



AGENDA

REVISED - Transit Committee Meeting

Committee Members

Tim Shaw, Chairman
Harry S. Sidhu, Vice Chairman
Doug Chaffee
Andrew Do
Steve Jones
Vicente Sarmiento

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

Thursday, February 11, 2021 at 9:00 a.m.

REVISED

Any person with a disability who requires a modification or accommodation in order to participate in this meeting should contact the Orange County Transportation Authority (OCTA) Clerk of the Board, 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 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 ClerkOffice@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 Shaw

1. Public Comments

Special Calendar

2. Committee Meeting 2021 Schedule

Tim Shaw

Overview

Committee Chairman Tim Shaw will lead a discussion regarding the 2021 meeting schedule for the Transit Committee. The proposed 2021 dates and times for the Committee is provided in Attachment A.

Recommendation

Approve the 2021 Transit Committee meetings calendar.



3. Roles and Responsibilities of the Transit Committee

Darrell E. Johnson

Overview

Roles and Responsibilities for the Transit Committee are reviewed periodically for any appropriate changes or additions. These roles and responsibilities are presented in Attachment A for discussion.

Recommendation

Approve the 2021 Transit Committee Roles and Responsibilities.

Consent Calendar (Items 4 through 6)

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

4. Approval of Minutes

Approval of the minutes of the Transit Committee meeting of January 14, 2021.

5. Amendment to Agreement for Mobile Ticketing Validators Extended Warranty Coverage Period

Sam Kaur/Andrew Oftelie

Overview

The Orange County Transportation Authority implemented the use of mobile ticketing validators to validate mobile fare media. This was done through the use of consultant resources for the initial installation of the validators, completed in 2018 and on-going technical and warranty support since that time. Staff is requesting Board of Directors' approval to exercise the first option term to extend warranty coverage for the validators for a one-year period.

Recommendation

Authorize the Chief Executive Officer to negotiate and execute Amendment No. 4 to Agreement No. C-6-0942 between the Orange County Transportation Authority and Init Innovations in Transportation, Inc., to exercise the first option term in the amount of \$136,608, for extended warranty coverage for mobile ticketing validators effective May 1, 2021 through April 30, 2022.



6. Amendment to Agreement with First Transit, Inc., for the Provision of Contracted Fixed-Route Service
Eileen Bruggeman/Beth McCormick

Overview

On March 23, 2015, the Orange County Transportation Authority Board of Directors approved an agreement with First Transit, Inc., for the management and operation of contracted fixed-route OC Bus service. Since March 23, 2020, as a result of the coronavirus pandemic, OC Bus fixed-route service has been significantly reduced. Because of the sustained operation of reduced service levels, and consistent with the terms of the agreement, First Transit, Inc. has requested an amendment to adjust the contract rates, and to be reimbursed for additional costs incurred as a result of the coronavirus pandemic. The Coronavirus Aid, Relief, and Economic Security Act of 2020, specifically provides for this relief with guidance from the Federal Transit Administration. Staff requests approval of an amendment to the agreement with First Transit, Inc., to adjust the contract rates for the service provided from June 14, 2020 through May 31, 2021, and to increase the amount of coronavirus pass-through funds by \$3,149,737.

Recommendations

- A. Authorize the Chief Executive Officer to negotiate and execute Amendment No. 12 to Agreement No. C-4-1737 between the Orange County Transportation Authority and First Transit, Inc. to adjust the rates for the provision of contracted fixed-route OC Bus service, and increase the maximum reimbursement necessary to cover actual expenses due to the coronavirus pandemic an additional \$3,149,737, for an amount not to exceed \$4,969,679, from June 14, 2020 through May 31, 2021. In addition, authorize scope of work modifications to clarify performance expectations.
- B. Approve an amendment to the Orange County Transportation Authority Fiscal Year 2020-2021, Operations Division Budget, in the amount of \$4,415,312.



Regular Calendar

7. Agreement for Enterprise Asset Management System

Marie Latino/Jennifer L. Bergener

Overview

The Orange County Transportation Authority requires the services of a firm for the licenses, implementation, maintenance, and support of an enterprise asset management system. A competitive procurement has been conducted and offers were received in accordance with the Orange County Transportation Authority's procurement procedures for professional and technical services. Board of Directors' approval is requested to execute an agreement for an enterprise asset management system.

Recommendations

- A. Approve the selection of 21Tech LLC as the firm to provide an enterprise asset management system.
- B. Authorize the Chief Executive Officer to negotiate and execute Agreement No. C-0-2272 between the Orange County Transportation Authority and 21Tech LLC, in the amount of \$5,061,529, to provide an enterprise asset management system for a seven-year initial term with two, two-year option terms.

8. Draft June 2021 Bus Service Change Update

Jorge Duran/Kia Mortazavi

Overview

Based on Federal Transit Administration Title VI requirements, the June 2021 bus service change requires a public hearing. This requirement includes an equity analysis and a public hearing for major bus service changes that have been in place for 12 months or longer. In response to the coronavirus pandemic, an emergency bus service change was implemented in March 2020, it was subsequently refined in June and October 2020, and remains in place as of February 2021. To meet these requirements, a public hearing is planned for April 2021, and recommendations are presented to the Board of Directors to initiate this process.



8. (Continued)

Recommendations

- A. Direct staff to implement a public outreach program on the June 2021 Bus Service Change and solicit feedback for the development of the fiscal year 2021-22 Bus Service Plan.
- B. Direct staff to return to the Board of Directors with outreach results in April 2021.

Discussion Items

9. OC Bus Service Update

Johnny Dunning, Jr./Jennifer L. Bergener

Staff will provide an update on the OC Bus service.

10. Chief Executive Officer's Report

11. Committee Members' Reports

12. Closed Session

There are no Closed Session items scheduled.

13. Adjournment

The next regularly scheduled meeting of this Committee will be held at **9:00 a.m. on Thursday, March 11, 2021**, at the Orange County Transportation Authority Headquarters, Conference Room 07, 550 South Main Street, Orange, California.



ORANGE COUNTY TRANSPORTATION AUTHORITY

2021 Transit Committee Meetings

DRAFT
2.11.21

JANUARY						
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NOVEMBER						
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OCTA, OCTD, OCLTA, and OCSAFE regular Board meeting
9:00 a.m., OCTA Headquarters
550 South Main Street, Board Room - Conf. Room 07-08, Orange CA

Transit
9:00 a.m.

OCTA Holidays

**2021 OCTA Proposed Committee Meeting Calendar
Transit Committee**

Month	2021 Proposed Changes - Comparison with 2020 Calendar
January	No change
February	No change
March	No change
April	No change
May	No change
June	No change
July	No change
August	No change
September	No change
October	No change
November	No change
December	No change

**Proposed
Roles and Responsibilities
of the Board Committees for 2021
(02.11.21)**

Transit Committee

- Develops, reviews, and provides policy recommendations to the Board of Directors on matters related to the operation of bus, rail, and paratransit services;
- Reviews and provides recommendations to the Board of Directors on matters pertaining to the planning of bus, rail, and paratransit services;
- Reviews and provides recommendations to the Board of Directors on transit ridership, schedules, and service policies;
- Reviews and provides recommendations to the Board of Directors on bus, rail, and paratransit projects, including OCTA revenue vehicles, support equipment, operations facilities, and Metrolink facilities and stations;
- Makes recommendations to the Board of Directors on use and procurement of professional services and contractors to support planning and delivery of OCTA projects, programs, and services;
- Reviews and provides recommendations to the Board of Directors on future transit programs;
- Reviews and provides recommendations to the Board of Directors on matters related to transit technology and innovation, such as mobile ticketing applications and other on-demand service delivery models; and
- Reviews and provides recommendations to the Board of Directors on the role of transit services in attainment of air quality goals.



Committee Members Present

Via Teleconference:

Andrew Do, Chairman
Steve Jones
Tim Shaw
Harry S. Sidhu

Staff Present

Darrell E. Johnson, Chief Executive Officer
Sara Meisenheimer, Deputy Clerk of the Board
Allison Cheshire, Interim Deputy Clerk of the Board

Committee Members Absent

None

Via Teleconference

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

Call to Order

The January 14, 2021, regular meeting of the Transit Committee was called to order by Committee Chairman Do at 9:02 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 5)

2. Approval of Minutes

A motion was made by Director Sidhu, seconded by Director Shaw, and following a roll call vote, declared passed 4-0, to approve the minutes of the Transit Committee meeting of December 10, 2020.

3. Measure M2 Community-Based Transit Circulators Program Project V Ridership Report and Proposed Program Revisions

Director Shaw pulled this item and asked for clarification on the proposed changes to performance metrics for the Project V Program.

Darrell E. Johnson, Chief Executive Officer (CEO), commented that prior to the pandemic, staff had been struggling to properly measure this program. Mr. Johnson, CEO, introduced Kurt Brotcke, Director of Planning, who reported on the following:

- Three major elements: update on Project V ridership, staff is recommending revision to change the structure of the Project V program, and audit findings.
- Major uncertainty on the future of ridership services.
- Overview of the current boarding per revenue vehicle hour metric and moving it to a total operating cost per boarding metric.
- Built-in agreements with the cities and they all have expiration dates

Director Shaw expressed appreciation for the new metric that requires notification and action by the applicable agency. He also asked about the overall funding status of the program and whether the proposed changes could be accommodated based upon current revenue projections. Staff responded that the proposed changes can be accommodated within projected cash flows while still maintaining future financial capacity.

Committee Chairman Do stated that the presentation addressed his concerns with the recommendations in a positive manner.

A motion was made by Director Shaw, seconded by Director Sidhu, and following a roll call vote, declared passed 4-0, to:

- A. Receive and file the Project V Ridership Report as an information item.
- B. Approve Project V Program revisions related to the impacts of the coronavirus and recent internal audit recommendations.
- C. Authorize the Chief Executive Officer to negotiate, execute, and amend as necessary all existing cooperative agreements for Project V services, in order to implement the recommendation above.

4. Award of Agreement for the Purchase of Electric Vehicle Chargers and Energy Management System

A motion was made by Director Sidhu, seconded by Director Shaw, and following a roll call vote, declared passed 4-0, to:

4. (Continued)

- A. Approve the selection of ChargePoint, Inc., as the firm to provide up to 72 electric vehicle charging stations with an energy management system.
- B. Authorize the Chief Executive Officer to negotiate and execute Agreement No. C-0-2692 between the Orange County Transportation Authority and ChargePoint, Inc., in the amount of \$484,331, to provide up to 72 electric vehicle charging stations with an energy management system, for a five-year initial term effective February 1, 2021 through January 31, 2026, with one, three-year option term.

5. Sole Source Agreement for the Operations and Maintenance of Fluid Management System

A motion was made by Director Sidhu, seconded by Director Shaw, and a following a roll call vote, declared passed 4-0, to authorize the Chief Executive Officer to negotiate and execute Purchase Order No. C-0-2615 between the Orange County Transportation Authority and S&A Systems, Inc., in the amount of \$644,296, for a four-year initial term with one, three-year option term, for the operations and maintenance of the current fluid management system.

Regular Calendar

6. OC Streetcar Project Quarterly Update

Jim Beil, Executive Director of Capital Programs, provided opening comments and introduced Cleve Cleveland, Department Manager of OC Streetcar Operations, and Tresa Oliveri, Principal Community Relations Specialist, who co-presented a PowerPoint presentation as follows:

- Agenda;
- OC Streetcar Features;
- Construction – Segment 1;
- Westminster Bridge;
- Santa Ana River Bridge;
- Maintenance and Storage Facility;
- Construction – Segments 2 Through 5;
- Track Installation at Bristol Integration;
- Upcoming Construction Milestones;
- Project Challenges;
- Vehicles; and
- Outreach.

6. (Continued)

A discussion ensued regarding the new Administration and if there could be any delays. The new Administration will review all Capital Investment Grant projects and Full Funding Grant Agreements, and staff will work with the new Administration to make sure a proper briefing is required.

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

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

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

- Overview of the recommendations, background on equipment that needs to be replaced due to updated technology, and the conflicts staff has encountered.
- The three contract change orders will be funded from the existing Project contingency. After these are approved, there will be \$8 million remaining.
- The Project contingency is being used more rapidly and staff will return to the Board of Directors with recommendations on what they will need to do in the next few months.

A discussion ensued regarding:

- Part of the discussion with the Federal Transit Administration will be to determine what amount is needed out of the Project contingency fund.
- The Full Funding Grant Agreement is a contract so it would require an amendment. There are a couple of choices: review the contingency amount and determine what would be needed going forward or look at other risks that may be unknown going forward.
- Explanation of the unanticipated pavement issues and how the streets are not all uniform.

A motion was made by Director Shaw, seconded by Director Sidhu, and following a roll call vote, declared passed 4-0, to:

- A. Authorize the Chief Executive Officer to negotiate and execute Contract Change Order No. 43 to Agreement No. C-7-1904 with Walsh Construction Company II, LLC, in the amount of \$372,136, for the acquisition of updated communications equipment.

7. (Continued)

- B. Authorize the Chief Executive Officer to negotiate and execute Contract Change Order No. 48 to Agreement No. C-7-1904 with Walsh Construction Company II, LLC, in the amount of \$1,177,362, for removal of thicker asphalt concrete pavement from City of Santa Ana streets.
- C. Authorize the Chief Executive Officer to negotiate and execute Contract Change Order No. 16.2 to Agreement No. C-7-1904 with Walsh Construction Company II, LLC, in the amount of \$1,400,000, for additional hand digging of overhead contact system, traffic signal, and streetlight pole foundations.

8. February 2021 Bus Service Change

Kurt Brotcke, Director of Planning, reported on the following:

- Background on the three-bus service changes a year.
- A recommendation that the October service levels from 2020 roll forward to the February 2021 service change due to the bus ridership levels staying the same.
- A contingency plan will be put in place should ridership increase and have to be implemented between February and June of this year.

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

Discussion Items**9. OC Bus Service Update**

Johnny Dunning, Jr., Department Manager of Scheduling and Bus Operations Support, introduced Ryan Maloney, Section Manager of Marketing and Customer Engagement, and provided a PowerPoint presentation as follows:

- OC Bus Trends During the Coronavirus (COVID-19) Pandemic;
- OC Bus Ridership and Productivity;
- OC Bus Trends: Trippers and Pass-Bys;
- OC Bus Trends: On-Time Performance;
- Customer Communication and Feedback; and
- Next Steps.

No action was taken on this information item.



10. Chief Executive Officer's Report

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

Vaccine Update –

- The Orange County Transportation Authority (OCTA) has been closely monitoring Orange County's (County) rollout of the COVID-19 vaccine including yesterday's press conference at the Disneyland Resort which has been designated as one of the County's vaccination sites.
- The County is currently vaccinating all tier levels in Phase 1A. The transportation industry has been classified as Tier 2 in the next phase, which is 1B and it is anticipated supplies to be available in February.
- To prepare for the vaccine for public transportation employees, OCTA is conducting an anonymous survey to determine how many employees would be willing to receive the vaccine. The results will be available after the survey closes on January 18th.

12. Committee Members' Reports

There were no Committee Members' Reports.

13. Closed Session

There were no Closed Session items scheduled.

14. Adjournment

The meeting adjourned at 9:54 a.m.

The next regularly scheduled meeting of this Committee will be held at **9:00 a.m. on Thursday, February 11, 2021**, 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



February 11, 2021

To: Transit Committee

From: Darrell E. Johnson, Chief Executive Officer

Subject: Amendment to Agreement for Mobile Ticketing Validators
Extended Warranty Coverage Period

Overview

The Orange County Transportation Authority implemented the use of mobile ticketing validators to validate mobile fare media. This was done through the use of consultant resources for the initial installation of the validators, completed in 2018 and on-going technical and warranty support since that time. Staff is requesting Board of Directors' approval to exercise the first option term to extend warranty coverage for the validators for a one-year period.

Recommendation

Authorize the Chief Executive Officer to negotiate and execute Amendment No. 4 to Agreement No. C-6-0942 between the Orange County Transportation Authority and Init Innovations in Transportation, Inc., to exercise the first option term in the amount of \$136,608, for extended warranty coverage for mobile ticketing validators effective May 1, 2021 through April 30, 2022.

Background

On October 24, 2016, the Orange County Transportation Authority (OCTA) Board of Directors (Board) awarded a contract to Init Innovations in Transportation, Inc., (Init Innovations) to equip OCTA's fixed-route fleet with mobile ticket validators in order to validate mobile fare media. Installation of the mobile ticketing validators began in early fall 2017 and the entire fixed-route fleet was equipped with validators by February 2018. Since inception, more than 6.1 million mobile application tickets have been validated through the mobile ticketing validators. Init Innovations has provided warranty service since the completion of installation.

Discussion

Warranty coverage for the validators expires April 30, 2021. OCTA currently has 547 validators installed on existing fleet with an additional 34 spares in inventory. The warranty coverage includes maintenance of software, hardware, and central hosting services. The software warranty coverage includes version updates, feature upgrades, enhanced fare table management, system error correction through remote virtual private network, and the Init Innovations support line, which also includes 24-hour services for errors. The hardware warranty coverage includes parts repair for defective hardware or provides a direct unit replacement. These warranty services have been critical for the operation of the mobile ticketing solution. In order to maintain this comprehensive coverage, staff recommends the warranty period extension from May 1, 2021 through April 30, 2022, in the amount of \$136,608.

Procurement Approach

The original procurement was handled in accordance with OCTA's Board-approved policies and procedures for professional services. On October 24, 2016, the Board approved the award of the agreement with Init Innovations. The original agreement was awarded on a competitive basis and includes a four-year initial term with four, one-year option terms for extended warranty in the amount of \$2,525,632. The initial term expires April 30, 2021. Amendments to the agreement are described in Attachment A.

The proposed Amendment No. 4 is to exercise the first option-term for extended warranty of the agreement effective May 1, 2021 through April 30, 2022. Amending this agreement will increase the maximum obligation by \$136,608, bringing the total contract value to \$2,899,087. The warranty pricing will remain as originally negotiated. Exercising the first option term will allow Init Innovations to continue providing warranty coverage for the existing fare collection mobile ticketing validators for an additional 12 months.

Fiscal Impact

This project was approved in OCTA's Fiscal Year 2020-21 Budget, Information System Department Account No. 1288-D3131-336-7612.

Summary

Authorize the Chief Executive Officer to negotiate and execute Amendment No. 4 to Agreement No. C-6-0942 between the Orange County

Transportation Authority and Init Innovations in Transportation, Inc., to exercise the first option-term in the amount of \$136,608, for extended warranty coverage of the fare collection mobile ticketing validators effective May 1, 2021 through April 30, 2022.

Attachment

- A. Init Innovations in Transportation, Inc., Agreement No. C-6-0942 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
Director, Contracts Administration and
Materials Management
(714) 560-5619

**Init Innovations in Transportation, Inc.
Agreement No. C-6-0942 Fact Sheet**

1. October 24, 2016, Agreement No. C-6-0942, \$2,525,632, approved by the Board of Directors (Board).
 - Init Innovations in Transportation, Inc., to develop, host, license, and maintenance of a mobile ticketing application
 - Four-year initial term effective November 21, 2016 through April 30, 2021, with four, one-year option terms for the purchase and installation of electronic stand-beside readers to validate mobile tickets, as well as extended warranty
2. June 28, 2017, Amendment No. 1 to Agreement No. C-6-0942, \$27,853, approved by Contracts Administration and Materials Management Department (CAMM).
 - Amendment revised to add 550 custom horizontal mounts of PROXmobile devices
3. December 11, 2017, Amendment No. 2 to Agreement No. C-6-0942, \$0.00, approved by CAMM.
 - Change key personnel
 - Amendment to add CDCE, Inc., as a subcontractor to provide installation services
4. December 1, 2020, Amendment No. 3 to Agreement No. C-6-0942, \$208,994 approved by CAMM.
 - Include additional specifications to the scope of work for reader reconfigurations
5. February 22, 2021 Amendment No. 4 to Agreement No. C-6-0942, \$136,608, pending approval by Board.
 - Exercise the first option term of the Agreement for extended warranty. The first option term is effective May 1, 2021 through April 30, 2022

Total commitment to Init Innovations in Transportation, Inc., Agreement No. C-6-0942, \$2,899,087.



February 11, 2021

To: Transit Committee

From: Darrell E. Johnson, Chief Executive Officer

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

Overview

On March 23, 2015, the Orange County Transportation Authority Board of Directors approved an agreement with First Transit, Inc., for the management and operation of contracted fixed-route OC Bus service. Since March 23, 2020, as a result of the coronavirus pandemic, OC Bus fixed-route service has been significantly reduced. Because of the sustained operation of reduced service levels, and consistent with the terms of the agreement, First Transit, Inc. has requested an amendment to adjust the contract rates, and to be reimbursed for additional costs incurred as a result of the coronavirus pandemic. The Coronavirus Aid, Relief, and Economic Security Act of 2020, specifically provides for this relief with guidance from the Federal Transit Administration. Staff requests approval of an amendment to the agreement with First Transit, Inc., to adjust the contract rates for the service provided from June 14, 2020 through May 31, 2021, and to increase the amount of coronavirus pass-through funds by \$3,149,737.

Recommendations

- A. Authorize the Chief Executive Officer to negotiate and execute Amendment No. 12 to Agreement No. C-4-1737 between the Orange County Transportation Authority and First Transit, Inc. to adjust the rates for the provision of contracted fixed-route OC Bus service, and increase the maximum reimbursement necessary to cover actual expenses due to the coronavirus pandemic an additional \$3,149,737, for an amount not to exceed \$4,969,679, from June 14, 2020 through May 31, 2021. In addition, authorize scope of work modifications to clarify performance expectations.

- B. Approve an amendment to the Orange County Transportation Authority Fiscal Year 2020-2021, Operations Division Budget, in the amount of \$4,415,312.

Discussion

The Orange County Transportation Authority (OCTA) Board of Directors (Board) awarded a contract to First Transit, Inc. (First Transit), to provide management, operations, and vehicle maintenance of contracted fixed-route service in March 2015. The original agreement was for an initial term of four years, with two, two-year option terms. The contract reimbursement structure includes both a fixed monthly rate and a variable hourly rate that are based on an assumed number of revenue vehicle hours (RVH) to be operated during each year of the contract.

The contract has been amended 11 times, most recently in June 2020 and December 2020, to provide financial relief because of coronavirus (COVID-19)-related impacts between March 22, 2020 and May 31, 2021. All amendments to this agreement are detailed in Attachment A.

In response to the COVID-19 pandemic, the federal Coronavirus Aid, Relief, and Economic Security (CARES) Act of 2020 was established. The CARES Act provides funds to prevent, prepare for, and respond to the COVID-19 pandemic's impacts. With guidance from the Federal Transit Administration, 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 and cleaning supplies.

In March 2020, OC Bus fixed-route service was reduced to Sunday service levels seven days a week, approximately 40 percent of service provided on weekdays prior to the COVID-19 pandemic. This reduced the amount of service provided by First Transit by more than 50 percent. In June 2020, OCTA restored OC Bus service to a Saturday service level six days a week, returning to roughly 60 percent of the weekday service levels provided pre-pandemic. This increased the level of service provided by First Transit to approximately 67 percent of the service they had provided pre-pandemic. The current service level, effective October 2020, provided a slight increase to the service provided by First Transit. The current service plan will retain October service levels through June 12, 2021.

Consistent with the agreement's scope of work, First Transit structured the monthly and hourly contract rates based on providing 660,000 annual RVH. Under

the current service plan, First Transit will provide approximately 415,000 RVH from June 14, 2020 through May 31, 2021 (the end of the first two-year option term). As a result of the significant decrease in the level of service provided, First Transit has requested an adjustment to the current contract rates as further outlined below; requests of this type are permitted within the terms of the contract.

Proposed Rate Adjustment: Following several months of negotiations, OCTA staff and First Transit have reached agreement on a proposed adjustment of the variable hourly rate for the current fiscal year from \$67.25 to \$69.90. The annual cost of this rate adjustment assuming 415,000 RVH is \$1.1 million. During contract rate negotiations, certain costs currently included in the variable hourly rate were identified as more appropriate to include in the fixed monthly rate. Shifting these costs from the variable rate to the fixed rate resulted in an increase to the fixed monthly rate from \$238,410 to \$246,122.

In addition to changes to the fixed monthly and hourly rates, additional COVID-19-related expenses were identified for the current operating year, estimated to be up to \$3,149,737. This amount, in addition to the \$1,819,942 previously authorized, totals \$4,969,679 of COVID-19-related expenses funded through the CARES Act. First Transit is responsible to provide detailed back-up documentation to justify the expenses related to COVID-19 impacts.

	Revenue Vehicle Hours	Fixed Monthly Rate	Variable Hourly Rate	Pass-Through Estimate for COVID-19 costs
Existing Rates	660,000	\$238,410	\$67.25	
CARES Act Pass-Through Previously Approved				\$1,819,942
RECOMMENDATION:				
Proposed Rates	415,000	\$246,122	\$69.90	
Additional CARES Act Pass-Through				\$3,149,737
Total CARES Act Pass-Through				<u>\$4,969,679</u>

Rather than adjust the hourly or monthly rate with costs that are COVID-19-related and temporary, it is prudent to separate these costs. COVID-19-related costs will be reimbursed with CARES Act funds following a careful review of actual costs incurred by First Transit. Keeping COVID-19-related costs separate from the hourly and monthly rates will continue to provide OCTA with a rate structure based on ongoing operational expenses.

Proposed Scope of Work Clarifications: Attachment B provides a list of scope of work, or contract language revisions, in order to clarify the performance standards implemented with the associated penalties and incentives. The revision to the on-time performance standard was included by staff. The preventive maintenance revision was developed by staff in response to First Transit's request for greater clarity regarding the penalties. First Transit requested a discontinuation of lost time deductions and missed trips that occur because of factors verifiably beyond the contractor's control. In addition, staff included contract language defining compensation for providing unscheduled service at OCTA's request, such as bus bridges for Metrolink rail service. Although payment for this type of service is not explicitly included in the scope of work, First Transit has, on occasion, been dispatched to provide this service, and the revised language ensures the contract language reflects on-going practices.

Staff will adjust oversight procedures to adapt to the revised preventive maintenance penalty, and to incorporate documentation of the instances where lost service time or missed trips are determined to be beyond the contractor's control.

Next Steps: The current agreement with First Transit expires on May 31, 2021. At this time, staff anticipates returning to the Board before that time to request approval of the remaining two-year option term. If approved, the final two-year option term will extend the current agreement through May 31, 2023.

Procurement Approach

This procurement was handled in accordance with OCTA's Board-approved policies and procedures for professional and technical services.

The proposed Amendment No. 12 includes the negotiated rates for the reduced service level as a result of the COVID-19 pandemic, effective June 14, 2020 through May 31, 2021, as well as the estimated additional pass-through reimbursement of COVID-19-related expenses incurred from June 14, 2020 through May 31, 2021.

OCTA staff from the Contracts Administration and Materials Management, Financial Planning and Analysis, and Bus Operations departments have reviewed all itemized expenses and found the adjusted rates and the estimated pass-through amount to be fair and reasonable.

Fiscal Impact

Funds required to accommodate the changes to the fixed and variable rate, as outlined in Amendment No. 12, can be accommodated within OCTA Fiscal Year 2020-21 Operations Division expense budget and will be funded with Local Transportation Funds.

The pass-through portion of the amendment totals a not-to-exceed amount of \$4,969,679. This amount is required to pay for COVID-19-related expenses incurred from June 14, 2020 through May 31, 2021 and will be fully reimbursable via the CARES Act. A portion of the total pass-through amount will require a budget amendment. As a result, staff requests approval of a budget amendment to the OCTA Fiscal Year 2020-21 Operations Division expense and revenue budget in the amount of \$4,415,312.

Summary

Staff requests Board authorization for the Chief Executive Officer to negotiate and execute Amendment No. 12 to Agreement No. C-4-1737 between OCTA and First Transit to allow the contractor a rate modification in the current term effective June 14, 2020 through May 31, 2021, authorize reimbursement of an additional \$3,149,737, for a total amount not-to-exceed \$4,969,679 for COVID-19-related costs (separated from the rate modification), and authorize scope of work revisions as noted. Secondly, approve an amendment to the OCTA Fiscal Year 2020-21, Operations Division expense and revenue budget, in the amount of \$4,415,312.

Attachments

- A. First Transit, Inc., Agreement No. C-4-1737 Fact Sheet
- B. First Transit, Inc., Agreement No. C-4-1737 Scope of Work Revisions

Prepared by:



Eileen Bruggeman
Section Manager III
Contracted Services, Operations
714-560-5846



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



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

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

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

7. June 25, 2018, Amendment No. 6 to Agreement No. C-4-1737, \$383,744, approved by the Board.
 - Amendment to increase service to accommodate the expansion of the iShuttle service.
8. November 2, 2018, Amendment No. 7 to Agreement No. C-4-1737, \$0, approved by CAMM.
 - Amendment to update First Transit key personnel assigned to the local management team.
9. November 12, 2018, Amendment No. 8 to Agreement No. C-4-1737, \$87,126,726, approved by the Board.
 - Amendment to exercise the first two-year option term to extend the current agreement through May 31, 2021.
10. June 24, 2019, Amendment No. 9 to Agreement No. C-4-1737, \$6,544,810, approved by the Board.
 - Amendment to increase the contract value to accommodate a wage increase for coach operators, dispatchers, road supervisors, and trainers.
11. June 22, 2020, Amendment No. 10 to Agreement No. C-4-1737, \$1,750,555, approved by the Board.
 - Amendment to allow reimbursement of specific expenses related to the novel coronavirus pandemic effective March 23, 2020 through June 13, 2020.
12. December 14, 2020, Amendment No. 11 to Agreement No. C-4-1737, \$1,819,942, approved by the Board.
 - Amendment to allow reimbursement of specific expenses related to the coronavirus pandemic effective June 14, 2020 through May 31, 2021.
13. February 22, 2021, Amendment No. 12 to Agreement No. C-4-1737, \$0.00, pending approval by the Board.

Total committed to First Transit, Inc., Agreement No. C-4-1737: \$246,142,285.

**First Transit, Inc. Agreement No. C-4-1737
Proposed Scope of Work Revisions**

Effective June 14, 2020 unless otherwise noted

A. Performance Metrics Clarifications

1. On Time Performance (OTP) effective December 1, 2020

As detailed in the Quarterly Performance Measures Report that was transmitted to the Board of Directors in October 2020, the performance standard methodology to calculate the OTP has been modified to include early departures from scheduled time points to provide a more thorough overall measure of OTP. To keep data consistent throughout the fiscal year, effective July 1, 2020, with the inclusion of both early and late trips in the calculation, the OTP performance standard was adjusted from 85 percent to 80 percent. The contractor was notified of this performance standard change in September 2020 and was provided a sixty-day period before the new standard would become effective for purposes of calculating performance penalties/incentives earned under this agreement. To memorialize this change in the agreement, the language below is proposed to be included in the amendment under consideration:

- Amend Scope of Work, SECTION12: PERFORMANCE STANDARDS, page 48
 - On Time Performance (OTP) Standard delete 85 percent and insert 80 percent,
 - Under OTP Incentive delete above 86 percent and insert above 81 percent, and
 - Under OTP Penalty delete below 84 percent and insert below 79 percent.

2. Preventive Maintenance.

There are penalties in the Scope of Work (SOW) to encourage the timely conduct of preventive maintenance inspections. In the event a vehicle is in operation past the interval at which a preventive maintenance inspection is due, a penalty is assessed. Page 49 of the SOW lists the Preventive Maintenance performance standard of 100 percent of PMIs done within required intervals, with a Penalty of \$100 per day for each vehicle operated after scheduled PMI, and \$200 per day for vehicles operated more than three days or 500 miles past the scheduled PMI interval. In addition, on page 18 of the SOW, a sentence states that a vehicle out of compliance with the preventive maintenance standards may result in nonpayment of the service hours operated by that vehicle from the time the preventive maintenance was due.

After an evaluation of recent contractor performance in this area, a review of similar penalties at peer agencies, and a review of Federal Transit Administration recommended guidelines, the following revisions are recommended in response to the contractor's request and to provide clarity of preventive maintenance penalties in this agreement. An increase in the frequency of penalties is not anticipated.

- Amend Scope of Work, Vehicle Fleet and Vehicle Maintenance Program, A. Preventive Maintenance, page 18, second paragraph from top, delete final sentence: “Failure to comply with these standards may result in nonpayment of the service hours operated by that vehicle from the time the last inspection was due, along with any penalties as specified in the SOW.”
- Amend Scope of Work, SECTION 12: PERFORMANCE STANDARDS, page 49, Preventive Maintenance Penalty to retain the existing penalties, and add the following sentence: “In addition, nonpayment of the service hours shall apply at such time Contractor’s PMI maintenance program falls below 90 percent of on-time compliance.”

B. Perform Other Work as Directed by OCTA

Due to unexpected circumstances, decisions were made administratively to request the Contractor provide unscheduled service. This would include providing Metrolink Bus Bridges, the recent evacuation of the base due to the Silverado fire, and the request to provide unscheduled tripper service to ensure appropriate social distancing on-board OC Bus vehicles in response to the coronavirus pandemic. In all cases, the Contractor has been compensated using the revenue vehicle hour rate from the time the vehicle departed the base until it returned to the base (gate to gate). Currently, the agreement is silent on how to provide compensation for such unplanned requests. The language proposed to be included in this amendment will memorialize how payment for the provision of such a service. Based on the premise that such payments will be for unscheduled service, it is not feasible to estimate future costs. The amendment provides documentation of the authorized method of payment for requests that are operational necessities.

- Amend Contract, Article 6. PAYMENT, Page 5 of 32, to rename Sections C and D, as D and E, respectively, and insert as C: “AUTHORITY shall pay CONTRACTOR a variable rate for the provision of unscheduled service at the direction of AUTHORITY, based on the time a vehicle leaves base to when the vehicle returns to base. Unscheduled service at the direction of the AUTHORITY is inclusive of such requests as additional unscheduled service provided in support of scheduled routes, emergency response, bridge service and similar.”

C. Compensation

This amendment would further clarify the definition of the revenue vehicle hour (RVH) in the agreement, which defines the conditions under which the Contractor would be paid. Billable hours are defined in the agreement as RVHs. Per Article 7, RVHs are when a vehicle is available to transport passengers within the Contractor’s established hours of service (schedule), including layover time. However, there are times a vehicle is unable to provide service during scheduled service hours for reasons beyond the Contractor’s control. Instances beyond the Contractor’s control may include mechanical breakdowns and accidents only when classified by OCTA to be non-preventable, on-board passenger incidents, police activity, and heavy traffic not anticipated in the scheduling process. For these instances, only incidents that could be confirmed/verified through an independent means, such as Transit Police Services, Central Communications log, automated vehicle location (AVL) reports, traffic reports, or similar, would be eligible for consideration to be compensated. Instances within the Contractor’s control such as preventable mechanical failures, preventable accidents, driver errors, manpower shortages, and equipment shortages, would not be eligible for consideration.

The current maximum obligation assumes an estimated number of RVH based on the service schedule developed by OCTA. Clarification of the RVH definition as proposed would likely increase the amount of RVH paid to the contractor, but ineligible expenses time would be deducted as it is currently. Based on a review of three (3) sample months after the June service change, the amount of lost time deductions and missed trip penalties would have been reduced by less than \$1,500 per month with removal of incidents that were due to factors beyond the contractor's control.


In a manner that is similar to the process used to deduct ineligible RVHs from each invoice, OCTA staff will implement a process using independent sources of information to verify and approve payment of the RVHs impacted by elements that are truly beyond the Contractors control.

- Amend Contract, ARTICLE 7. REVENUE VEHICLE HOURS, page 7 of 32, to add the following: "When passenger service is not provided for part or whole of a route due to verifiable factors beyond the CONTRACTOR's control, the service time as defined by scheduled start time for a route to end of a scheduled route shall be paid to the CONTRACTOR and shall not be subject to penalties."



February 11, 2021

To: Transit Committee

From: Darrell E. Johnson, Chief Executive Officer 

Subject: Agreement for Enterprise Asset Management System

Overview

The Orange County Transportation Authority requires the services of a firm for the licenses, implementation, maintenance, and support of an enterprise asset management system. A competitive procurement has been conducted and offers were received in accordance with the Orange County Transportation Authority's procurement procedures for professional and technical services. Board of Directors' approval is requested to execute an agreement for an enterprise asset management system.

Recommendations

- A. Approve the selection of 21Tech LLC as the firm to provide an enterprise asset management system.
- B. Authorize the Chief Executive Officer to negotiate and execute Agreement No. C-0-2272 between the Orange County Transportation Authority and 21Tech LLC, in the amount of \$5,061,529, to provide an enterprise asset management system for a seven-year initial term with two, two-year option terms.

Discussion

The Orange County Transportation Authority (OCTA) owns and maintains a variety of assets that are managed using an enterprise asset management (EAM) system. OCTA has utilized the current system, Ellipse, since 2007. Some of the major assets managed in this system include five maintenance and operating bases, one park-and-ride facility, and six multimodal transportation centers totaling 56 buildings and structures. Eight streetcars and one central communications facility will be added in the near future. Rolling stock assets include 778 revenue vehicles and 155 non-revenue vehicles. The Ellipse system is primarily used by the Maintenance department and Contracts Administration

and Materials Management (CAMM) to support management maintenance, repair of rolling stock and facilities, materials and inventory management, warranty management, inventory replenishment, and defect tracking, as well as procurement and integration with financial processes.

The Ellipse system no longer meets the business needs of OCTA. It lacks functionality required by OCTA to properly manage asset activities and is not able to be upgraded to meet those needs. In July 2016, the Federal Transit Administration published the Transit Asset Management (TAM) Final Rule [49 CFR 625] requiring greater oversight and reporting of the state of good repair of capital assets. In September 2018, in compliance of this rule, OCTA adopted a TAM plan. Coinciding with the TAM Final Rule, there are new requirements for National Transit Database Annual Reporting, as well. These reporting functions are unavailable in the Ellipse system and are completed manually outside the system. The Ellipse system also lacks the functionality to capture the true cost of ownership of rolling stock, such as buses and non-revenue vehicles. A greater level of cost detail is required to strategically implement lean maintenance efforts in terms of reducing equipment maintenance costs and maximizing labor utilization. Furthermore, upgrades to the Ellipse system have not resulted in a product that can meet OCTA's asset management requirements and staff is concerned about the long-term cost and viability of the Ellipse system.

A request for information (RFI) was released in December 2019 for firms to provide information regarding their available products or customized solutions in order to meet OCTA's asset management requirements. Eight responses were received to the RFI and based on a review of these alternative EAM systems, staff recommended a replacement of its current Ellipse system to meet OCTA's current and future asset management needs. A new EAM system will provide the functionality needed for OCTA to meet yearly regulatory reporting requirements without additional manual processes as well as provide asset total cost of ownership and effective maintenance management. A new EAM system can also provide analytics for predictive maintenance to ensure OCTA has more accurate forecasting data, such as asset condition scoring readily accessible by management for improved decision making and regulatory reporting. Additionally, a new EAM system will improve operational effectiveness and efficiency in the management of assets, inventory, operations, and maintenance.

Procurement Approach

This procurement was handled in accordance with OCTA's Board of Directors (Board)–approved procedures for professional and technical services. In addition to cost, many other factors are considered in an award for professional and technical services. Award is recommended to the firm offering the most

comprehensive overall proposal considering such factors as prior experience performing similar projects, staffing and project organization, work plan, as well as cost and price.

On June 8, 2020, the Board approved the release of Request for Proposals (RFP) 0-2272, which was issued electronically on CAMM NET. The project was advertised in a newspaper of general circulation on June 8 and 15, 2020, and a pre-proposal conference was held on June 15, 2020. Three addenda were issued to respond to questions and address administrative matters related to the RFP.

On July 22, 2020, 13 proposals were received. An evaluation committee comprised of OCTA staff from the CAMM, Accounting and Financial Reporting, and Information Systems departments, as well as an external consultant, met to review all proposals received. The proposals were evaluated based on the following Board-approved evaluation criteria and weightings:

- | | |
|-------------------------------------|------------|
| • Qualifications of the Firm | 25 percent |
| • Staffing and Project Organization | 20 percent |
| • Work Plan | 35 percent |
| • Cost and Price | 20 percent |

Qualifications of the firm was weighted at 25 percent to ensure the firm has prior experience with the implementation, maintenance, and support of an EAM system as outlined in the scope of work. Staffing and project organization was weighted at 20 percent to ensure the firm's staff has the requisite expertise for completing projects of similar size and complexity. Work plan was weighted the highest at 35 percent to ensure the firm's approach and EAM system meet OCTA's asset management requirements. Cost and price was weighted at 20 percent to ensure OCTA receives value for the services provided.

On August 12, 2020, the evaluation committee reviewed the 13 proposals based on the evaluation criteria and short-listed the four most qualified firms listed below in alphabetical order:

Firm and Location

21Tech LLC (21Tech)
Walnut Creek, California

Electronic Data, Inc. (EDI)
St. Petersburg, Florida

Infor Public Sector, Inc. (Infor)
Lake Forest, California

Trapeze Software Group, Inc. (Trapeze)
Cedar Rapids, Iowa

On September 2 and 3, 2020, the evaluation committee conducted interviews with the four short-listed firms. The interviews consisted of a demonstration of the proposed EAM system to assess the functionality of the system in meeting OCTA's asset management requirements. In addition, the firms' key team members had an opportunity to present their qualifications and respond to evaluation committee's questions. Questions were asked relative to the firms' approach for the implementation and maintenance of the proposed EAM system, as well as mobile application, interfacing, and data conversion efforts. Each team was also asked specific clarification questions related to their proposal. At the conclusion of the interviews, a request for a best and final offer (BAFO) was sent to the four short-listed firms to clarify staffing, EAM system requirements, and pricing. Upon receiving the BAFOs, the evaluation committee requested an additional system demonstration from three of the short-listed firms. A request for an additional system demonstration was not made of the fourth short-listed firm as it was determined by the evaluation committee that its EAM system would not meet the same level of requirements as those of the other three short-listed firms.

After considering the system demonstrations and responses to the questions asked during the interviews, as well as information provided in the BAFO, the evaluation committee reviewed the preliminary ranking for the four short-listed firms and made adjustments to individual scores. As a result, the ranking of the firms changed.

Based on evaluation of the written proposals, as well as the information obtained from the interviews and BAFOs, the evaluation committee recommends 21Tech for consideration of the award. The following is a brief summary of the proposal evaluation results.

Qualifications of the Firm

The four short-listed firms demonstrated relevant experience and qualifications related to providing an EAM system.

Founded in 1996, 21Tech is headquartered in Walnut Creek, California, and has prior experience in implementing EAM systems for public transit agencies, including the Los Angeles County Metropolitan Transportation Authority,

Southern California Regional Rail Authority, San Francisco Municipal Transportation Agency, and Kansas City Area Transit Authority. Additionally, the firm has previously performed work of a similar nature by migrating a transit agency's existing Ellipse system to a new EAM system. 21Tech's references reported that they were satisfied with 21Tech's performance, and the proposal highlights the firm's ability to provide the services outlined in the scope of work. During the interview, 21Tech provided responses to the evaluation committee's questions related to its prior experience in implementing and maintaining an EAM system.

Trapeze's prior experience is focused exclusively on the transit sector, and the firm has prior experience in implementing an EAM system for public transit agencies, including the Metropolitan Atlanta Rapid Transit Authority, Massachusetts Bay Transportation Authority, and Southeastern Pennsylvania Transportation Authority. Additionally, the firm has previously performed work of a similar nature by migrating a transit agency's existing Ellipse system to a new EAM system. The references provided by the firm reported that they were satisfied with the firm's performance, and the proposal highlights its ability to provide the services outlined in the scope of work. During the interview, Trapeze provided responses to the evaluation committee's questions related to its prior experience in implementing and maintaining an EAM system.

The remaining two short-listed firms have prior experience in the EAM industry. The firms have previously performed work of a similar nature for public agencies, including Miami-Dade County and Los Angeles World Airports. The references provided by the firms reported that they were satisfied with each firm's performance, and the proposals highlight their ability to provide the services outlined in the scope of work. During the interview, the firms provided responses to the evaluation committee's questions related to their prior experience in implementing and maintaining an EAM system.

Staffing and Project Organization

All four short-listed firms proposed experienced key personnel with relevant expertise performing similar work.

21Tech proposed a project manager with over 25 years of experience and a principal consultant with over 30 years of experience in implementing and maintaining an EAM system. In addition, the proposed project manager has completed two major EAM system implementations in the past three years, including the migration of a transit agency's existing Ellipse system to a new EAM system. The project team members have successfully worked together on other similar projects, and 21Tech proposed adequate staff availability for this

effort. During the interview, the project team discussed their respective roles and process for the implementation, maintenance, and support of their EAM system. In addition, the project team provided clear responses to the evaluation committee's questions and demonstrated a comprehensive understanding of OCTA's requirements, leading the evaluation committee to determine that 21Tech's team was the most qualified in completing this project.

The other three short-listed firms proposed qualified staff and experienced project teams. The proposed project manager from the respective firms each have over 20 years of experience in implementing and maintaining an EAM system. The firms demonstrated they have staffing available with relevant capabilities and skill sets required to accomplish a project of this size and magnitude. During the interview, the project teams discussed their roles and process for the implementation, maintenance, and support of their respective EAM systems and responded to the evaluation committee's questions.

Work Plan

The work plans proposed by the four short-listed firms provided an approach to implementing and maintaining an EAM system, as well as addressed the functionality of the EAM system in meeting OCTA's asset management needs.

21Tech demonstrated its ability to accomplish the project objectives and overall schedule by providing a detailed approach for how it would complete the tasks, deliverables, and project milestones identified in the scope of work, including the two-year timeline for completing the implementation. The firm addressed special issues that are likely to be encountered during the project and methods to ensure quality control. During the interview, 21Tech provided detailed and thorough responses to the evaluation committee's questions concerning the approach for implementing and maintaining an EAM system, and the proposed project team exhibited strong team cohesion to ensure successful completion of the project. 21Tech also provided a superior demonstration of the proposed EAM system's functionality in meeting OCTA's asset management needs. The firm's EAM system can provide the functionality currently lacking in OCTA's Ellipse system, such as meeting yearly reporting requirements without additional manual processes, as well as identifying the total cost of ownership and maintenance. In addition, 21Tech demonstrated the proposed EAM system's ability to provide analytics for predictive maintenance and condition monitoring to ensure OCTA has more accurate forecasting data. Furthermore, the mobile application version of the EAM system is user-friendly and capable of meeting the day-to-day needs of maintenance and materials management staff.

The work plans proposed by the remaining three short-listed firms demonstrated their abilities to accomplish the project objectives and overall schedule by providing an approach for how they would complete the tasks, deliverables and project milestones identified in the scope of work, including the two-year timeline for completing the implementation. The firms addressed special issues that are likely to be encountered during the project and methods to ensure quality control. During the interviews, the firms provided responses to the evaluation committee's questions concerning the approach for implementing and maintaining an EAM system. In addition, the firms provided a demonstration of their EAM system's functionality in meeting OCTA's asset management needs, including functionality currently lacking in OCTA's Ellipse system.

Cost and Price

Pricing includes licenses, implementation, maintenance, and support for the EAM system. Pricing scores were based on a formula which assigned the highest score to the lowest total firm-fixed price for the tasks to be completed and scored the other proposals' total firm-fixed prices based on their relation to the lowest total firm-fixed price. 21Tech's proposed price was competitive among all the proposing firms and lower than the independent cost estimate prepared by the OCTA project manager.

Procurement Summary

Based on the evaluation of the written proposals, the firms' qualifications, as well as the information obtained from the interviews and BAFOs, the evaluation committee recommends the selection of 21Tech as the top-ranked firm to provide an EAM system. 21Tech delivered a proposal and interview that were responsive to all the requirements of the RFP.

Fiscal Impact

OCTA's Fiscal Year 2020-21 Approved Budget includes the costs associated with this project, Finance and Administration Division, Accounts 1285-9028-A5359-OR5 and 1285-7519-A5359-1FI.

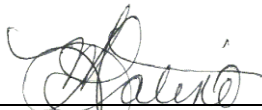
Summary

Authorize the Chief Executive Officer to negotiate and execute Agreement No. C-0-2272 between the Orange County Transportation Authority and 21Tech LLC, in the amount of \$5,061,529, to provide an enterprise asset management system for a seven-year initial term with two, two-year option terms.

Attachments

- A. Review of Proposals – RFP 0-2272 Enterprise Asset Management System
- B. Proposal Evaluation Criteria Matrix (Short-Listed Firms) – RFP 0-2272: Enterprise Asset Management System
- C. Contract History for the Past Two Years – RFP 0-2272: Enterprise Asset Management System

Prepared by:



Marie Latino
Manager, Maintenance Resource
Management
714-560-5323

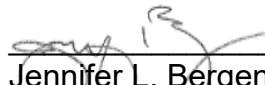
Approved by:



Cliff Thorne
Director, Maintenance and Motorist
Services
714-560-5975



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



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

Review of Proposals
RFP 0-2272 Enterprise Asset Management System
Presented to Transit Committee - February 11, 2021
13 proposals were received, 4 firms were interviewed, 1 firm is being recommended

Overall Ranking	Proposal Score	Firm & Location	Sub-Contractors	Evaluation Committee Comments	Firm-Fixed Price
1	86	21Tech LLC Walnut Creek, California	Infor Public Sector, Inc.	Highest-ranked firm overall. Experience in implementing, maintaining and supporting an enterprise asset management system (EAM) system for public transit agencies. Performed work of a similar nature by migrating a transit agency's existing Ellipse system to an EAM system. Proposed project manager has over 25 years of experience and principal consultant has over 30 years of experience. Proposed project manager has completed two major EAM system implementations in the past three years, including an Ellipse migration. Demonstrated a comprehensive understanding of the requirements included in the scope of work. Provided a detailed approach for completing the tasks, deliverables and project milestones. Provided a superior demonstration of the proposed EAM system's functionality in meeting the Orange County Transportation Authority's (OCTA) asset management requirements. Presented approach to completing the implementation and answered questions during the interview. Received positive responses from references. Proposed a competitive total firm-fixed price.	Initial Term \$5,061,529 First Option Term \$881,892 <u>Second Option Term \$934,806</u> Total \$6,878,227
2	84	Trapeze Software Group, Inc. Cedar Rapids, Iowa	None	Second-ranked firm overall. Experience in implementing, maintaining and supporting an EAM system for public transit agencies. Proposed project manager has over 25 years of experience. Demonstrated an understanding of the requirements included in the scope of work. Provided a detailed approach for completing the tasks, deliverables and project milestones. Provided a demonstration of the proposed EAM system's functionality in meeting OCTA's asset management requirements. Presented approach to completing the implementation and answered questions during the interview. Received positive responses from references. Proposed the lowest total firm-fixed price.	Initial Term \$4,623,351 First Option Term \$839,545 <u>Second Option Term \$900,561</u> Total \$6,363,457
3	81	Infor Public Sector, Inc. Lake Forest, California	None	Third-ranked firm overall. Experience in implementing, maintaining and supporting an EAM system for public transit agencies. Proposed project manager has over 20 years of experience. Demonstrated an understanding of the requirements included in the scope of work. Provided a detailed approach for completing the tasks, deliverables and project milestones. Provided a demonstration of the proposed EAM system's functionality in meeting OCTA's asset management requirements. Presented approach to completing the implementation and answered questions during the interview. Received positive responses from references. Proposed a competitive total firm-fixed price.	Initial Term \$5,597,109 First Option Term \$765,373 <u>Second Option Term \$811,984</u> Total \$7,174,466
4	77	Electronic Data, Inc. St. Petersburg, Florida	WSP USA, Inc. Projetechn, Inc. ActiveG	Fourth-ranked firm overall. Experience in implementing, maintaining and supporting an EAM system for public transit agencies. Proposed project manager has over 20 years of experience. Demonstrated an understanding of the requirements included in the scope of work. Provided a detailed approach for completing the tasks, deliverables and project milestones. Provided a demonstration of the proposed EAM system's functionality in meeting OCTA's asset management requirements. Presented approach to completing the implementation and answered questions during the interview. Received positive responses from references. Proposed a competitive total firm-fixed price.	Initial Term \$5,206,248 First Option Term \$637,531 <u>Second Option Term \$663,287</u> Total \$6,507,066

Evaluation Panel: (5 members)

Internal

Contracts Administration and Materials Management (1)
Maintenance (1)
Accounting and Financial Reporting (1)
Information Systems (1)

External

Intratek (1)

Proposal Criteria

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

Weight Factors

25%
20%
35%
20%

PROPOSAL EVALUATION CRITERIA MATRIX (Short-Listed Firms)
RFP 0-2272: Enterprise Asset Management System

21Tech LLC						Weights	Overall Score
Evaluator Number	1	2	3	4	5		
Qualifications of Firm	4.0	4.0	4.0	4.0	4.0	5	20.0
Staffing/Project Organization	4.5	4.5	4.5	4.5	4.5	4	18.0
Work Plan	4.5	4.0	4.5	4.0	4.0	7	29.4
Cost and Price	4.6	4.6	4.6	4.6	4.6	4	18.4
Overall Score	87.9	84.4	87.9	84.4	84.4		86

Trapeze Software Group, Inc.						Weights	Overall Score
Evaluator Number	1	2	3	4	5		
Qualifications of Firm	4.0	4.5	4.0	4.5	4.0	5	21.0
Staffing/Project Organization	3.5	4.0	4.0	4.0	4.0	4	15.6
Work Plan	3.5	4.0	4.0	4.0	4.0	7	27.3
Cost and Price	5.0	5.0	5.0	5.0	5.0	4	20.0
Overall Score	78.5	86.5	84.0	86.5	84.0		84

Infor Public Sector, Inc.						Weights	Overall Score
Evaluator Number	1	2	3	4	5		
Qualifications of Firm	4.0	4.0	4.0	4.0	4.0	5	20.0
Staffing/Project Organization	4.0	4.0	4.0	3.5	4.0	4	15.6
Work Plan	4.0	3.5	4.0	4.0	4.0	7	27.3
Cost and Price	4.4	4.4	4.4	4.4	4.4	4	17.6
Overall Score	81.6	78.1	81.6	79.6	81.6		81

Electronic Data, Inc.						Weights	Overall Score
Evaluator Number	1	2	3	4	5		
Qualifications of Firm	3.5	3.5	3.5	3.5	3.5	5	17.5
Staffing/Project Organization	3.5	3.5	3.5	3.5	3.5	4	14.0
Work Plan	4.0	3.5	3.5	4.0	3.5	7	25.9
Cost and Price	4.9	4.9	4.9	4.9	4.9	4	19.6
Overall Score	79.1	75.6	75.6	79.1	75.6		77

Range of scores for non-short-listed firms was 35 to 59.

CONTRACT HISTORY FOR THE PAST TWO YEARS
RFP 0-2272: Enterprise Asset Management System

Prime and Subconsultants	Contract No.	Description	Contract Start Date	Contract End Date	Subconsultant Amount	Total Contract Amount
21Tech LLC						
Contract Type: N/A	None	N/A	N/A	N/A	N/A	\$ -
Subconsultants: None						
Subtotal:						\$ -
Electronic Data, Inc.						
Contract Type: N/A	None	N/A	N/A	N/A	N/A	\$ -
Subconsultants: None						
Subtotal:						\$ -
Infor Public Sector, Inc.						
Contract Type: Firm-Fixed Price	A45465	Annual Maintenance and Support for Lawson Software Application	August 1, 2020	July 31, 2021	N/A	\$ 130,643
Subconsultants: None						
Contract Type: Firm-Fixed Price	A44885	Annual Maintenance and Support for Lawson 9 Information Certified Systems	July 1, 2020	June 30, 2021	N/A	\$ 52,000
Subconsultants: None						
Contract Type: Firm-Fixed Price	A45381	Emergency Support Services	July 1, 2020	June 30, 2021	N/A	\$ 18,000
Subconsultants: None						
Subtotal:						\$ 200,643
Trapeze Software Group, Inc.						
Contract Type: Firm-Fixed Price	C-5-3822	EZ Wallet Software	June 20, 2016	June 30, 2025	N/A	\$ 349,850
Subconsultants: None						
Contract Type: Firm-Fixed Price	C-9-0008	Upgrade Paratransit Scheduling/Dispatch Software	May 4, 1999	June 30, 2023	N/A	\$ 642,838
Subconsultants: None						
Contract Type: Firm-Fixed Price	C-0-2125	Trapeze Drivermate Software Modules	June 11, 2020	December 21, 2021	N/A	\$ 104,356
Subconsultants: None						
Contract Type: Firm-Fixed Price	C-9-1008	Vanpool Database and Reporting Software	May 29, 2019	June 30, 2021	N/A	\$ 131,423
Subconsultants: None						
Contract Type: Firm-Fixed Price	C-9-1385	Trapeze Drivermate One Year Maintenance	May 28, 2019	June 30, 2022	N/A	\$ 110,600
Subconsultants: None						
Contract Type: Firm-Fixed Price	C-9-1426	Trapeze IVR Migration	June 20, 2019	June 30, 2020	N/A	\$ 16,925
Subconsultants: None						
Contract Type: Firm-Fixed Price	A46724	Annual Support and Maintenance for Trapeze Pass Web	January 1, 2021	December 23, 2021	N/A	\$ 33,319
Subconsultants: None						
Contract Type: Firm-Fixed Price	A45863	Annual Trapeze Software Renewals	October 1, 2020	September 30, 2021	N/A	\$ 404,574
Subconsultants: None						
Contract Type: Firm-Fixed Price	A45276	Annual Support and Maintenance for Trapeze PASS CERT	July 1, 2020	June 30, 2021	N/A	\$ 10,300
Subconsultants: None						
Subtotal:						\$ 1,804,185



February 11, 2021

To: Transit Committee
From: Darrell E. Johnson, Chief Executive Officer
Subject: Draft June 2021 Bus Service Change Update

Overview

Based on Federal Transit Administration Title VI requirements, the June 2021 bus service change requires a public hearing. This requirement includes an equity analysis and a public hearing for major bus service changes that have been in place for 12 months or longer. In response to the coronavirus pandemic, an emergency bus service change was implemented in March 2020, it was subsequently refined in June and October 2020, and remains in place as of February 2021. To meet these requirements, a public hearing is planned for April 2021, and recommendations are presented to the Board of Directors to initiate this process.

Recommendations

- A. Direct staff to implement a public outreach program on the June 2021 Bus Service Change and solicit feedback for the development of the fiscal year 2021-22 Bus Service Plan.
- B. Direct staff to return to the Board of Directors with outreach results in April 2021.

Background

The Orange County Transportation Authority (OCTA) implements schedule and route revisions to selected OC Bus routes three times a year, in February, June, and October. The next bus service change is scheduled for implementation on June 13, 2021. OCTA implemented an emergency service change on March 23, 2020. This emergency service change reduced service levels to balance a reduction in demand for transit because of the federal and state emergency declarations, including the State's stay-at-home order to help reduce the spread of coronavirus (COVID-19) and correlating public health guidance.

Based on these factors, service levels were adjusted to provide a baseline level of service for customers needing to make essential trips. Bus service was subsequently increased slightly in June 2020 as demand increased and to help ensure social distancing for passengers and OCTA coach operators. The same service levels were continued with the October 2020 and February 2021 service change. The current state of the COVID-19 pandemic continues to have a negative impact on bus ridership. Therefore, the June 2021 service change will continue the service that OCTA is currently operating. Additional bus trips and trippers (unscheduled extra buses on busier routes) will continue to be operated, as needed, based on social distancing requirements.

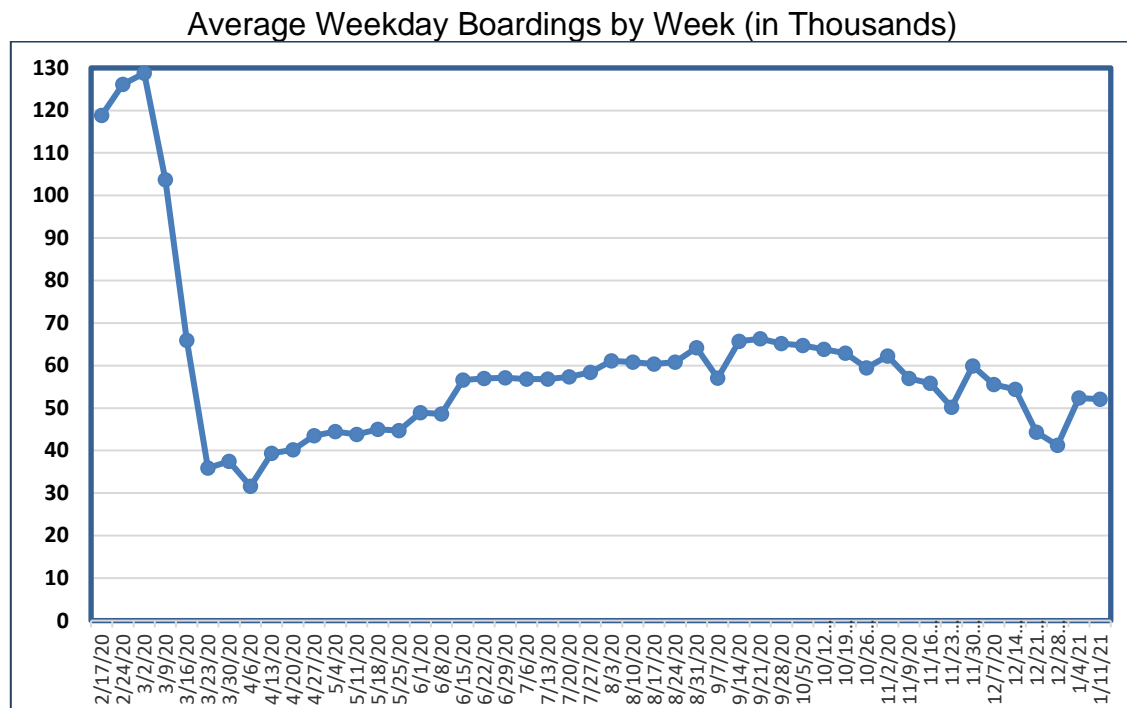
Federal Requirements

OC Bus routes have been operating under a public health emergency since the initial service changes went into effect in March 2020. The Federal Transit Administration (FTA) allows transit agencies to implement necessary service changes on a temporary basis during emergencies or unique circumstances, such as the COVID-19 pandemic. However, a service equity analysis is required for temporary major service changes¹ enacted directly or indirectly related to an emergency that continue longer than 12 months or those that are planned in advance as permanent. FTA requires that, pursuant to Title VI, any major service change that lasts longer than 12 months include a service equity analysis to determine if there are disparate impacts on minority and/or low-income populations who rely on bus service. As a result, OCTA is required to perform a service equity analysis, conduct public outreach, and hold a public hearing for the June 2021 service change. The June 2021 service change represents a major reduction in service, compared to the service operated pre-COVID-19. OCTA follows a consistent set of policies that guide service and fare changes to consistently assess impacts of bus service changes and ensure compliance with federal requirements (Attachment A).

Discussion

After the implementation of the COVID-19 stay-at-home order in March 2020, weekday OC Bus ridership dropped significantly, from approximately 125,000 boardings per day to the low 30,000s in April 2020 and then steadily recovered to the mid-60,000s in late August 2020. With the rise in COVID-19 positivity rates, ridership decreased again below 60,000 since November 2020. The chart below shows average weekday ridership from mid-February 2020 through mid-January 2021.

¹ Service changes that alter the length of bus route by more than 50 percent or change the route or system level bus service hours by 25 percent or more are deemed "major." Refer to Attachment A for details.



On March 23, 2020, OCTA reduced fixed-route bus service approximately 40 percent by implementing Sunday service schedules on all routes, seven days a week. The June 2020, and subsequent service changes in October 2020 and February 2021, provided an enhanced Saturday service schedule on weekdays and a regular schedule on Saturdays and Sundays.

For the June 2021 service change, OCTA will continue to deliver enhanced Saturday service levels on weekdays and February 2020 service levels on Saturdays and Sundays. Annualized revenue vehicle hours will continue at 1,187,000. This maintains the same service levels since June 2020. The June 2021 service hours are approximately 27 percent below the 1,622,000 annualized revenue vehicle hours operated in February 2020. Attachment B summarizes the service changes for each OC Bus route. Maps of the impacted routes on weekdays and weekends are shown in attachments C, D, and E. These changes include:

- Reduced service frequency on 37 routes.
- No changes to service on 13 routes.
- Temporary suspension of eight routes.

Staff anticipates that demand for OC Bus service will remain steady between now and summer 2021 and can be accommodated with current service levels.

In addition, the June 2021 service level can handle more demand over current ridership levels. In the event ridership increases even further and/or additional service is necessary to allow for social distancing, additional buses (trippers) can be deployed, as needed, following the current practice.

The entire fleet has been equipped with coach operator shields, which allowed the number of passengers to increase on each 40-foot bus from 15 to 20, and from 20 to 35 passengers on 60-foot buses. The protective shields allowed for sufficient social distancing to add capacity. The change provided OCTA with the ability to accommodate more demand with scheduled services. Depending on the spread of COVID-19 in the near future and the vaccine rollout to the population, social distancing requirements may be relaxed, allowing OCTA to further increase capacity.

After implementation in June 2021, staff will reassess the service change based on customer demand, workforce availability, and social distancing. Public input received as part of the outreach effort will be considered in the development of bus service changes in fiscal year 2021-22 (October, February, and June).

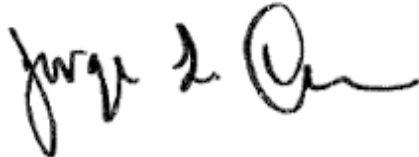
Summary

Staff is seeking Board of Directors approval to present the June 2021 Bus Service Change to the public and solicit input for the development of the fiscal year 2021-22 Bus Service Plan. A public outreach process is required for service changes of this magnitude, and the comments received will be used to develop recommendations for future bus service changes. This process will include three virtual community meetings. With Board of Directors' approval, a public hearing would occur on April 26, 2021, and results will be presented to the Transit Committee and at the Board of Directors meeting in May 2021.

Attachments

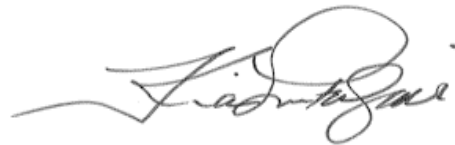
- A. Service and Fare Change Evaluation Policy
- B. Draft June 2021 Bus Service Change Summary
- C. Draft June 2021 Bus Service Change System Map, Weekday Impacted Routes
- D. Draft June 2021 Bus Service Change System Map, Routes with No Changes
- E. Draft June 2021 Bus Service Change, Suspended Routes

Prepared by:



Jorge Duran
Service Planning Analyst, Principal,
(714) 560-5765

Approved by:



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



Executive Office


 Chief Executive Officer

SERVICE AND FARE CHANGE EVALUATION POLICY

Policy#: EO-520.02SERVICE

Origination Date: 11/26/2012

Revised Date: 06/17/2019

I. PURPOSE

The purpose of this policy is to establish how the Orange County Transportation Authority (OCTA) evaluates major service and fare changes to determine whether they will have a discriminatory impact based on race, color, or national origin and whether they will have a disproportionately high and adverse impact on minority populations and/or low-income populations.

II. ORGANIZATIONAL UNITS AFFECTED

- A. The Planning Division is responsible for determining if a particular service change meets the definition of a "Major Service Change."
- B. The Planning Division is responsible for completing service equity analysis documents as required.
- C. The Finance and Administration Division is responsible for completing fare equity analysis documents as required.
- D. The External Affairs Division is responsible for engaging the public to actively seek comments, suggestions, and input in the decision-making process for both major service changes and fare changes through community outreach efforts as outlined in the Public Involvement Plan.
- E. The Human Resources & Organizational Development Division is responsible for coordinating Federal Transit Administration (FTA) review of service and fare equity analysis documents.

III. POLICY

- A. Major Service Change – A major service change is defined as a numerical standard, as expressed by the distribution of routes as measured against the existing level of service. The following is considered a Major Service Change (unless otherwise noted in Section VI):
 - 1. Route Alignment Reduction or Elimination

Reducing an existing route by more than 50% of directional route miles or; reducing an existing route by more than 50% of bus stops.
 - 2. Route Alignment Extension or New Route

Adding a new route or a route segment that increases directional route miles of an existing route by more than 50% and; when more than 50% of the new service bus stops are along currently unserved street segments.

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SERVICE AND FARE CHANGE EVALUATION POLICY

Policy#: EO-520.02SERVICE

Origination Date: 11/26/2012

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3. Route Level Service Hour Change

Increase or decrease of the following levels of service on a route within 12 months: Weekday Service increase or decrease of 25% or more annualized Vehicle Revenue Hours, or Weekend Service increase or decrease of 25% or more annualized Vehicle Revenue Hours.

4. System-Wide Service Hour Change

Increase or decrease of 25% of annualized Vehicle Revenue Hours for all routes within 12 months

B. Fare Change – All fare increases or reductions are considered a Fare Change unless otherwise noted in Section VI.

C. Disparate Impact/Disproportional Burden Thresholds – When conducting a fare or service equity analysis, the following thresholds will be used to determine when a change would have a disparate impact:

1. Service Changes

a) Route Alignment Reduction or Elimination

If the resulting alignment of a route alignment reduction serves a lower percentage of minority and/or low-income population than the existing route alignment service coverage or; if an identified low-income and/or minority route is eliminated.

b) Route Alignment Extension or New Route

If a new route alignment after the proposed alignment extension serves a lower percentage of minority and/or low-income population than the average minority and/or low-income population for the entire service area or; if a new route serves a lower percentage of minority and/or low-income population than the average minority and/or low-income population for the entire service area.

c) Route Level Service Hour Change

If a proposed route level headway for a minority and/or low income route is longer than the average headway for non-minority and/or non-low income routes for the same service type and time period; or if a proposed route level headway for a non-minority and/or non-low-income route is shorter than the average headway for minority and/or low income routes for the same service type and time period.

d) System-Wide Service Hour Change

If the proposed average system-wide headways for minority and/or low-income routes is longer than the average system-wide headways for non-minority and/or non-low-income route for the same service type and time period; or if the proposed average system-wide headways for non-minority and/or

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non-low-income routes is shorter than the average headway for minority and/or low-income routes for the same service type and time period.

2. Fare Change

Disparate impact/disproportional burden will only be considered if the increase in fare product for minority and/or low-income populations is greater than 10% compared to non-minority and/or low income.

- D. Public Involvement** – The public was engaged in developing this policy as documented in the Public Involvement Plan. The public will be engaged in any changes to this policy prior to approval. The Public Involvement Plan also documents the outreach activities required prior to a major service or fare change.
- E. Board Review** – Service and Fare Equity Analysis documents will be presented to the OCTA Board prior to implementation of major service or fare changes. The documents will be presented to the Transit Committee as a receive-and-file report.

IV. DEFINITIONS

- A. Disparate Impact** – A facially neutral policy or practice that has a disproportionately excluding or adverse effect on the minorities or low-income segments of the service area.
- B. Disparate Treatment** – An action that results in a circumstance in which minority persons are treated differently than others because of their race, color, national origin, and/or low-income status.
- C. Disproportional Burden** – The statistical percentage of impacts borne by low income populations as compared to impacts borne by non-low-income populations.
- D. Low Income persons** have an income of 80% or less of the national per capita income. “Low Income Areas” are residential land use areas within census tracts where the average per capita income is 80% or less of the national per capita income.
- E. Low Income Transit Route** – A route where at least 20% of the land within one-half mile of the route alignment is a “Low Income Area.”
- F. Minority Persons and Areas** – Minority persons include American Indian and Alaska Native, Asian, Black or African American, Hispanic or Latino, and Native Hawaiian and Other Pacific Islanders as defined in the latest FTA Title VI Circular. “Minority Areas” are residential land use areas within census tracts where the percentage of minority persons is higher than the Orange County average.
- G. Minority Transit Route** – A route where at least 25% of the land within one-half mile of the route alignment is a “Minority Area.”
- H. Seasonal Service and Special Events** – Changes to bus service levels on routes which occur because of seasonal ridership changes and event activities served by dedicated

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temporary bus routes. Routes which have these changes are documented in OCTA's current Title VI plan.

- I. Temporary Detours and Closures – A short-term change to a route caused by road construction and maintenance, road closures, emergency road conditions, fiscal crisis, civil (and labor) disputes, any other uncontrollable circumstance when the route will be returned to the prior state after the circumstance has been resolved.

V. PROCEDURE

- A. Each service change is evaluated to determine if it is "major" and does not meet an exception in Section VI, therefore requiring an equity analysis. If a service change is not determined to be "major," it will be noted, and no further analysis will be completed. All fare changes require an equity analysis unless it meets an exception in Section VI.
- B. Prepare service and fare equity documents as necessary using the current procedures on file with the Planning and/or Finance and Administration Division.
- C. Engage in public participation efforts (see Public Involvement Plan for Service and Fare Changes.)
- D. Submit completed Service and/or Fare Equity Analysis documents to the FTA via the TrAMS portal.
- E. Submit Service and/or Fare Equity Analysis documents to the OCTA Office of Civil Rights.
- F. Submit Service and/or Fare Equity Analysis documents to the OCTA Board of Directors as described in Section III.

VI. EXCEPTIONS

- A. The following are exemptions to the Major Service Change Policy and do not require an equity analysis:
 3. Seasonal service changes
 4. Temporary detours and closures
 5. Adjustments to lines during their first three years of service including elimination of service
 6. Splitting or combining routes where the changes would not otherwise constitute a major service change.
 7. Route being taken over by another transit provider with substantially the same headways, fare, transfer options, span of service, and stop locations. The new provider must take all valid OCTA fare media.

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8. Special event services operating for a limited period of time (less than seven consecutive months)
 9. Shuttle routes designed to act as extensions of commuter rail service, linked to specific commuter rail schedules established by the commuter rail operator
 10. Trial service changes instituted for 180 days or less with notification to the FTA Region 9 administrator in advance of implementation
 11. Service changes implemented in response to an emergency situation with notification to the FTA Region 9 administrator within five working days
- B.** The following are exceptions to the Fare Change Policy and do not require an equity analysis:
1. Free fare or reduced fare promotions of less than 60 days
 2. Seasonal passes and fares which have been reviewed for equity previously at the same proposed rate

VII. PROVISIONS AND CONDITIONS

Not applicable.

VIII. RELATED DOCUMENTS

- A. FTA Circular 4702.1B
- B. FTA EJ Circular 4703.1
- C. OCTA Public Involvement Plan
- D. Service Change Equity Evaluation Process
- E. Fare Change Equity Evaluation Process

END OF POLICY

Draft June 2021 Bus Service Change Summary

Route	Service Change Summary	Pre-COVID-19 Annual Revenue Vehicle Hours			Proposed June 2021 Annual Revenue Vehicle Hours			Change in Annual Revenue Vehicle Hours		
		WKD	SAT	SUN	WKD	SAT	SUN	WKD	SAT	SUN
1	Reduce Frequency of Service WKD Only	33,775	4,390	4,897	21,752	4,403	4,890	(12,023)	13	(7)
25	Reduce Frequency of Service WKD Only	17,162	1,883	2,101	9,282	1,883	2,101	(7,880)	-	-
26	Reduce Frequency of Service WKD Only	21,242	1,716	1,898	8,373	1,716	1,914	(12,869)	-	16
29/A	Reduce Frequency of Service WKD Only	51,667	9,289	9,229	49,096	9,289	9,364	(2,571)	-	135
30	Reduce Frequency of Service WKD Only	27,761	2,123	2,372	11,892	2,135	2,382	(15,870)	12	10
33	Reduce Frequency of Service WKD Only	15,334	1,155	1,198	5,657	1,154	1,265	(9,677)	(2)	68
35	Reduce Frequency of Service WKD Only	29,920	3,378	3,089	16,567	3,378	3,089	(13,354)	-	-
37	Reduce Frequency of Service WKD Only	38,603	3,500	2,814	22,704	3,500	2,789	(15,899)	-	(25)
38	Reduce Frequency of Service WKD Only	35,330	3,036	3,420	20,710	3,036	3,420	(14,620)	-	-
42/A	Reduce Frequency of Service WKD Only	43,193	5,457	6,137	28,267	5,494	6,140	(14,926)	36	3
43	Reduce Frequency of Service WKD Only	51,429	8,323	8,238	46,389	8,313	8,286	(5,041)	(10)	48
46	Reduce Frequency of Service WKD Only	22,160	2,441	2,731	11,883	2,440	2,744	(10,277)	(1)	14
47/A	Reduce Frequency of Service WKD Only	60,274	7,485	8,362	40,864	7,566	8,295	(19,410)	81	(67)
50	Reduce Frequency of Service WKD Only	43,597	5,557	5,904	37,103	5,507	6,021	(6,494)	(50)	117
53	Reduce Frequency of Service WKD Only	52,862	7,637	6,793	38,352	7,628	6,783	(14,510)	(9)	(10)
54	Reduce Frequency of Service WKD Only	44,421	4,558	4,039	22,606	4,571	4,008	(21,815)	13	(31)
55	Reduce Frequency of Service WKD Only	45,692	6,439	6,480	32,887	6,483	6,449	(12,805)	43	(31)
56	Reduce Frequency of Service WKD Only	17,026	2,099	2,364	10,969	2,147	2,376	(6,056)	48	12
57	Reduce Frequency of Service WKD Only	75,378	11,716	11,611	58,132	11,794	12,172	(17,247)	77	562
59	Reduce Frequency of Service WKD Only	27,748	2,304	2,401	13,082	2,667	2,501	(14,667)	363	100
60	Reduce Frequency of Service WKD Only	43,775	9,240	9,723	49,130	9,256	9,599	5,355	16	(124)
64	Reduce Frequency of Service WKD Only	41,654	7,303	6,965	41,790	7,252	6,915	136	(51)	(50)
66	Reduce Frequency of Service WKD Only	46,618	6,256	6,691	35,802	5,726	6,247	(10,816)	(530)	(445)
70	Reduce Frequency of Service WKD Only	33,609	4,228	3,941	25,296	4,300	3,959	(8,313)	72	18
71	Reduce Frequency of Service WKD Only	32,793	3,805	3,365	18,641	3,835	3,351	(14,153)	30	(14)
72	Reduce Frequency of Service WKD Only	19,142	2,049	2,036	10,357	2,090	2,050	(8,785)	41	15
76	No Change in Frequency	6,685	-	-	6,622	-	-	(64)	-	-
79/A	Reduce Frequency of Service WKD Only	23,898	2,193	2,446	10,753	2,193	2,446	(13,145)	-	-
82	No Change in Frequency	4,314	-	-	3,753	-	-	(561)	-	-
83	Reduce Frequency of Service WKD Only	26,206	4,091	3,774	20,132	4,105	3,783	(6,073)	14	9
85	No Change in Frequency	7,999	-	-	7,926	-	-	(72)	-	-
86	No Change in Frequency	10,935	-	-	10,935	-	-	-	-	-
87	No Change in Frequency	6,970	-	-	7,013	-	-	43	-	-
89	Reduce Frequency of Service WKD Only	16,286	1,609	1,723	7,892	1,609	1,723	(8,394)	-	-
90	Reduce Frequency of Service WKD Only	18,131	1,582	1,616	8,028	1,582	1,616	(10,102)	-	-
91	Reduce Frequency of Service WKD Only	23,039	3,559	2,742	17,548	3,559	2,742	(5,491)	-	-
123	No Change in Frequency	16,333	-	-	16,099	-	-	(234)	-	-
129	Reduce Frequency of Service WKD Only	9,563	1,672	1,639	8,339	1,703	1,659	(1,224)	31	20
143	Reduce Frequency of Service WKD Only	13,426	1,513	1,491	7,467	1,513	1,491	(5,959)	-	-
150	Suspended Service	10,022	-	-	-	-	-	(10,022)	-	-
153	Reduce Frequency of Service WKD Only	8,946	1,425	1,474	6,987	1,425	1,474	(1,959)	-	-
167	No Change in Frequency	14,429	-	-	14,565	-	-	136	-	-
177	Reduce Frequency of Service WKD Only	6,626	615	-	6,719	615	-	94	-	-
178	No Change in Frequency	8,517	-	-	8,517	-	-	-	-	-
206	Suspended Service	1,105	-	-	-	-	-	(1,105)	-	-
213	Suspended Service	2,465	-	-	-	-	-	(2,465)	-	-
453	No Change in Frequency	1,751	-	-	1,598	-	-	(153)	-	-
463	No Change in Frequency	2,945	-	-	3,166	-	-	221	-	-
472	No Change in Frequency	1,849	-	-	1,649	-	-	(200)	-	-
473	No Change in Frequency	1,785	-	-	1,819	-	-	34	-	-
480	No Change in Frequency	1,624	-	-	1,424	-	-	(200)	-	-
529	Suspended Service	25,143	-	-	-	-	-	(25,143)	-	-
543	Reduce Frequency of Service WKD Only	25,968	3,182	3,559	15,649	3,137	3,510	(10,319)	(44)	(49)
560	Suspended Service	34,047	-	-	-	-	-	(34,047)	-	-
701	Suspended Service	2,546	-	-	-	-	-	(2,546)	-	-
721	Suspended Service	3,825	-	-	-	-	-	(3,825)	-	-
794	Suspended Service	4,008	-	-	-	-	-	(4,008)	-	-
862	Reduce Frequency of Service WKD Only	8,428	895	999	4,446	900	1,003	(3,982)	4	5
Totals		1,321,971	149,703	150,260	886,622	149,901	150,558	(435,349)	198	299

Acronyms

COVID-19 - Coronavirus

SAT - Saturday

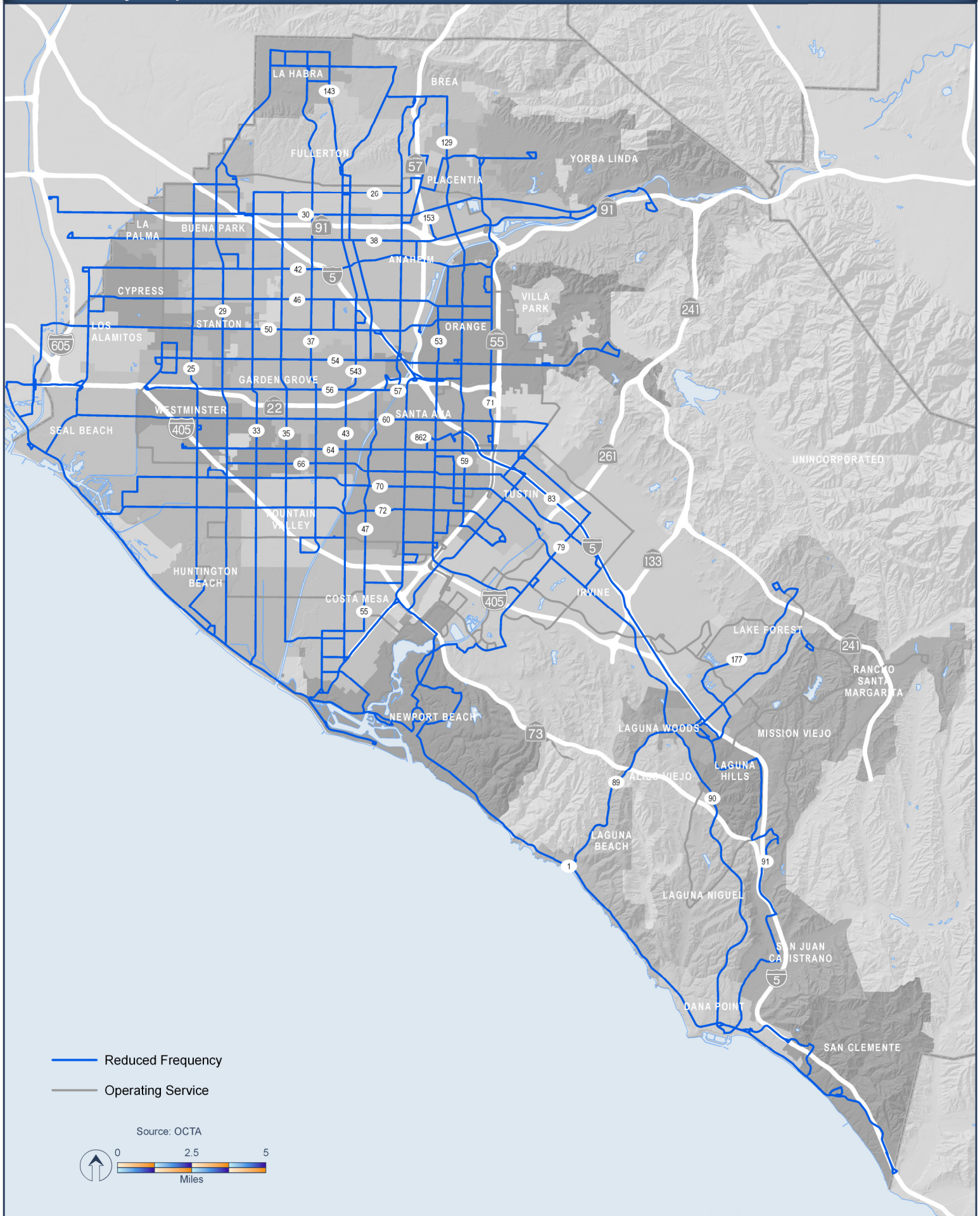
SUN - Sunday

WKD - Weekday

Draft June 2021 Bus Service Change System Map

Weekday Impacted Routes

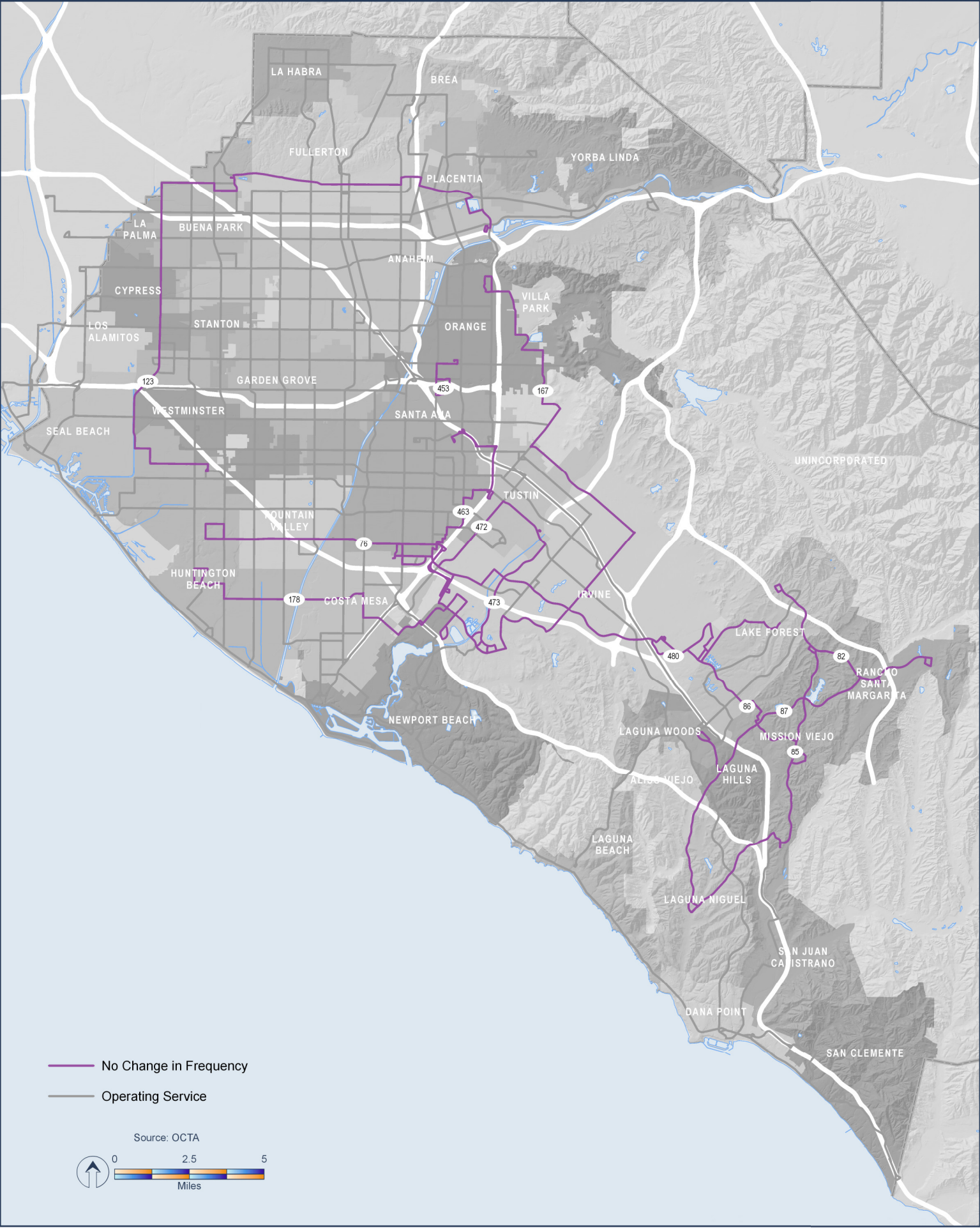
ATTACHMENT C



Draft June 2021 Bus Service Change System Map

Routes with No Changes

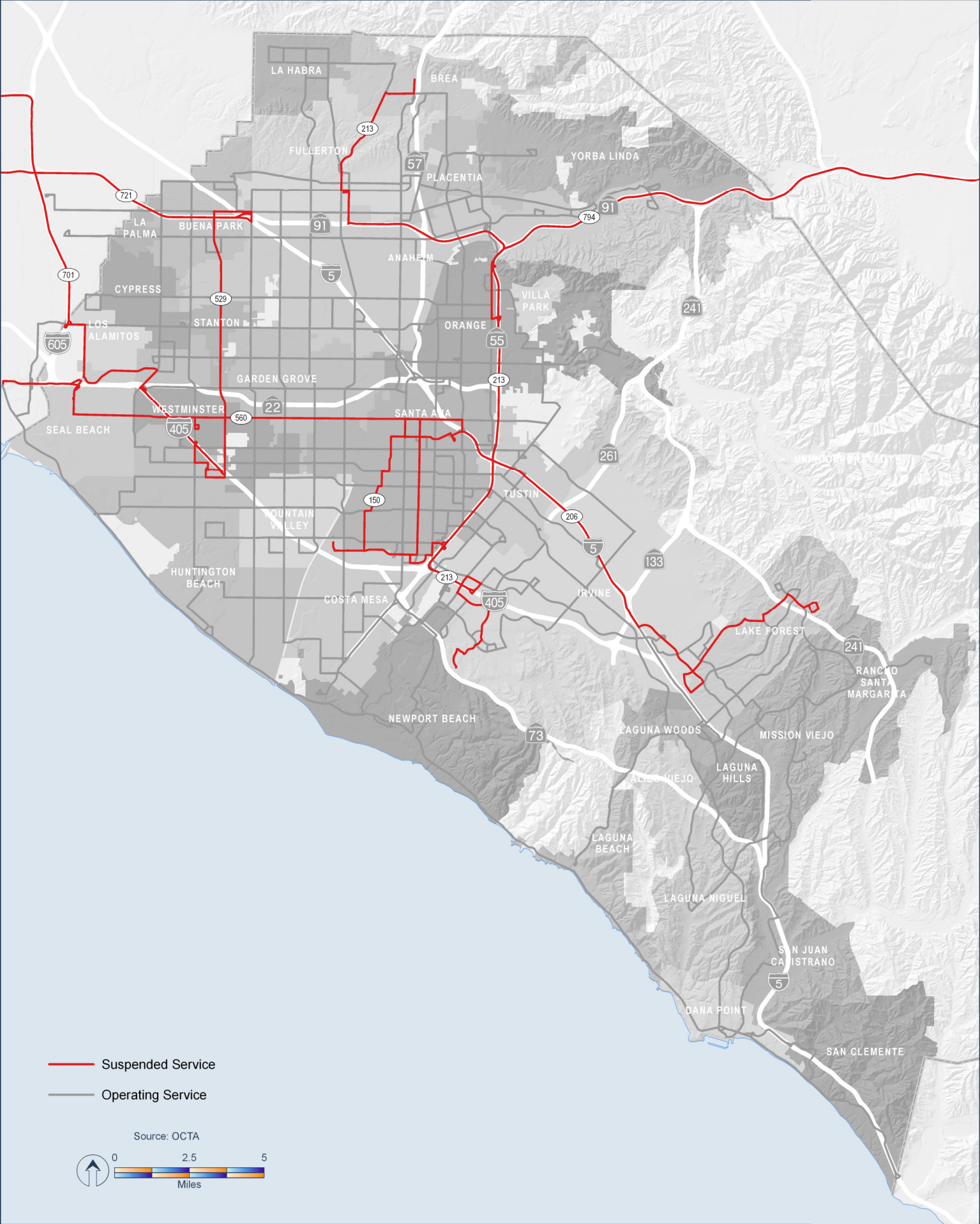
ATTACHMENT D



Draft June 2021 Bus Service Change System Map

Suspended Routes

ATTACHMENT E



OC Bus Service Update

OC BUS TRENDS DURING THE CORONAVIRUS (COVID-19) PANDEMIC

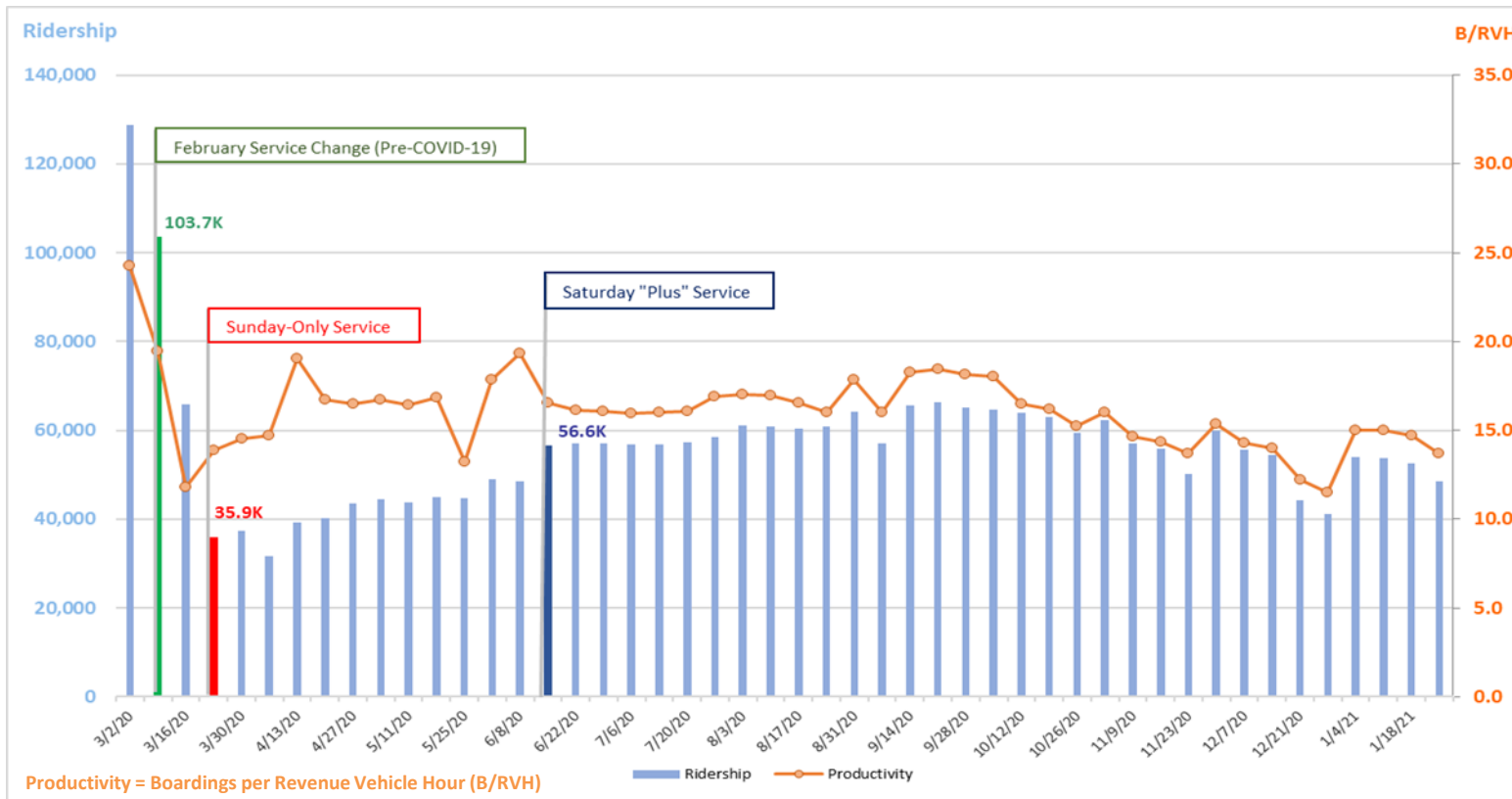


Key Metrics:

- **Ridership**
 - Trending at 51,000 average weekday riders (43 percent of the pre-COVID-19 pandemic average weekday ridership of 120,000); productivity is at 11.5 boardings per revenue vehicle hour (b/rvh) or 48 percent of the pre-COVID-19 pandemic level of 25 b/rvh
- **Pass-Bys**
 - Occur when passenger loads on a 40-foot bus reach 20 or more (35 passengers on a 60-foot bus)
- **Trippers**
 - Unscheduled trips dispatched to provide service to pass-bys created by overloads (20+ passengers)
 - Deployed based on data, coach operator input, and customer comment
- **On-Time Performance**
 - Measuring service quality as impacted by the COVID-19 pandemic
- **Customer Comments**
 - Trends, feedback, and issues reported

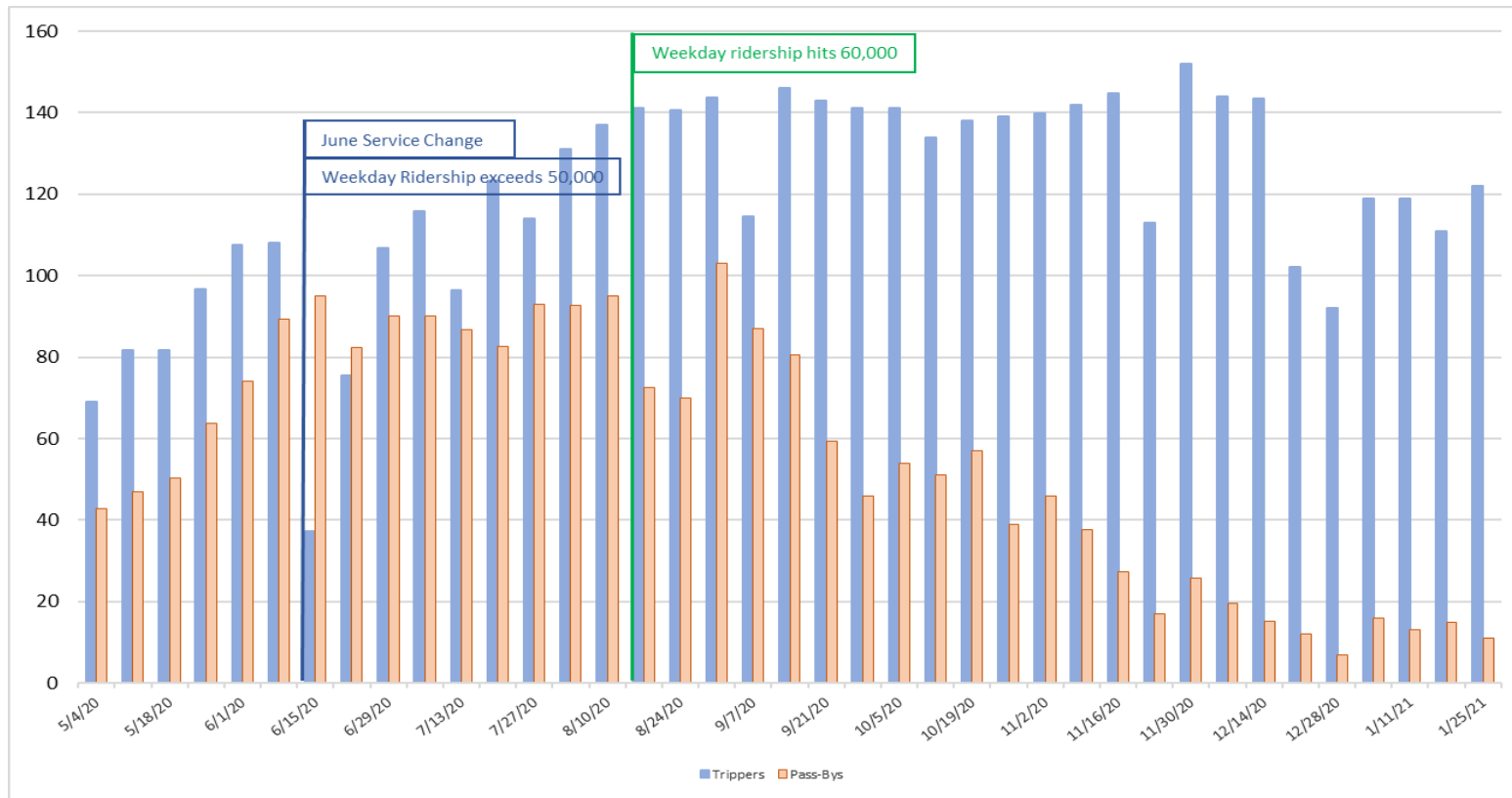
OC BUS RIDERSHIP AND PRODUCTIVITY

(AVERAGE WEEKDAY)



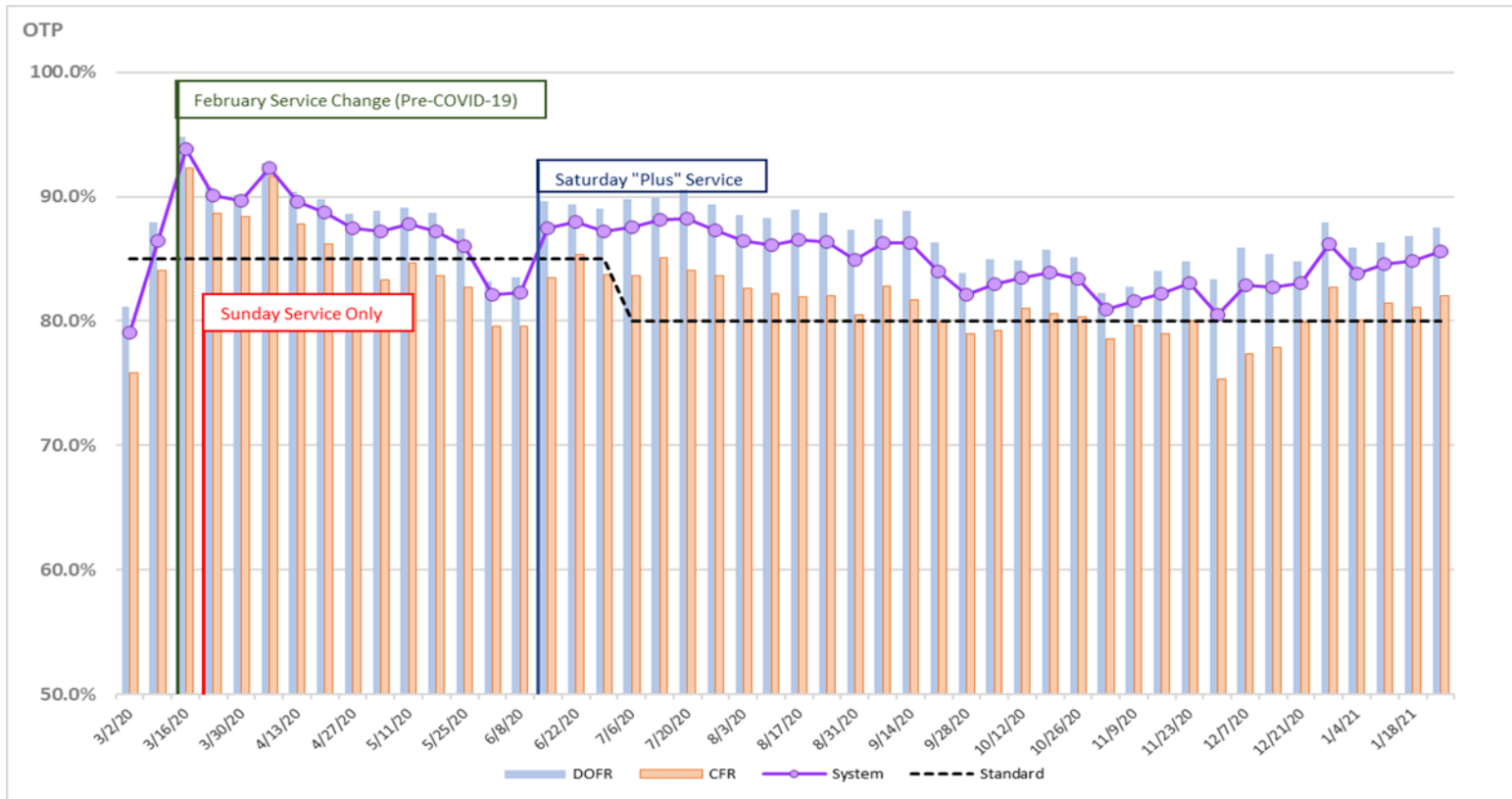
OC BUS TRENDS: TRIPPERS AND PASS-BYS

(AVERAGE WEEKDAY)



OC BUS TRENDS: ON-TIME PERFORMANCE

(AVERAGE WEEKDAY)



CUSTOMER COMMUNICATION AND FEEDBACK

COVID-19 Safety Measure

Safety Information

- Reinforced COVID-19-related safety messages to riders, including students participating in the College Pass program, through emails, social media posts, website updates, and on-board messages.
- Developed a communications plan to create awareness of the COVID-19 vaccine and related resources through email, social posts, and bus advertisements.



Customer Comments

Bus Pass-bys

- Complaints on pass-bys dropped, from an average of seven complaints per week in December to 6.6 complaints in January.

Overcrowding

- With an average of 1.4 complaints per week in both December and January, passenger overcrowding complaints remained low.

Ride Smart. Stay Safe.

Tips for riding OC Bus during COVID-19



Wearing a face mask is now a federal requirement on all public transit. You must wear a face mask when waiting for or riding any public transit vehicle. Face masks can help slow the spread of COVID-19 and protect the health of other passengers and drivers.



Front-door boarding has returned. OCTA has updated buses with added safety measures, such as driver plexiglass shields, to allow you to board from the front of the bus. Please have your fare ready when you board and please wear your face mask to comfortably cover your nose and mouth.



We are boarding fewer passengers per bus to provide more room for social distancing. Signs in the bus window indicate if the bus is full. Please wait for the next bus if your scheduled bus is full.



Leave a row or a seat between yourself and other passengers when possible for proper social distancing.





NEXT STEPS

- Continue to track service performance and COVID-19 pandemic impacts
- Monitor changes to stay-at-home orders, school, and business activities
- February Service Change – February 14, 2021