capital costs, operations, and maintenance of OC ACCESS:

- OC ACCESS continues to be the largest provider of specialized transportation in Orange County. The on-going operation of OC ACCESS service is critical to segments of the target population. ACCESS is a federally-mandated service designed to ensure mobility for difficult to serve persons. **(PRIORITY 1)**

Strategy 1.2: Transit integration with flexible transportation options to meet first/last mile needs:

- Integrate transit with flexible mobility options – this strategy would reduce first/last mile gaps. The use of smaller vehicles with fewer passengers for these local services would address rider concerns about exposure to the virus and distancing. **(PRIORITY 1)**
- Partnerships with ride-hailing services to improve the connectivity with fixed-route services. The partnerships may take the form of a subsidized geofenced service that ensure improved access to nearest fixed route or rail options. It could also be accomplished by partnerships with ride pooling options. The Dallas Area Rapid Transit (DART) recently implemented GoLink an on-demand, personalized, curb-to-curb service called for local as well as first/last mile transportation. The GoLink service offers subsidized on demand taxicab option as well as Uber Pool. **(PRIORITY 2)**

Strategy 1.3: Reliable on-demand taxicab services for disabled persons:

- Integrate ride hailing services into same day taxi services: LA Metro uses Via - a ride hailing service that can be dispatched when a rider requests a ride in real time using an app. In San Diego County, FACT uses a portal provided by LYFT to dispatch trips for same day needs. The trips are subsidized. FACT staff monitor the rides in real-time in order to ensure services are on-time and reliable. The oversight by FACT provides a layer of security for seniors and people with disabilities. **(PRIORITY 1)**
- Implement a brokerage based same day taxi program – the brokerage-based approach is cost effective and allows access to several vendors who may be selected based on the quality and cost of services. FACT has found this approach to be cost-effective in purchasing rides for the services they provide. If managed effectively, brokerage can grow or reduce in size in response to demand for service. The investment in infrastructure is minimal since the vehicles and drivers are managed by the vendors in the brokerage. It is public/private partnership model that benefits the community and the economy. **(PRIORITY 3)**

Strategy 1.4: Improve safety and access to services for target populations through technology:

- Improved access to service related information online and via apps for example, maps, schedule and fares can be conveniently accessed via apps and online information portals. Use of app-based services to make stop announcements would improve the quality of transit service for visually impaired. Another reported issue i.e. drivers passing by passengers in wheelchairs at a stop, when the wheelchair locations are occupied – this issue could be resolved using technology and app-based communications as well. Recently, in response to the pandemic related concerns, some transit agencies have developed apps to inform riders of the occupancy level of the vehicles in advance, in order to allow them to determine if the service met their safety criteria. **(PRIORITY 3)**

- Touchless and seamless fare payments through use of contactless card readers or online payment options. These services create a safer environment during a pandemic, but also improve service quality in general. Flexible fare payment mechanisms allow riders to connect with different transportation modes seamlessly. App-based fare payment systems are gaining prevalence and tend to be less expensive to implement; however, they still present a barrier for seniors who may not own smart phones or may not be savvy with app-based services. **(PRIORITY 1)**

Goal #2 – Re-build Specialized Services for Target Populations

Strategy 2.1 Continue to fund maintenance and purchase of vehicles for specialized transportation providers:

- The vehicles funded during past funding cycles that are currently in service comprise a key segment of specialized mobility services in Orange County. These vehicles mitigate demand on OC ACCESS and also serve individuals who need specialized services but may not qualify under Americans with Disabilities ACT (ADA) or live outside the areas served by ACCESS. Many of these vehicles were reported to be ready for replacement. COVID-19 related safety practices including distancing and the reduction in shared rides will strain the capacity of all paratransit services and vehicles when demand for services returns to normal levels. Continued maintenance and expansion of the existing fleets will be necessary to meet the demand.**(PRIORITY 1)**

Strategy 2.2: Continue to support transportation services for low-income transit-dependent populations:

- Support low-cost community transportation services for low income populations. The needs of transit dependent populations in less dense areas or areas with limited transit services could be met more effectively by partnering with agencies that provide social services in those communities and have a transportation component in the services offered. In San Diego, FACT has partnered with local nonprofits to pay for rides performed on behalf of FACT's clients. This mechanism may be a win-win for nonprofits that have spare capacity in the transportation program or who are interested in expanding the transportation to include revenue services. **(PRIORITY 1)**
- Pursue fee for service transportation agreements with Medi-Cal Service Providers for reimbursement of the cost of Medi-Cal eligible riders' transportation. As per recent changes in State Medicaid transportation regulations, the Media-Cal services providers like Molina are required to purchase transportation services directly. OCTA could enter into these service agreements at negotiated rates for transportation services for eligible (ADA Paratransit) clients. **(PRIORITY 3)**

Strategy 2.3: Prioritize services in areas that are underserved or have gaps in services:

- Focus on delivery of projects that serve areas that have been identified as underserved or demonstrate gap in services should receive higher ranking. The information from census tracks that identify low income areas, or feedback from the community or other criteria may be used to assess needs and gaps in services. **(PRIORITY 2)**

Strategy 2.4: Promote coordination between agencies and organizations that provide special needs transportation:

- Establish a peer group of social service agencies who are consumers and/or providers of social services to enhance networking and explore opportunities for collaboration. The group would also raise awareness about existing services and needs. OCTA staff could manage the meetings and provide the facilities in order to ensure continuity and focus on mutual coordination. In San Diego, the Council on Access and Mobility (CAM) is a cross cutting group that includes social services providers, consultants, transportation vendors, MPO staff, transit agency staff and several City SMP program staff, medical services providers and others. The group meets on a regular schedule and invites members to share information on programs and services on a rotating basis. Participation in the Council is strongly recommended by the MPO for potential grant applicants. **(PRIORITY 1)**
- Prioritize projects or partnerships involving agencies serving Veterans, Low Income and Youth. This approach responds to the needs expressed by survey respondents who felt that demographics other than seniors and people with disabilities were underserved due to lack of affordable and convenient services mandates and funding directed at their needs. **(PRIORITY 2)**
- Prioritize joint applications for providing rides for agency clients. Applications that are submitted collaboratively and involve active participation by the partners could be scored higher with additional points during the project proposals review. Examples of collaboration may be sharing resources including vehicles, training programs, vehicle maintenance services or call center services. **(PRIORITY 1)**
- Encourage transportation referrals between partner agencies/organizations –Agencies receiving grant funds could be encouraged to refer rides amongst their programs if there is capacity. Typically social services agencies prefer to operate transportation services in silos; however the barriers to coordination, real or perceived can be removed if the partners are open to change. **(PRIORITY 1)**

Goal #3 – Leverage Transportation Information to Enhance Mobility - Measure Outcomes

Strategy 3.1: Continue progress towards the use of technology by target populations to access travel information, schedule rides and travel training:

- Funding for apps that promote mobility as a service (MAAS). MAAS allows a rider to plan for all modes with one process or app with a unified fare system. The unified apps allow the rider the flexibility to plan a complete trip using a ride hailing service for the “first mile” and completing the ride using a fixed route bus. Other options like microtransit (bikes, scooters etc.) could also be included as first or last mile solutions. **(PRIORITY 3)**
- Promote non-traditional and technology based training. Using online meeting and webinar services is an effective and affordable alternative to in-person training. The use of on-line services expands the reach of the existing programs without additional investments, brings

in additional users and has the advantage of being safer during a pandemic. **(PRIORITY 2)**

Strategy 3.2: Support participation in 211 Community Information Exchange (CIE):

- Prioritize projects that provide education, training and assistance with the CIE integration. Funding may be offered for projects to implement new CIE partnerships, including training, or to offset some of the costs of participating in the CIE (licensing or risk management). **(PRIORITY 3)**

Strategy 3.3 Institute program measurement requirements:

- Use of CIE as a resource. The CIE can be used as a resource for higher levels of effective transportation referrals between participating agencies. The CIE has potential for making the referrals quicker, more accurate, and efficient and the success of referrals can be tracked from the data. **(PRIORITY 1)**

Goal #4 – Improve and Expand External and Internal Mobility Infrastructure

Strategy 4.1 Identify bus stop and transfer locations needing physical improvements necessary for persons with disabilities to access public transit:

- Signage, curb cuts, ramps, etc. necessary for Individuals with Disabilities. In many cases the relocation of the facility may make it more user-friendly or convenient. Human service agencies and organizations should be encouraged to work with OCTA to identify areas where improvements are needed. **(PRIORITY 1)**

Strategy 4.2 Expand volunteer driver services to meet existing needs:

- Cost-Effective Volunteer Driver Services. Services including rides for dialysis, dementia care and other needs that are recurring and benefit due to the greater familiarity between the rider and driver, and/or greater level of care and flexibility. These services offer a value by serving the most vulnerable populations in ways that are cost-effective and offer a societal benefit by improving the quality of life of the service recipients. **(PRIORITY 3)**

Strategy 4.3 Expand non-profit mobility options using retired vehicles:

- Deploy retired OCTA vehicles in community transportation. There may be demand for used vehicles from agencies that operate their own fleets. Generally, transit agencies vehicle agencies are well maintained, and tend to be retired before the useful life of the vehicle is over. Some donor agencies provide further assistance with maintenance of the vehicles and driver training to help recipients become partners in mitigating demand for the ADA paratransit services. **(PRIORITY 1)**

Strategy 4.4 Explore shared use of grant-funded vehicles by grantees serving compatible needs:

- Encourage higher utilization of grant funded vehicles via vehicle sharing. Typically Section 5310 funded vehicles are used at or below the 20 hours of mandated services per week.

This compares with 40-60 hours of use in the taxicab/private industry. This kind of under-utilization of publicly funded resources could be avoided by promoting higher levels of utilization compared to the prescribed minimum, and encouraging shared use of vehicles between agencies. This could also be accomplished by additional optional scores for applications that propose higher utilization levels. **(PRIORITY 1)**

Strategy 4.5 Explore flexible use of funding to allow for non-traditional uses and users:

- Use of Section 5310 funds and other eligible grants for allowable incidental services. In the San Diego region, FACT has used Section 5310 funds to provide rides to “non-target” populations for up to 20% of the total number of rides provided with capital or mobility management funds. Using the built-in flexibility in the 5310 grant and potentially other funding options could be one of the ways the need for low income individuals and other transit dependent populations could be met. **(PRIORITY 2)**
- Allow Grantees to provide specialized services using vehicles during a State of Emergency. Cities and human services providers serving vulnerable populations suspended most in-person services during the pandemic. Congregate meal programs, senior center activities as well as adult day care services were discontinued during the spring of 2020 to protect attendees from exposure to infection. In order to respond to future emergencies, the vehicles awarded through the grants will be eligible to perform emergency response services including evacuations during fires or meal deliveries during an epidemic. OCTA could elect to include options in the grant agreements that would allow recipients flexibility in the use of vehicles when a state of emergency is in effect. **(PRIORITY 2)**

SECTION VIII: COORDINATED PLAN IMPLEMENTATION ACTIVITIES

Phasing and Timing of Coordinated Plan Strategies

Establishing a comprehensive coordination environment is a challenging undertaking in the best of times. The effort needed to both restore services and expand programs necessary to ensure greater access and mobility for the target populations will require that OCTA develop an “agenda” that seeks to accomplish the following:

- Maintaining consistent community-focused interaction and involvement to strengthen existing and build new relationships with cities, stakeholder agencies and organizations, towards implementation of the recommended transportation services projects and programs; and
- Planning and participation with agency/organization partners to identify, secure and leverage funding resources for OCTA projects and programs of local and regional significance.

These actions will assist OCTA in improving support and collective agency/organization participation. JNTC recommends a measured approach, given the current operating environment, to ensure that agency programmatic and funding objectives can be reasonably achieved.

Whether coordinated projects and programs are implemented individually or collectively, OCTA should assess and evaluate each project/program as an important part of a collective whole. Subsequently, working towards sustaining and assimilating projects and programs that prove beneficial in meeting the specialized transportation needs of the target populations into the Orange County transportation network.

Performance Measurement

As an integral part of any funding program, OCTA must continue to include project-specific performance measures for the specialized transportation projects and programs selected for implementation that meet funding agency requirements. For this Coordinated Plan update, the recommended strategies/projects/programs are consistent with funding-related performance measurements for mobility management, coordinated transportation, and other relevant Federal requirements.

For example, a project or program proposed for implementation may initially be developed to serve a smaller or larger geographic area. Therefore, expected productivity (e.g., numbers of calls received, trips provided, etc.) may be revised higher or lower depending upon the size of the target population that is proposed to be served. These productivity measures will also be useful in monitoring the progress of the various services and programs on a monthly basis, to ascertain if the project/program is routinely meeting established performance objectives. This regular evaluation of the projects/programs will assist OCTA and/or the subrecipients in making refinements/modifications to the projects/programs as needed.

Making progress toward defined performance goals: coherence between agencies with differing missions can be challenging. There can be tension between transit agencies or transportation providers, and the human services agencies relative to stated and unstated performance goals. This is partly historical, partly regulatory.

Transit operators focus their performance measures on standard cost per hour, cost per trip, revenue hour, or passenger, the human services side of the picture will focus on ridership, utilization, customer satisfaction, and mental and physical health outcomes. Inherent beneath both sets of performance measures is the fact that increased utilization of specialized transit is a double or triple-edged sword: it can mean that the target populations are gaining more access to desired and critical destinations; it may also indicate success in moving riders to more cost effective and flexible options along the specialized transportation spectrum. However, given the target users, increased utilization of specialized transportation compared to fixed-route service can also signal more ill-health among populations of interest, more poverty and unemployment, and a failure of the built environment and the transportation/land use system as a whole to accommodate people's needs through the entire lifecycle.

At a very concrete level, OCTA will need to:

- Clearly define performance measures for mobility management projects, programs and services so that required preconditions to success are built into those measures. For example, other agencies/organizations in the business of providing services or mobility management services include as a performance measure the number of community partners in its coordinated transportation network. This is not only an “outcome” but also should be considered a critical prerequisite to developing an effective organization that is sustainable, because it is based on and serves community needs and has community support;
- Ensure that value added through coordinated delivery of specialized transportation services is captured in the selection, definition and measure of performance indicators; and
- Define success carefully – indicators should be neither too high nor too low.

Legal and Regulatory Issues

OCTA already works cooperatively with 211 Orange County and other cities, stakeholder agencies/organizations in the county. Issues that will need to be addressed relate to the nature and scope of new partnerships between OCTA and other stakeholder agencies and organizations, specific to shared funding arrangements, liability, etc.

Consistent with some of the recommended strategies, more involved legal and structural arrangements may need to be instituted between OCTA and a “collective” or group of agencies or organizations to ensure proper and adequate governance, oversight and management of longer-term, multi-year regional specialized transportation projects and programs. These types of projects and programs could conceivably result in creation of a multi-agency partnership. Decisions and direction related to on-going projects and programs could be made at the discretion of OCTA alone, or in cooperation with their agency partners.

Funding Availability

In general funding for transportation will likely be constrained for some time effectively limiting the ability to accurately pinpoint the amounts of total funding than can be used to implement the recommended 2020 Coordinated Plan programs and projects. However, as funding for these

types of programs and projects are identified, OCTA can undertake the actions necessary to gradually implement the projects/programs as budgetary constraints allow.

Conclusion

Ongoing project involvement and monitoring will allow OCTA to assess and report upon each project implemented to determine the impact on the target populations relative to improving mobility. The future use of 211 Orange County's CIE database and other technology-based improvements will provide solid productivity and performance data that can be used to determine the actual effectiveness of each project implemented.



2020 Coordinated Public Transit - Human Services Transportation Plan for Orange County



WHAT IS THE OCTA COORDINATED PLAN?

Plan elements:

1. Assessment of available transportation services (public, private, and nonprofit);
2. Assessment of transportation needs for target individuals;
3. Strategies, and/or projects to address the identified gaps between current services and needs, as well as opportunities to achieve efficiencies in service delivery; and
4. Priorities for implementation based on resources, time, and feasibility.

Plan must be updated every four years



OCTA COORDINATED PLAN OBJECTIVES

- To develop a Coordinated Public Transit – Human Services Plan and implementation process to guide the prioritization and selection of projects for funding by the Federal Transit Administration (FTA) Section 5310 within Orange County over the next four years;
- To facilitate stakeholder participation among a broad group of agencies and encourage a higher level of public-private participation in the transportation coordination discussion and planning process;
- To update the inventory of public transit – human services transportation in Orange County;
- To provide relevant peer examples of coordination that offer fresh ideas to Orange County;
- To ensure the proposed plan is consistent with the transportation coordination regulatory requirements of the Fixing America's Surface Transportation (FAST) Act; and
- To devise a program for the coordination and implementation of public transit – human services transportation.



2020 PLAN UPDATE TASKS

- Target Population Demographics
- Transportation Provider and Public Outreach
 - Meet with project team and SNAC
 - Stakeholder survey
 - Interviews with cities, human service agencies/organizations
 - Videoconference meeting on draft plan
- Strategic Plan and Coordination Strategies
 - Development of goals/priorities/strategies/implementation

SNAC - Special Needs Advisory Committee



COMBINED TARGET POPULATIONS/DENSITIES

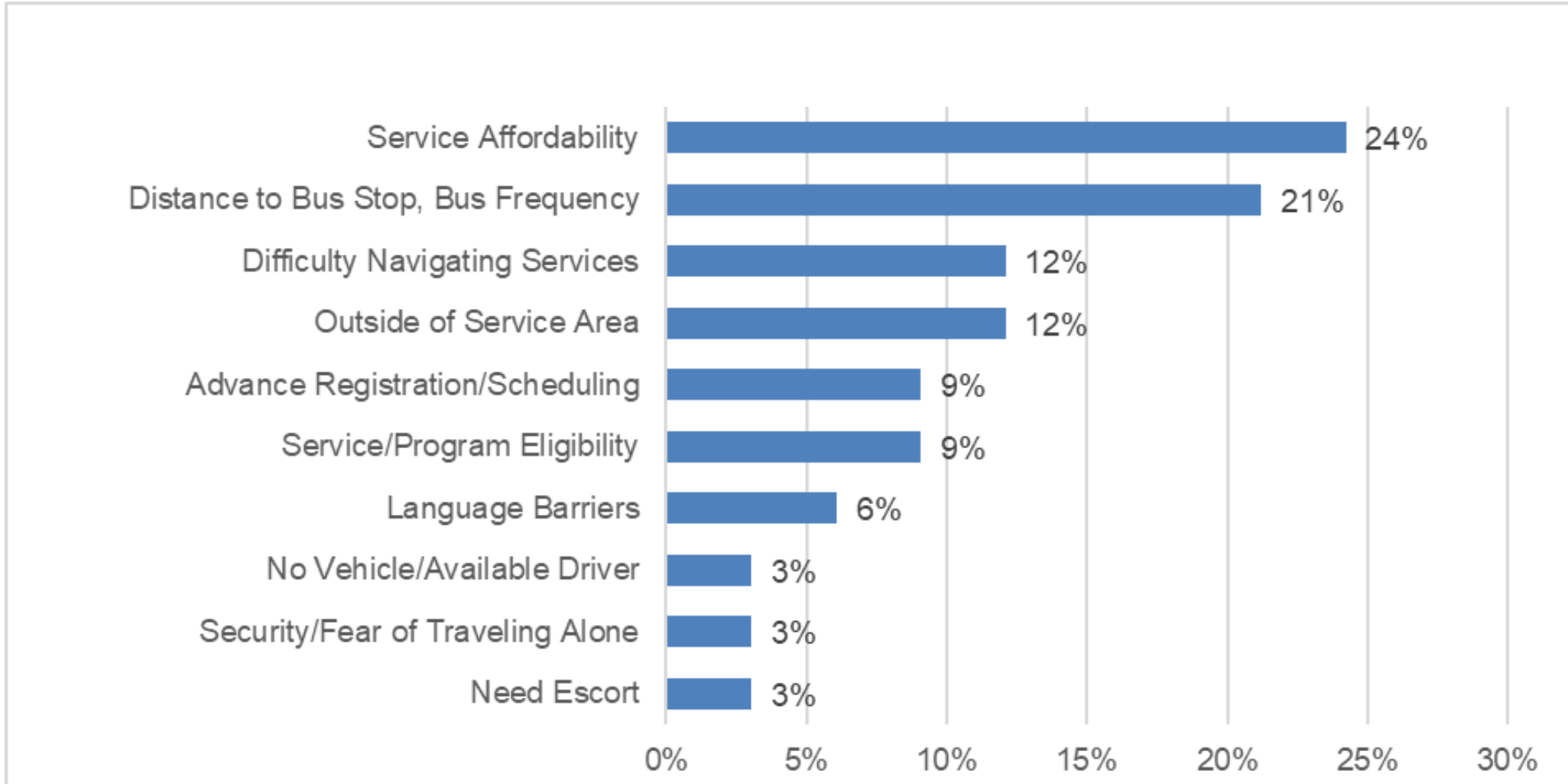
- Between 2012 and 2018, the senior population (65+) increased by over 33 percent.
- The disabled population increased by almost 25 percent over the same period.
- The growth rate of these populations were significantly higher than the overall 5.4 percent increase in countywide population.
- Highest densities are found in north Orange County, particularly in the City of Santa Ana where almost a fourth of the city has census tracts with more than 10,000 persons representing the target groups.



COMMON SURVEY RESULTS AND INTERVIEW THEMES

- Lengthy fixed-route bus headways;
- Limited-service options in some geographic areas of the County;
- Access to stops with respect to social/community service provider locations;
- Navigating the wide and busy streets/lanes near bus lines;
- Ability to travel outside the service area to major medical facilities; and
- Lack of service availability for low-income persons under 60 years of age.

BARRIERS TO ACCESSING TRANSPORTATION





DRAFT COORDINATING PROGRAM GOALS

1. Restore and enhance the specialized public transportation network to meet the needs of the target populations in a post-coronavirus environment.
2. Rebuild specialized services for target populations.
3. Leverage transportation information to enhance mobility - measure outcomes.
4. Improve and expand external and internal mobility infrastructure.



PRIORITIES-STRATEGIES

Strategies proposed are designed to:

- Address identified gaps and barriers;
- Impact the highest number of members of the target populations;
- Make use of new technology in delivery of services as possible; and
- Strong potential to be funded and implemented over the life of the plan (four years).



NEXT STEPS

- Finalize report based on feedback
- Return to Board of Directors with guidelines for “Enhanced Mobility for Seniors and Disabled” Grant Program



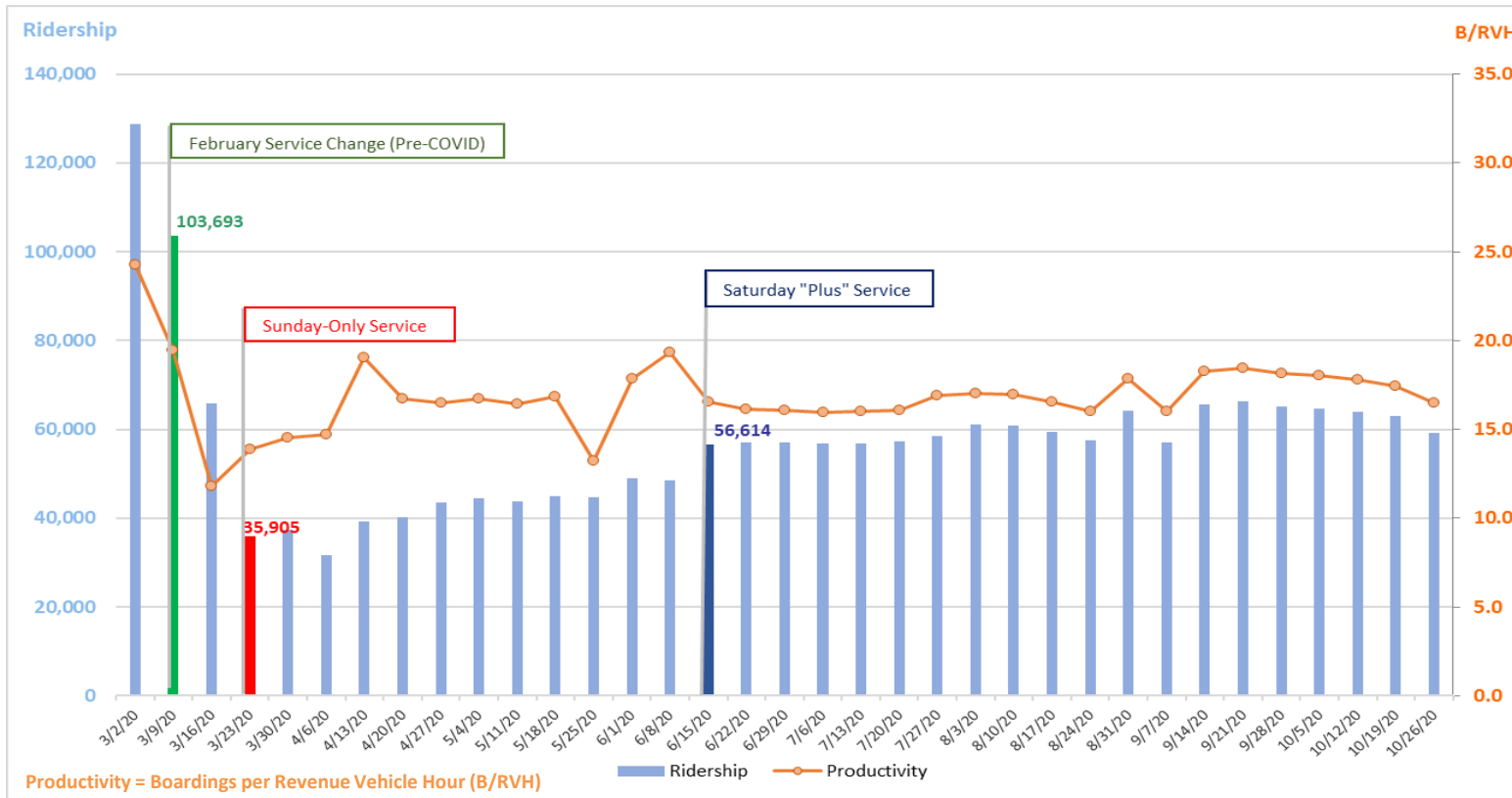
OC Bus Service Update

Key Metrics:

- Ridership
 - Trending at 50 percent of the average weekday ridership; productivity at 70 percent
- Pass-Bys
 - Occur when passenger loads on a 40-foot bus reach 15 or more (20 passengers on a 60-foot bus)
- Trippers
 - Unscheduled trips dispatched to provide more capacity and prevent overloads (15+ passengers)
 - Deployed based on data, coach operator input, and customer comment
- On-Time Performance
 - Measuring service quality as impacted by the pandemic
- Customer Comments
 - Trends, feedback, and issues reported

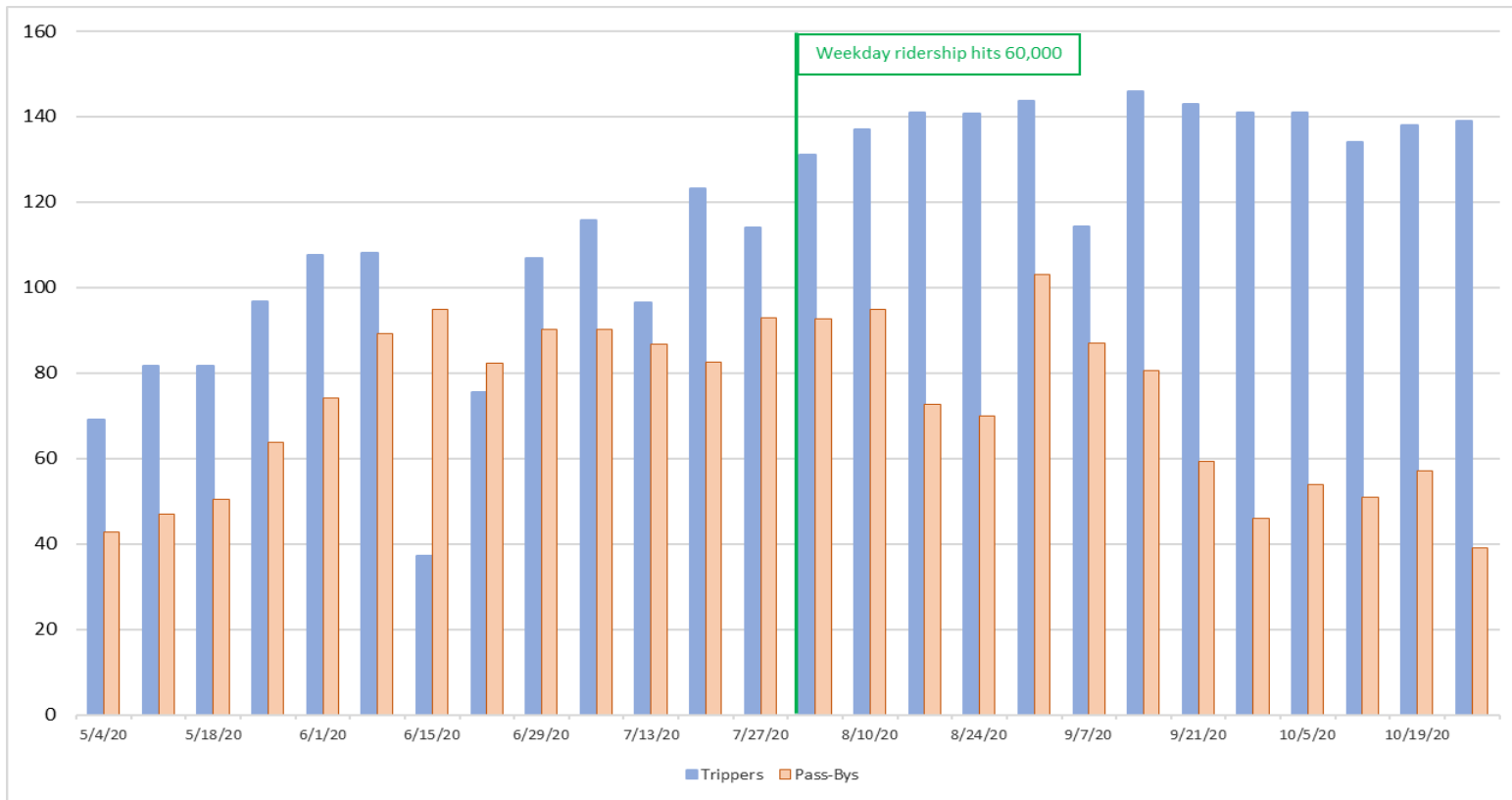
OC BUS RIDERSHIP AND PRODUCTIVITY

(AVERAGE WEEKDAY)



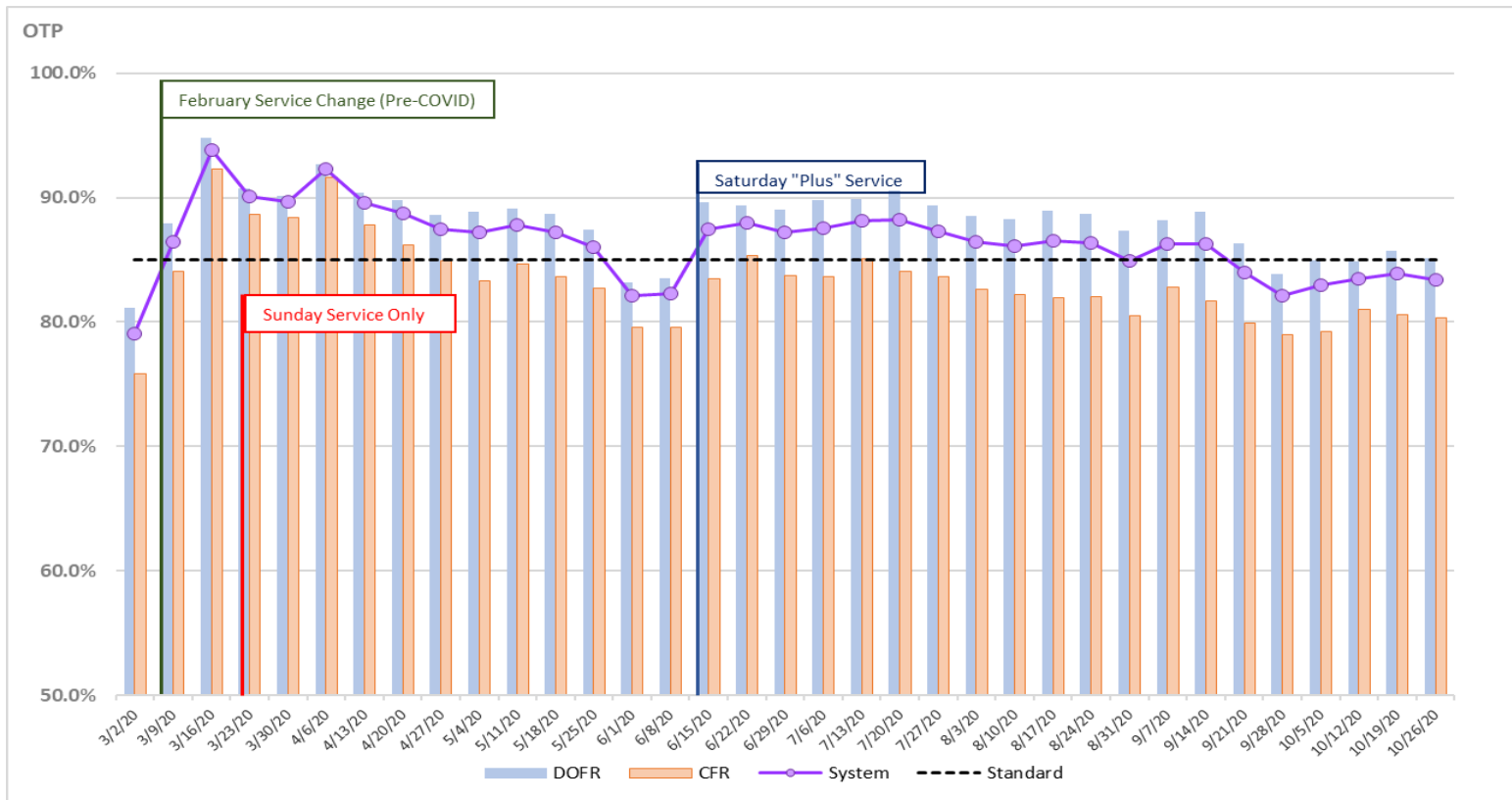
OC BUS TRENDS: TRIPPERS VS. PASS-BYS

(AVERAGE WEEKDAY)





OC BUS TRENDS: ON-TIME PERFORMANCE

(AVERAGE WEEKDAY)



CUSTOMER COMMUNICATION AND FEEDBACK

COVID-19 Safety Measure	Customer Comments
<p>Safety Information</p> <ul style="list-style-type: none">OCTA continued to reinforce COVID-19 related safety messages and notify customers using multilingual communications for updated website content, social media posts, and on-board messages. 	<p>Face Coverings</p> <ul style="list-style-type: none">Increase from prior month in number of customer complaints over limited mask enforcement and/or unmasked passengers (From 28 comments in September to 46 comments in October) 

CUSTOMER COMMUNICATION AND FEEDBACK

COVID-19 Safety Measure

October Minor Schedule Update

- Shared schedule and safety information with customers using website, social media, and bus interior cards



Customer Comments

Bus Pass-bys

- Customer complaints on pass-bys per week dropped, from an average of 13 complaints in September to 11.3 complaints in October.

Overcrowding Complaints

- Passenger overcrowding complaints per week increased slightly, with an average of 3.8 in October compared to three complaints in September.

Front Door Boarding Comments

- More comments on front door boarding (26 comments in October versus eight in September) as driver barriers are installed, most relate to fare collection.



NEXT STEPS

- Continue to track service performance and COVID-19 impacts
- Monitor changes to stay-at-home orders, school, and business activities
- Conduct virtual customer roundtables in November