



AGENDA

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, March 11, 2021 at 9:00 a.m.

Any person with a disability who requires a modification or accommodation in order to participate in this meeting should contact the 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 Vice Chairman Sidhu

1. Public Comments

Special Calendar

There are no Special Calendar matters.

Consent Calendar (Items 2 and 3)

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

2. Approval of Minutes

Approval of the minutes of the Transit Committee meeting of February 11, 2021.



3. Agreement for Construction of the Anaheim Canyon Metrolink Station Improvement Project

Lora Cross/James G. Beil

Overview

The Orange County Transportation Authority, in coordination with the Southern California Regional Rail Authority and the City of Anaheim, has completed plans, specifications, and cost estimates for the Anaheim Canyon Metrolink Station Improvement Project. An invitation for bids was released on October 27, 2020. Bids were received in accordance with Board of Directors-approved procedures for public works projects. Board of Directors' approval is requested to execute the agreement.

Recommendations

- A. Find Environmental Construction, Inc., the apparent low bidder, as non-responsive for failure to meet the federal program requirement for Disadvantaged Business Enterprise participation.
- B. Authorize the Chief Executive Officer to negotiate and execute Agreement No. C-0-2193 between the Orange County Transportation Authority and Stacy and Witbeck, Inc., the lowest responsive, responsible bidder, in the amount of \$13,480,000, for the construction of the Anaheim Canyon Metrolink Station Improvement Project.
- C. Authorize the use of up to \$4,300,000, in additional federal Congestion Mitigation and Air Quality Improvement Program funds to provide full funding for construction of the Anaheim Canyon Metrolink Station Improvement Project.
- D. Authorize staff to process all necessary amendments to the Federal Transportation Improvement Program to facilitate programming of the Project.



Regular Calendar

4. OC Streetcar Project Supplemental Contingency

Mary Shavaliar/James G. Beil

Overview

The Orange County Transportation Authority is currently underway with the implementation of the OC Streetcar project. Board of Directors' approval is requested to provide additional funding to supplement the contingency for the project.

Recommendations

- A. Authorize the use of up to an additional \$7.32 million in Measure M2 funds and up to \$8.29 million in additional Federal Congestion Mitigation and Air Quality Improvement Program funds to supplement the contingency for the OC Streetcar project. Along with other previously-approved funding adjustments of \$70,000, this will increase the Federal Transit Administration Full Funding Grant Agreement funding from \$407.76 million to \$423.44 million, with use of federal funds contingent on Federal Transit Administration approval.
- B. Authorize staff to process all necessary amendments to the Federal Transportation Improvement Program and execute or amend all necessary agreements to facilitate the above action.

5. Amendment to Agreement for Construction Management Services for the OC Streetcar Project

Mary Shavaliar/James G. Beil

Overview

On July 25, 2016, the Orange County Transportation Authority Board of Directors approved an agreement with PGH Wong Engineering, Inc., to provide construction management services for the OC Streetcar project for a term of five years. An amendment to the existing agreement is necessary for the consultant to continue providing construction management services.



5. (Continued)

Recommendation

Authorize the Chief Executive Officer to negotiate and execute Amendment No. 11 to Agreement No. C-6-0926 between the Orange County Transportation Authority and PGH Wong Engineering, Inc., in the amount of \$6,829,862, and extend the agreement term through November 30, 2021, for continued OC Streetcar project construction management services. This will increase the maximum cumulative obligation of the agreement to a total contract value of \$17,983,474.

6. Bus Operations Performance Measurements Report for the Second Quarter of Fiscal Year 2020-21

Johnny Dunning, Jr./Jennifer L. Bergener

Overview

The Orange County Transportation Authority operates fixed-route bus and demand-response paratransit service throughout Orange County and into neighboring counties. The established measures of performance for these services assess the safety, courtesy, reliability, and overall quality of the services. This report summarizes the year-to-date performance of these services through the second quarter of fiscal year 2020-21.

Recommendation

Receive and file as an information item.

Discussion Items

7. OC Bus Service Update

Johnny Dunning, Jr./Jennifer L. Bergener

Staff will provide an update on the OC Bus service.

8. Chief Executive Officer's Report

9. Committee Members' Reports



10. Closed Session

There are no Closed Session items scheduled.

11. Adjournment

The next regularly scheduled meeting of this Committee will be held at **9:00 a.m. on Thursday, April 8, 2021**, at the Orange County Transportation Authority Headquarters, Conference Room 07, 550 South Main Street, Orange, California.



MINUTES

Transit Committee Meeting

Committee Members Present

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

Staff Present

Jennifer L. Bergener, Deputy Chief Executive Officer
Sara Meisenheimer, Deputy Clerk of the Board
Allison Cheshire, Interim Deputy Clerk of the Board

Committee Members Absent

None

Via Teleconference

Darrell E. Johnson, Chief Executive Officer
James Donich, General Counsel

Call to Order

The February 11, 2021 regular meeting of the Transit Committee was called to order by Committee Chairman Do at 9:01 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

Director Do led in the Pledge of Allegiance.

1. Public Comments

No public comments were received.

Special Calendar

2. Committee Meeting 2021 Schedule

Darrell E. Johnson, Chief Executive Officer (CEO), presented this item and recommended to continue with the schedule the Transit Committee has had this past year, which is to meet on the second Thursday of each month at 9:00 a.m.

A motion was made by Committee Vice Chairman Sidhu, seconded by Director Sarmiento, and following a roll call vote, declared passed 5-0, to approve the 2021 Transit Committee meetings calendar.

Director Chaffee was not present to vote on this item.



3. Roles and Responsibilities of the Transit Committee

Darrell E. Johnson, CEO, presented this item and stated there were no changes to the roles and responsibilities of the Transit Committee.

A motion was made by Committee Vice Chairman Sidhu, seconded by Director Do, and following a roll call vote, declared passed 5-0, to approve the 2021 Transit Committee Roles and Responsibilities.

Director Chaffee was not present to vote on this item.

Consent Calendar (Items 4 through 6)

4. Approval of Minutes

A motion was made by Committee Vice Chairman Sidhu, seconded by Director Do, and following a roll call vote, declared passed 4-0, to approve the minutes of the Transit Committee meeting of January 14, 2021.

Director Sarmiento abstained from this item.

Director Chaffee was not present to vote on this item.

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

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

Director Chaffee was not present to vote on this item.

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

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

- 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

Cliff Thorne, Director of Maintenance and Motorist Services, reported on the following:

- Background on the many assets used in the Maintenance department and how the current system no longer meets the business needs to properly manage asset activities.
- The Federal Transit Administration (FTA) published the new Transit Asset Management Final Rule requiring greater oversight and reporting of the state of good repair of capital assets.
- Overview of the procurement process, the selected firm, and the recommendations.

A discussion ensued regarding Attachment B of the Staff Report and clarification that the \$5,061,529 is for the seven-year initial term of the contract.

A motion was made by Committee Vice Chairman Sidhu, seconded by Director Do, and following a roll call vote, declared passed 6-0, to:

- A. Approve the selection of 21Tech LLC as the firm to provide an enterprise asset management system.

7. (Continued)

- 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

Darrell E. Johnson, CEO, provided opening comments and introduced Kurt Brotcke, Director of Strategic Planning, who reported on the following:

- Background on route revisions implemented three times a year and the Orange County Transportation Authority (OCTA) operating under an emergency order since March of last year.
- The proposal for this upcoming service change in June 2021 is to continue the same level of service that was implemented in June 2020 and run approximately 1.2 million hours of service annually.
- Under recent FTA guidance, if a major service change has been implemented during an emergency for more than 12 months, a public outreach process and public hearing must be held.
- A public hearing will be held at the April 26th Board Meeting.
- Staff is working on how to hold the public hearing virtually and is planning a robust public outreach process.
- The plan is based on current ridership demand; however, a contingency plan is set in place should ridership increase.
- The public's input that staff receives during this process will be used as a part of future service changes.

A lengthy discussion ensued regarding:

- The public outreach process and how many people attend the virtual meetings.
- The process being unusual because the FTA is asking OCTA to go through a public outreach process on a service change that was already implemented in June of 2020.
- Public outreach will be conducted through the following channels: onboard the buses, mail information, and a traditional hotline call-in number.
- Summary of Attachment E of the staff report.
- OCTA has received positive feedback from riders on the level of service currently operating.

8. (Continued)

- With the changes in ridership and the circumstances due to the coronavirus (COVID-19), it is more important to be creative and give people different methods to participate.
- Public outreach will be conducted in three languages.
- Mr. Johnson, CEO, suggested to have a presentation, specifically on the outreach plan at the next Board Meeting on February 22nd.
- It is imperative to think about what OCTA needs going forward and not to recreate the past. There is a balance between the FTA requirement and having a good understanding of what the future looks like.

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

- 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.

Director Chaffee was not present to vote on this item.

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

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

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

Committee Chairman Shaw complimented staff on their methods for collecting data and asked about the improvements in on-time performance. Mr. Dunning responded that the improvements are mainly due to low ridership and the decrease in traffic congestion.

No action was taken on this information item.



10. Chief Executive Officer's Report

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

Vaccine Update –

- OCTA is continuing to monitor the county's rollout of the COVID-19 vaccine and are providing assistance when needed. Last month, staff transported a group of medical workers from the Disneyland supersite to a vaccination clinic for seniors in Santa Ana.
- Earlier this week, OCTA's communications staff met with representatives from the county to discuss additional ways that OCTA can help in the vaccination effort. One of the ways is to effectively communicate how people can use OCTA transit services to reach vaccination sites through the county.
- Mr. Johnson, CEO, will continue to update this committee and the Board of Directors as these efforts move forward.

11. Committee Members' Reports

There were no Committee Members' Reports.

12. Closed Session

There were no Closed Session items scheduled.

13. Adjournment

The meeting adjourned at 9:49 a.m.

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.

ATTEST

Tim Shaw
Committee Chairman

Sahara Meisenheimer
Deputy Clerk of the Board



March 11, 2021

To: Transit Committee

From: Darrell E. Johnson, Chief Executive Officer

Subject: Agreement for Construction of the Anaheim Canyon Metrolink Station Improvement Project

Overview

The Orange County Transportation Authority, in coordination with the Southern California Regional Rail Authority and the City of Anaheim, has completed plans, specifications, and cost estimates for the Anaheim Canyon Metrolink Station Improvement Project. An invitation for bids was released on October 27, 2020. Bids were received in accordance with Board of Directors-approved procedures for public works projects. Board of Directors' approval is requested to execute the agreement.

Recommendations

- A. Find Environmental Construction, Inc., the apparent low bidder, as non-responsive for failure to meet the federal program requirement for Disadvantaged Business Enterprise participation.
- B. Authorize the Chief Executive Officer to negotiate and execute Agreement No. C-0-2193 between the Orange County Transportation Authority and Stacy and Witbeck, Inc., the lowest responsive, responsible bidder, in the amount of \$13,480,000, for the construction of the Anaheim Canyon Metrolink Station Improvement Project.
- C. Authorize the use of up to \$4,300,000, in additional federal Congestion Mitigation and Air Quality Improvement Program funds to provide full funding for construction of the Anaheim Canyon Metrolink Station Improvement Project.
- D. Authorize staff to process all necessary amendments to the Federal Transportation Improvement Program to facilitate programming of the Project.

Discussion

The Orange County Transportation Authority (OCTA), in coordination with the Southern California Regional Rail Authority (SCRRA) and the City of Anaheim (City), has completed plans, specifications, and cost estimates for the Anaheim Canyon Metrolink Station Improvement Project (Project). The Project will include the addition of approximately 3,400 linear feet of secondary track, a second platform, extending the existing platform, improvements for two at-grade railroad crossings located on Tustin Street and La Palma Avenue, and the installation of shade structures, benches, and ticket vending machines. These improvements will both accommodate planned future train service and enhance on-time service and safety.

OCTA will lead the construction of track, structures, and other civil improvements. SCRRA will lead the construction of signals, communications, and wayside positive train control facilities in support of the Project as defined in Cooperative Agreement No. C-4-1714, which was approved by the Board of Directors (Board) on August 25, 2014.

Funding Plan

There have been increases to total costs for the Project since the original cost estimate was developed, and funds programmed. SCRRA enacted a new policy for flagging that requires additional flagmen and personnel when work is being performed in multiple sites along an active rail line, as is the case for the Project. The Project also had an increase in costs for design and project management due to plan revisions for accommodating permanent maintenance access and the addition of a traffic signal design required by the City. An additional \$4,300,000 is needed to cover the increase in the construction costs because of these requirements.

Staff is recommending the use of up to \$4,300,000 in additional federal Congestion Mitigation and Air Quality Improvement Program (CMAQ) funds to provide full funding for the Project. The Project is eligible for CMAQ funding as it will reduce pollutants by increasing ridership on Metrolink commuter rail while decreasing the number of vehicle trips taken. This use of CMAQ funds is also consistent with the Board-approved Capital Programming Policies as it directs these funds to rail capital projects. The Capital Programming Policies also direct all external funds to Measure M2 (M2) projects, and this Project is included in Project R in the Next 10 Delivery Plan.

CMAQ funding is available for this Project due to the recent SB 1 (Chapter 5, Statutes of 2017) award of \$140,000,000 to the freeway program for the State

Route 55 (SR-55) Improvement Project from Interstate 405 to Interstate 5. CMAQ funding was previously reserved for the high-occupancy vehicle component of the SR-55 Improvement Project, but the SB 1 funding received has reduced the amount of CMAQ funding required. Furthermore, it is anticipated that there will be savings in CMAQ funding from the Laguna Niguel to San Juan Capistrano Passing Siding Project that would be redirected to this Project.

The original and proposed funding plans for the total Project cost, including prior phases, is provided below:

<u>Funding Programs</u>	<u>Previous Funding Plan (in 000's)</u>	<u>Proposed Funding Plan (in 000's)</u>	<u>Difference (in 000's)</u>
CMAQ	\$26,132	\$30,432	\$4,300
M2	\$2,000	\$2,000	\$ 0
Revenue from Sale of Federal Assets	\$1,275	\$1,275	\$ 0
Commuter Urban Rail Endowment Fund	\$493	\$493	\$ 0
Total	\$29,900	\$34,200	\$4,300

When OCTA approves a programming change for a project, a capital funding plan is provided so the Board can consider the change while simultaneously reviewing the overall funding for capital projects in the transit program. Once approved, the changes noted above will be added into the Capital Funding Program Report for the transit program as provided in Attachment A.

Procurement Approach

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

On October 12, 2020, the Board authorized the release of Invitation for Bids (IFB) 0-2193, which was released through OCTA's CAMM NET system. The Project was advertised on October 29 and November 2, 2020, in a newspaper of general circulation. A pre-bid virtual conference was held on November 9, 2020, and was attended by 13 firms. Eight addenda were issued to provide the pre-bid conference registration sheets and handle administrative

issues related to the IFB. On January 21, 2021, five bids were received and publicly opened.

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

<u>Firm and Location</u>	<u>Bid Amount</u>
Environmental Construction, Inc. Woodland Hills, California	\$12,168,668
Stacy and Witbeck, Inc. Alameda, California	\$13,480,000
Griffith Company Santa Fe Springs, California	\$13,809,508
Granite Construction Company Carlsbad, California	\$14,310,310
Reyes Construction, Inc. Pomona, California	\$16,289,748

The apparent low bidder, Environmental Construction, Inc., was deemed non-responsive for failure to meet the federal program requirement for Disadvantaged Business Enterprise (DBE) participation or demonstrate sufficient good faith efforts (GFE) as required by regulations set by the United States Department of Transportation, which is providing funding for this Project. The DBE goal for this Project was established at 11 percent. Environmental Construction, Inc., only met a goal of 1.32 percent and did not submit any GFE documentation by the due date specified in the IFB. The firm later informed OCTA that it did not fully vet the IFB requirements and did not complete the GFE.

The final engineer's estimate for this Project was \$11,767,591, which included the final engineering plans for retaining walls that are required to provide permanent access for rail signal maintenance, which were issued as an addendum to the bid package. The recommended firm's bid is 14.5 percent above the engineer's estimate. The engineer's analysis of the bids concluded that the higher bid may be attributed to difficulty of construction due to site

constraints, access limitations, and construction near an active railroad track. In addition, specialized design of the shade structures and light poles to match the existing ones at the station, as well as higher steel prices, may also be attributed to the higher bid. For these reasons, although the lowest responsive, responsible bid of \$13,480,000, submitted by Stacy and Witbeck, Inc., is higher than the engineer's estimate, it is considered by staff to be acceptable, fair, and reasonable. The recommended firm's bid met the requirements of the IFB, as well as all federal and state requirements.

State law requires award to the lowest responsive, responsible bidder. As such, staff recommends award to Stacy and Witbeck, Inc., the lowest, responsive, responsible bidder, in the amount of \$13,480,000, for construction of the Project.

Fiscal Impact

Funding for the Project is approved in the OCTA Fiscal Year 2020-21 Budget, Capital Programs Division, Account No. 0018-9084-C5061-TXD, and is funded with CMAQ funds from the Federal Transit Administration. As noted above, staff is proposing to increase the amount of programmed CMAQ funds so that the Project is fully funded.

Summary

Staff recommends the Board of Directors authorize the Chief Executive Officer to negotiate and execute Agreement No. C-0-2193 between the Orange County Transportation Authority and Stacy and Witbeck, Inc., the lowest responsive, responsible bidder, in the amount of \$13,480,000, for construction of the Anaheim Canyon Metrolink Station Improvement Project.

Attachment

A. Capital Funding Program Report

Prepared by:



Lora Cross
Project Manager
(714) 560-5788



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

Approved by:



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



Capital Funding Program Report

Pending OCTA Board of Directors (Board) Approval - March 22, 2021

Rail Project											
Project Title	M Code	Total Funding	Federal Funds			State Funds			Local Funds		
			STBG/CMAQ	FTA	Other Fed.	STIP	SB1	Other State	M1	M2	Other Local
Fullerton Transportation Center parking expansion	M1/R	\$33,667				\$11,250		\$11,035	\$9,718		\$1,664
OC Streetcar (New Starts) ¹	M1/S	\$423,438	\$62,412	\$162,554				\$25,586		\$172,886	
OC Streetcar (non-New Starts)	M1/S	\$8,601		\$341					\$6,904	\$1,213	\$143
Anaheim Canyon Station ²	R	\$34,200	\$30,432							\$2,000	\$1,768
Fullerton Transportation Center Stair Rehabilitation	R	\$1,330		\$1,295							\$35
Future VSS	R	\$217		\$174							\$43
Laguna Niguel to San Juan Capistrano Passing Siding	R	\$36,360	\$25,056	\$1,015		\$3,000		\$6,734			\$555
Metrolink new capital	R	\$516		\$516							
Metrolink rehabilitation/renovation - FY 2011-12 to FY 2023-24	R	\$169,802		\$169,802							
Metrolink station and track improvements, and rehabilitation	R	\$3,063		\$2,617							\$446
Orange Olive Wye Connection	R	\$16,000				\$16,000					
Placentia Commuter Rail Station	R	\$34,825	\$50			\$2,500		\$400		\$8,000	\$23,875
Preventive Maintenance (SCRRA - Metrolink) - FY 16-17 to FY 23-24	R	\$65,374		\$65,374							
San Juan Creek Bridge replacement	R	\$43,091	\$908	\$39,832	\$913			\$59		\$1,379	
Slope stabilization Laguna Niguel-Lake Forest	R	\$5,168		\$4,834						\$334	
State College grade separation (LOSSAN)	R	\$79,284						\$46,000		\$33,284	
Ticket vending machines	R	\$6,857									\$6,857
VSS at Commuter Rail Stations	R	\$4,409		\$3,594				\$56			\$759
M2 Project S Transit extensions to Metrolink (Rubber Tire)	S	\$733								\$733	
Rail Project Totals		\$966,935	\$118,858	\$451,948	\$913	\$32,750		\$89,870	\$16,622	\$219,829	\$36,145
Federal Funding Total		\$571,719									
State Funding Total		\$122,620									
Local Funding Total		\$272,596									
Total Funding (000's)		\$966,935									

Rail Project Completed											
Project Title	M Code	Total Funding	Federal Funds			State Funds			Local Funds		
			STBG/CMAQ	FTA	Other Fed.	STIP	SB1	Other State	M1	M2	Other Local
Laguna Niguel-Mission Viejo Station parking improvements and expansion (ADA ramps)	M1/R	\$5,177	\$2,800	\$732					\$1,645		
Metrolink Grade Crossing Safety Improvements (OCX)	M1/R	\$80,618						\$18,250	\$7,600	\$30,710	\$24,058
Metrolink rolling stock	M1/R	\$158,009	\$42,230	\$35,390				\$36,300	\$44,089		
Metrolink Service Track Expansion	M1/R	\$119,957						\$51,399	\$68,558		
Orange Transportation Center parking structure	M1/R	\$31,003	\$2,555	\$2,644		\$13,762			\$1,850	\$420	\$9,772
Sand Canyon Avenue grade separation	M1/R	\$62,050	\$10,536					\$28,192	\$3,116	\$5,352	\$14,854
M2 Project S Fixed-Guideway Anaheim Rapid Connection	M1/S	\$9,924		\$1,516					\$6,000	\$1,286	\$1,122
Anaheim Regional Intermodal Transportation Center (ARTIC) construction	M1/T	\$184,164	\$33,250	\$37,253	\$3,501	\$29,219			\$43,900	\$35,291	\$1,750



Capital Funding Program Report

Pending OCTA Board of Directors (Board) Approval - March 22, 2021

Rail Project Completed											
Project Title	M Code	Federal Funds				State Funds			Local Funds		
		Total Funding	STBG/CMAQ	FTA	Other Fed.	STIP	SB1	Other State	M1	M2	Other Local
Fullerton Transportation Station expansion planning, environmental PSR	M1/T	\$0	\$0						\$0		
Santa Ana grade separation planning and environmental PSR	M1/T	\$1,333	\$1,180						\$153		
Santa Ana Transportation Station planning and environmental PSR	M1/T	\$1,003	\$888						\$115		
17th Street grade separation environmental	R	\$2,476								\$2,476	
Control Point at 4th Street	R	\$2,985		\$2,985							
Control Point Stadium Crossover	R	\$6,490		\$3,245				\$3,245			
LOSSAN Corridor grade separations PSR in Anaheim, Orange, and Santa Ana	R	\$2,699								\$2,699	
Metrolink grade crossing safety improvements ROW	R	\$3,025								\$3,025	
North Beach crossings safety enhancements	R	\$348						\$166		\$182	
Positive Train Control (Metrolink)	R	\$39,916		\$4,492	\$1,234			\$34,190			
Rail Crossing signal lights and pedestrian gates	R	\$252						\$252			
Rail Station Platform safety improvements (Fullerton, Irvine, and Tustin)	R	\$553						\$553			
Safety repairs for San Clemente Pier Station	R	\$122						\$122			
San Clemente Beach Trail Crossings safety enhancements	R	\$4,999						\$2,170		\$2,251	\$578
Transit Rail Security (monitors, fencing, video surveillance)	R	\$163						\$163			
Go Local	S	\$7,730							\$7,730		
ARTIC environmental, ROW, program management support, site plan	M1	\$41,369							\$8,869		\$32,500
Fiber Optics installation (Metrolink)	M1	\$23,183		\$10,903				\$10,479	\$1,801		
Laguna Niguel-Mission Viejo Station parking expansion (south lot)	M1	\$4,135						\$695	\$3,440		
Tustin Rail Station parking expansion	M1	\$15,390				\$1,100		\$7,181	\$7,109		
Rail Project Completed Totals		\$809,073	\$93,439	\$99,160	\$4,735	\$44,081		\$193,357	\$205,975	\$83,692	\$84,634
Federal Funding Total		\$197,334									
State Funding Total		\$237,438									
Local Funding Total		\$374,301									
Total Funding (000's)		\$809,073									



Capital Funding Program Report

Pending OCTA Board of Directors (Board) Approval - March 22, 2021

Board Actions:

1. Authorize the use of up to an additional \$7.32 million in M2 and up to \$8.29 million in additional federal CMAQ funds for the OC Streetcar to supplement the contingency for the Project which along with other previously approved funding adjustments of \$0.07 million will increase the FTA Full Funding Grant Agreement funding from \$407.76 million to \$423.44 million with use of federal funds contingent on FTA approval.
2. Authorize the use of up to \$4.3 million in additional federal CMAQ funds to provide full funding for the Anaheim Canyon Metrolink Station Improvement Project.


Acronyms:

ADA - Americans with Disabilities Act
CMAQ - Congestion Mitigation Air Quality Improvement Program
FTA - Federal Transit Administration
FY - Fiscal Year
LOSSAN - Los Angeles-San Diego-San Luis Obispo Rail Corridor
M Code - Project Codes in Measure M1 and M2
M1 - Measure M1
M2 - Measure M2
OC - Orange County
OCTA - Orange County Transportation Authority
OCX - Rail-Highway Grade Crossing/Safety Enhancement Project
PSR - Project Study Report
ROW - Right-of-Way
STBG - Surface Transportation Block Grant
STIP - State Transportation Improvement Program
VSS - Video Surveillance System



March 11, 2021

To: Transit Committee

From: Darrell E. Johnson, Chief Executive Officer 

Subject: OC Streetcar Project Supplemental Contingency

Overview

The Orange County Transportation Authority is currently underway with the implementation of the OC Streetcar project. Board of Directors' approval is requested to provide additional funding to supplement the contingency for the project.

Recommendations

- A. Authorize the use of up to an additional \$7.32 million in Measure M2 funds and up to \$8.29 million in additional Federal Congestion Mitigation and Air Quality Improvement Program funds to supplement the contingency for the OC Streetcar project. Along with other previously-approved funding adjustments of \$70,000, this will increase the Federal Transit Administration Full Funding Grant Agreement funding from \$407.76 million to \$423.44 million, with use of federal funds contingent on Federal Transit Administration approval.
- B. Authorize staff to process all necessary amendments to the Federal Transportation Improvement Program and execute or amend all necessary agreements to facilitate the above action.

Background

The Orange County Transportation Authority (OCTA), in cooperation with the City of Santa Ana (City) and the City of Garden Grove, is implementing a modern streetcar running between the Santa Ana Regional Transportation Center in the City and the intersection of Harbor Boulevard and Westminster Avenue in the City of Garden Grove. The OC Streetcar project (Project) will improve transit connectivity and accessibility, increase transit options, relieve congestion, and

provide benefits to the community and traveling public. The Project is being implemented as part of Measure M2 (M2) Project S – Transit Extensions to Metrolink, approved by Orange County voters in November 2006.

Construction of the 4.15-mile Project line involves complex and specialized work, including the installation of embedded track in existing streets, an overhead contact system (OCS) to supply power to the vehicles, stops with canopies, two bridges, and a maintenance and storage facility (MSF).

Discussion

On July 9, 2018, the Board of Directors (Board) approved a Project cost of \$407.75 million. The Project cost was adopted as part of the execution of the Full Funding Grant Agreement (FFGA) with the Federal Transit Administration (FTA) in November 2018 that secured \$148.95 million in federal New Starts discretionary funding for the Project. The FFGA is a contract between OCTA and FTA governing the delivery of the Project. FTA closely monitors implementation of the Project to ensure that the terms of the FFGA are being met. This includes approving any adjustments to the Project scope, cost, or schedule.

Following execution of the FFGA in November 2018, a Notice to Proceed was issued to Walsh Construction Company II, LLC, (Walsh) to commence construction activities. Since that time, work on the Project has progressed with a number of construction activities continuing to advance. A summary of recent construction milestones include: substantial completion of the bridges over Westminster Avenue and the Santa Ana River, completion of utility relocations, installation of embedded track at Bristol Street, and construction and installation of the MSF building floor slabs, the first station at Fairview Street, and the OCS poles. Additionally, vehicle manufacturing activities continue with four of the eight vehicles in testing.

The overall Project, which includes both construction and vehicle production, is approximately 48 percent complete. In terms of the construction effort, many challenges have been encountered as shared with the Board in several prior Project updates. Some of the major challenges include the following:

- The number and nature of utility conflicts encountered was higher and more complex than anticipated.
- An extensive amount of contaminated and hazardous soil was encountered during excavations on the Pacific Electric Right-of-Way (PEROW), city streets, and at the MSF site.

- Additional unforeseen conditions have been encountered, including thicker sections of pavement and unsuitable subgrade conditions within city streets, as well as an abandoned well, underground storage tank, and cultural resources discovery at the MSF.
- Contractor non-compliance with construction quality requirements and quality control plans.
- An extensive number of Requests for Change (RFC) have been submitted by Walsh to address unforeseen conditions, material substitutions, design modifications, and requests made by third parties. The RFCs have resulted in numerous change notices issued.
- An extensive number of Requests for Information (RFI) have been submitted by Walsh seeking clarifications of plans and specifications, design modifications, deviations for constructability, and designer intent. Each RFI requires technical and contractual reviews and may include specialized design disciplines, as well as oversight and approval from partner agencies and other third parties.

These challenges have resulted in OCTA issuing a higher than anticipated number of construction contract change orders (CCO) to Walsh, and requiring an increased level of professional services for technical and contractual reviews and oversight of the work by OCTA and its consultants to ensure that quality, safety, and environmental compliance requirements are met.

To date, OCTA has issued 186 days of additional contract time to Walsh due to delays related to remediation of contaminated soil at the MSF and within the PEROW, and to address delays due to a utility conflict delaying the relocation of a major storm drain. This additional contract time also requires contract extensions for professional services and staff resources for a longer duration than originally estimated.

As of January 2021, \$34.5 million of the \$37.9 million Project contingency has been committed or expended for changes, which includes \$20.6 million for CCOs, \$12.2 million for professional services, and \$1.7 million for vehicles. The original estimate of Project contingency, reviewed and concurred with by FTA, was based on the assessed known risks at the time the Project construction contract was awarded in 2018. Some of the risks have been greater than expected, and there have been additional expenses associated with items not included in the FFGA resulting in Project contingency being drawn down faster than originally forecasted for this stage of construction.

In order to address the impending depletion of contingency, staff planned to seek Board approval of a revised Project funding plan in February 2021 to address both costs incurred to date and anticipated future costs with consideration of upcoming risks. However, in January 2021, FTA advised OCTA that, given the

project challenges it will be performing its own risk assessment to better understand the impacts of Project risks on the cost and schedule. FTA requested that OCTA not finalize the Project cost and schedule until its risk assessment is completed. FTA's concurrence with the Project cost and schedule is necessary to both amend the FFGA and utilize additional federal funds. It is anticipated that FTA's process will be completed in late summer 2021. This additional time will provide more certainty in finalizing the schedule and cost to complete, as some Project risks will be retired and the Project will be further along with the remaining excavation work and MSF building work, costs related to the cultural resources discovery will be finalized, and there will be a better understanding of any potential coronavirus impacts.

To maintain Project progression while the cost and schedule is confirmed by FTA, supplemental contingency funding, in the amount of \$15.68 million, is requested to cover costs anticipated through November 2021. Expected uses of this supplemental contingency include anticipated CCOs, vehicle manufacturing change orders, professional service contract amendments to secure additional efforts and longer durations, as well as anticipated higher costs for upcoming planned contracts. Attachment A includes a breakdown of the expected uses of the supplemental contingency. The \$3.4 million contingency balance shown on the table would also be used to fund upcoming CCOs.

Funding Plan

Staff is proposing to fund the \$15.68 million contingency supplement with \$7.32 million in M2 Project S funds and \$8.29 million in federal Congestion Mitigation and Air Quality Improvement Program (CMAQ) funds, as well as \$70,000 in state Transit and Intercity Rail Capital Program (TIRCP) funds, which were previously approved for the Project funding plan. This is consistent with the Board-adopted Capital Programming Policies and the M2 Ordinance, which require that every effort be made to maximize state and federal funding for M2 projects. The Project is an eligible use for CMAQ funds, and Board policy directs these funds to M2 fixed-guideway and/or M2 high-occupancy or high-occupancy toll operational improvements as a priority. Funding is available that was previously set aside for the high-occupancy vehicle lane component of the State Route 55 (SR-55) Improvement Project from Interstate 405 to Interstate 5. This is due to the SR-55 project recently being awarded \$140 million in SB 1 (Chapter 5, Statutes of 2017) funds, allowing the CMAQ funds reserved for the SR-55 project to be redirected instead to the Project. Use of M2 Project S funding is consistent with the intent of that program to provide funds for extensions to Metrolink.

The additional funding as proposed has a split of approximately 46.9 percent from local M2 funds and 53.1 percent from federal CMAQ funds, which is consistent with the local-to-federal funding split that was established as part of the FFGA. It should be noted that FTA will need to approve the use of the additional federal CMAQ funds once it is in agreement with the final estimated Project cost at completion. In the interim, OCTA will use M2 funds to cover the costs until the additional federal funds are confirmed through an executed grant. The original and proposed funding is provided in the table below:

OC Streetcar Project Proposed FFGA Funding Plan

Funding Programs (in 1,000's)	FFGA	Supplemental Contingency Funding	Proposed FFGA Funding Plan
FTA 5309 (New Starts)	\$148,955	-	\$148,955
FTA 5307	\$13,599	-	\$13,599
CMAQ	\$54,123	\$8,289	\$62,412
State TIRCP	\$25,586*		\$25,586
Subtotal State and Federal	\$242,263*	\$8,289	\$250,552
M2	\$165,565	\$7,321	\$172,886
Total FFGA Funding	\$407,828*	\$15,610	\$423,438

*Includes previously State-approved funding addition of \$0.07 Million in TIRCP

Not included in the table is \$8.6 million in previously-programmed funding that is being used for activities that are non-federally participating and not eligible to be included in the FFGA Project cost, including early environmental phase work and certain right-of-way acquisition costs.

When OCTA approves a programming change for a project, a Capital Funding Plan is provided to allow the Board to consider this change while looking at the overall funding for projects in the transit program. Once approved, the changes noted above will be added into the Capital Funding Program Report for the transit program, which is provided in Attachment B.

Next Steps

Staff will continue to keep the Board apprised of Project progress, including the status of FTA's risk analysis. Upon completion of FTA's review, staff will return to the Board for a recommendation on the overall Project cost to complete and schedule.

Fiscal Impact

Funds are included in OCTA's Fiscal Year 2020-2021 Budget as well as the proposed budget for fiscal year 2021-22, Capital Programs Division, under several professional service and construction accounts for the Project in Fund 0051. This will increase the Project FFGA budget by \$15.68 million, using a combination of M2, CMAQ, and TIRCP funds.

Summary

Staff is seeking Board of Directors' approval of supplemental contingency funds for the OC Streetcar Project, and approval to process all necessary amendments to the Federal Transportation Improvement Program and execute or amend all necessary agreements to facilitate the supplemental contingency funds.

Attachments

- A. OC Streetcar Project Proposed Supplemental Contingency
- B. Capital Funding Program Report

Prepared by:

Mary Shavalier
Program Manager
(714) 560-5856

Approved by:

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

OC Streetcar Project Proposed Supplemental Contingency

Description	Amount Needed	Notes
Construction	\$11,766,145	<ul style="list-style-type: none"> Construction change orders based on current issues in the field Additional ticket vending machine/software costs
Right-of-Way	\$200,000	<ul style="list-style-type: none"> Additional relocation expenses
Vehicles	\$1,030,471	<ul style="list-style-type: none"> Additional vehicle spare parts Vehicle storage costs
Professional Services	\$6,084,049	<ul style="list-style-type: none"> Expanded scope and/or extended performance period for designer, public outreach and operations and maintenance contracts Applicable to contracts and or contract amendments being executed through November 2021
Total	\$19,080,665	
Remaining Contingency	\$(3,402,361)	<ul style="list-style-type: none"> Upcoming construction change orders
Supplemental Contingency Needed	\$15,678,304	



Capital Funding Program Report

Pending OCTA Board of Directors (Board) Approval - March 22, 2021

Rail Project											
Project Title	M Code	Total Funding	Federal Funds			State Funds			Local Funds		
			STBG/CMAQ	FTA	Other Fed.	STIP	SB1	Other State	M1	M2	Other Local
Fullerton Transportation Center parking expansion	M1/R	\$33,667				\$11,250		\$11,035	\$9,718		\$1,664
OC Streetcar (New Starts) ¹	M1/S	\$423,438	\$62,412	\$162,554				\$25,586		\$172,886	
OC Streetcar (non-New Starts)	M1/S	\$8,601		\$341					\$6,904	\$1,213	\$143
Anaheim Canyon Station ²	R	\$34,200	\$30,432							\$2,000	\$1,768
Fullerton Transportation Center Stair Rehabilitation	R	\$1,330		\$1,295							\$35
Future VSS	R	\$217		\$174							\$43
Laguna Niguel to San Juan Capistrano Passing Siding	R	\$36,360	\$25,056	\$1,015		\$3,000		\$6,734			\$555
Metrolink new capital	R	\$516		\$516							
Metrolink rehabilitation/renovation - FY 2011-12 to FY 2023-24	R	\$169,802		\$169,802							
Metrolink station and track improvements, and rehabilitation	R	\$3,063		\$2,617							\$446
Orange Olive Wye Connection	R	\$16,000				\$16,000					
Placentia Commuter Rail Station	R	\$34,825	\$50			\$2,500		\$400		\$8,000	\$23,875
Preventive Maintenance (SCRRA - Metrolink) - FY 16-17 to FY 23-24	R	\$65,374		\$65,374							
San Juan Creek Bridge replacement	R	\$43,091	\$908	\$39,832	\$913			\$59		\$1,379	
Slope stabilization Laguna Niguel-Lake Forest	R	\$5,168		\$4,834						\$334	
State College grade separation (LOSSAN)	R	\$79,284						\$46,000		\$33,284	
Ticket vending machines	R	\$6,857									\$6,857
VSS at Commuter Rail Stations	R	\$4,409		\$3,594				\$56			\$759
M2 Project S Transit extensions to Metrolink (Rubber Tire)	S	\$733								\$733	
Rail Project Totals		\$966,935	\$118,858	\$451,948	\$913	\$32,750		\$89,870	\$16,622	\$219,829	\$36,145
Federal Funding Total		\$571,719									
State Funding Total		\$122,620									
Local Funding Total		\$272,596									
Total Funding (000's)		\$966,935									

Rail Project Completed											
Project Title	M Code	Total Funding	Federal Funds			State Funds			Local Funds		
			STBG/CMAQ	FTA	Other Fed.	STIP	SB1	Other State	M1	M2	Other Local
Laguna Niguel-Mission Viejo Station parking improvements and expansion (ADA ramps)	M1/R	\$5,177	\$2,800	\$732					\$1,645		
Metrolink Grade Crossing Safety Improvements (OCX)	M1/R	\$80,618						\$18,250	\$7,600	\$30,710	\$24,058
Metrolink rolling stock	M1/R	\$158,009	\$42,230	\$35,390				\$36,300	\$44,089		
Metrolink Service Track Expansion	M1/R	\$119,957						\$51,399	\$68,558		
Orange Transportation Center parking structure	M1/R	\$31,003	\$2,555	\$2,644		\$13,762			\$1,850	\$420	\$9,772
Sand Canyon Avenue grade separation	M1/R	\$62,050	\$10,536					\$28,192	\$3,116	\$5,352	\$14,854
M2 Project S Fixed-Guideway Anaheim Rapid Connection	M1/S	\$9,924		\$1,516					\$6,000	\$1,286	\$1,122
Anaheim Regional Intermodal Transportation Center (ARTIC) construction	M1/T	\$184,164	\$33,250	\$37,253	\$3,501	\$29,219			\$43,900	\$35,291	\$1,750



Capital Funding Program Report

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Rail Project Completed											
			Federal Funds			State Funds			Local Funds		
Project Title	M Code	Total Funding	STBG/CMAQ	FTA	Other Fed.	STIP	SB1	Other State	M1	M2	Other Local
Fullerton Transportation Station expansion planning, environmental PSR	M1/T	\$0	\$0						\$0		
Santa Ana grade separation planning and environmental PSR	M1/T	\$1,333	\$1,180						\$153		
Santa Ana Transportation Station planning and environmental PSR	M1/T	\$1,003	\$888						\$115		
17th Street grade separation environmental	R	\$2,476								\$2,476	
Control Point at 4th Street	R	\$2,985		\$2,985							
Control Point Stadium Crossover	R	\$6,490		\$3,245				\$3,245			
LOSSAN Corridor grade separations PSR in Anaheim, Orange, and Santa Ana	R	\$2,699								\$2,699	
Metrolink grade crossing safety improvements ROW	R	\$3,025								\$3,025	
North Beach crossings safety enhancements	R	\$348						\$166		\$182	
Positive Train Control (Metrolink)	R	\$39,916		\$4,492	\$1,234			\$34,190			
Rail Crossing signal lights and pedestrian gates	R	\$252						\$252			
Rail Station Platform safety improvements (Fullerton, Irvine, and Tustin)	R	\$553						\$553			
Safety repairs for San Clemente Pier Station	R	\$122						\$122			
San Clemente Beach Trail Crossings safety enhancements	R	\$4,999						\$2,170		\$2,251	\$578
Transit Rail Security (monitors, fencing, video surveillance)	R	\$163						\$163			
Go Local	S	\$7,730							\$7,730		
ARTIC environmental, ROW, program management support, site plan	M1	\$41,369							\$8,869		\$32,500
Fiber Optics installation (Metrolink)	M1	\$23,183		\$10,903				\$10,479	\$1,801		
Laguna Niguel-Mission Viejo Station parking expansion (south lot)	M1	\$4,135						\$695	\$3,440		
Tustin Rail Station parking expansion	M1	\$15,390				\$1,100		\$7,181	\$7,109		
Rail Project Completed Totals		\$809,073	\$93,439	\$99,160	\$4,735	\$44,081		\$193,357	\$205,975	\$83,692	\$84,634
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Capital Funding Program Report

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Board Actions:

1. Authorize the use of up to an additional \$7.32 Million in Measure M2 and up to \$8.29 million in additional Federal Congestion Mitigation and Air Quality Improvement Program funds for the OC Streetcar to supplement the contingency for the Project which along with other previously approved funding adjustments of \$0.07 Million will increase the Federal Transit Administration Full Funding Grant Agreement funding from \$407.76 Million to \$423.44 Million with use of federal funds contingent on Federal Transit Administration approval.
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Acronyms:

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OC Streetcar Project Supplemental Contingency

Status of OC Streetcar Project (Project)

Project progress is 48 percent complete. Planned Project progress is 79 percent complete (December 2020).

- \$169.8 million expended of \$407.8 million Full Funding Grant Agreement (FFGA) project cost (as of December 2020)
- \$37.9 million in contingency
 - \$34.5 million committed/expended*
 - \$3.4 million remaining

Construction is 40 percent complete. Planned percent complete is 83 percent (December 2020).

- Falsework removed from Westminster and Santa Ana River Bridges
- Rail sticks delivered and welded into strings
- Track installation has started
- Maintenance and Storage Facility (MSF) building floor slabs have started
- Fairview and Raitt station platforms underway

Utility relocation near completion.

- Dry utilities being relocated by a third party are 99 percent complete
- All wet utility relocation is complete

Vehicles are 45 percent complete. Planned percent complete is 58 percent (December 2020).

- First four vehicles in static and dynamic testing

*Including Contract Change orders (CCO) pending execution and PGH Wong (Construction Manager) agreement amendment pending Board of Directors (Board) approval

Challenges

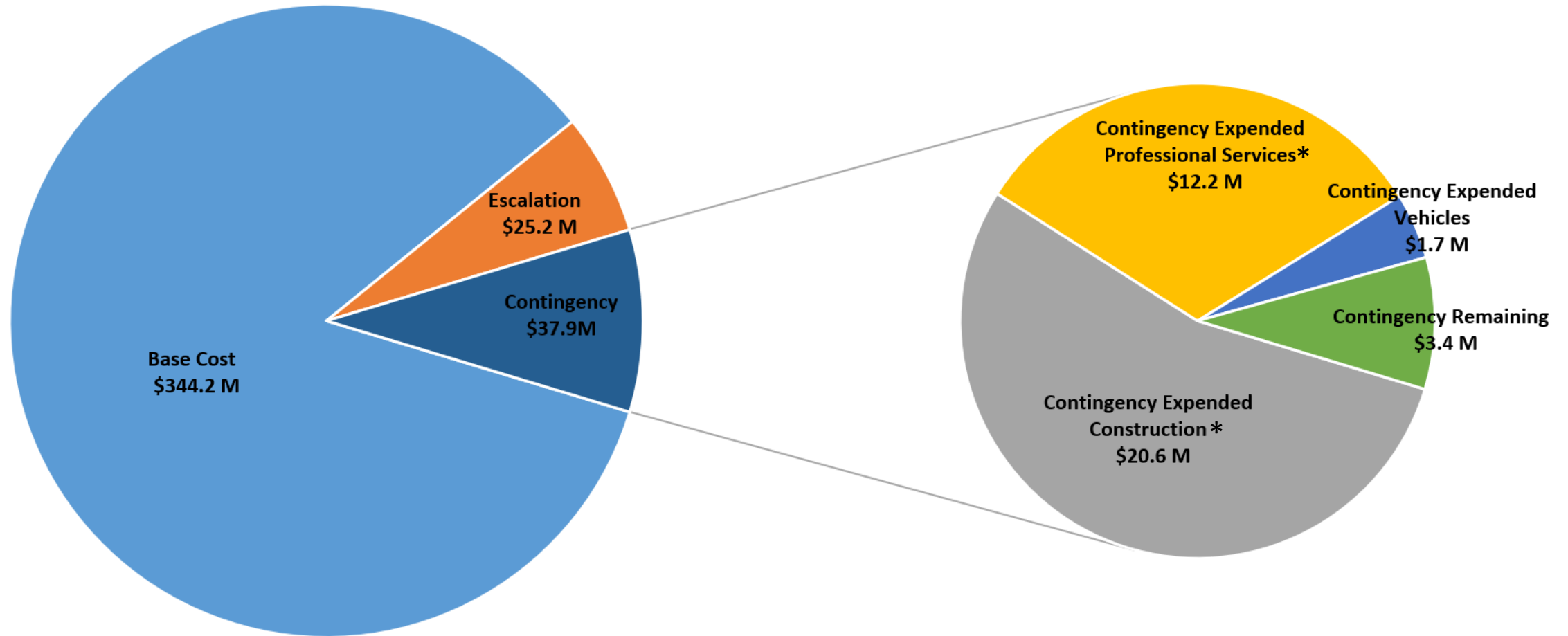
- The number and nature of utility conflicts encountered is higher and more complex than anticipated.
- Extensive amount of contamination encountered during excavations in the Pacific Electric Right-of-Way, City of Santa Ana (City) streets, and at the MSF site.
- Additional unforeseen conditions encountered including thicker pavement sections, unsuitable subgrade in city streets, abandoned well, underground storage tank, and cultural resources discovery at the MSF.
- Difficulties of Walsh Construction Company II, LLC (Walsh) complying with construction quality control plan requirements.
- Extensive number of Requests for Changes and Requests for Information.

Impacts

- Higher than anticipated number of construction contract change orders (CCO).
- Increased level of professional services for oversight to ensure quality, safety, and environmental compliance requirements are met.
- Extension of construction completion requires professional services and staff resources for a longer duration than originally estimated.
- Project contingency has been drawn down faster than originally forecast for this stage of construction.
 - Original estimate of contingency funding was based on perceived risks at the time of construction contract award. New risks have materialized, known risks have been greater than expected, and there are additional expenses associated with items not included in the FFGA.

Project Cost and Contingency Status

Project cost as defined in FFGA : \$407.8 million



*Amounts include CCO's pending execution and PGH Wong Engineering, Inc. (Construction Manager) agreement amendment pending Board approval

Federal Transit Administration (FTA) Direction on Finalizing Cost and Schedule

- In January 2021, FTA advised the Orange County Transportation Authority (OCTA) that they would be performing their own risk analysis and requested that OCTA not finalize an updated Project cost and schedule until FTA's risk effort is completed (anticipated for late summer 2021).
- Additional time will provide more certainty in finalizing an updated cost to complete, as the Project will be further along with remaining excavation work, MSF cultural resources discovery costs will be finalized, and there will be better understanding of potential coronavirus impacts.
- To maintain Project progression while the cost and schedule update is confirmed by FTA, additional funding to supplement the contingency is needed to address costs anticipated through November 2021.

Proposed Supplemental Contingency for 2021

Description	Amount Needed	Notes
Construction	\$11,766,145	<ul style="list-style-type: none"> Potential construction change orders based on current issues in the field Additional ticket vending machine/software costs
Right-of-Way	\$200,000	<ul style="list-style-type: none"> Additional estimated cost for relocation expenses
Vehicles	\$1,030,471	<ul style="list-style-type: none"> Additional vehicle spare parts Vehicle storage costs
Professional Services	\$6,084,049	<ul style="list-style-type: none"> Expanded scope and/or extended performance period required for designer, public outreach, and operations and maintenance contracts Applicable to contracts and/or contract amendments being executed through November 2021
Total Estimated Expenses	\$19,080,665	
Remaining Contingency	\$(3,402,361)	<ul style="list-style-type: none"> Amount assumes Board approval of PGH Wong (Construction Manager) Contract Amendment
Supplemental Contingency Needed	\$15,678,304	

Proposed Funding Plan for Contingency

Funding Programs	FFGA	Additional funding to support supplemental contingency:	Proposed FFGA Funding Plan
	(in 000's)	(in 000's)	(in 000's)
FTA 5309 (New Starts)	\$148,955	-	\$148,955
FTA 5307	\$13,599	-	\$13,599
CMAQ	\$54,123	\$8,289	\$62,412
State TIRCP	\$25,586*		\$25,586
Subtotal State and Federal	\$242,263*	\$8,289	\$250,552
M2	\$165,565	\$7,321	\$172,886
Total FFGA Funding	\$407,828*	\$15,610	\$423,438
*Includes previously State-approved funding addition of \$0.07 Million in TIRCP CMAQ – Congestion Mitigation and Air Quality Improvement Program TIRCP – Transit and Intercity Rail Capital Program			

Next Steps

- Staff will continue to keep the Board apprised of Project progress, including the status of the FTA risk analysis, through quarterly Project updates and other required Board actions for the Project.
- Staff will return by November 2021 with an updated Project cost and schedule to complete, as well as a funding plan based on FTA concurrence.



March 11, 2021

To: Transit Committee

From: Darrell E. Johnson, Chief Executive Officer

Subject: Amendment to Agreement for Construction Management Services for the OC Streetcar Project

Overview

On July 25, 2016, the Orange County Transportation Authority Board of Directors approved an agreement with PGH Wong Engineering, Inc., to provide construction management services for the OC Streetcar project for a term of five years. An amendment to the existing agreement is necessary for the consultant to continue providing construction management services.

Recommendation

Authorize the Chief Executive Officer to negotiate and execute Amendment No. 11 to Agreement No. C-6-0926 between the Orange County Transportation Authority and PGH Wong Engineering, Inc., in the amount of \$6,829,862, and extend the agreement term through November 30, 2021, for continued OC Streetcar project construction management services. This will increase the maximum cumulative obligation of the agreement to a total contract value of \$17,983,474.

Discussion

The Orange County Transportation Authority (OCTA), in cooperation with the cities of Garden Grove and Santa Ana is implementing a modern streetcar that will operate between the Santa Ana Regional Transportation Center in the City of Santa Ana (City) and the intersection of Harbor Boulevard and Westminster Avenue in the City of Garden Grove. On July 25, 2016, the Board of Directors (Board) approved an agreement with PGH Wong Engineering, Inc., (PGH Wong) for a five-year term to provide construction management services for the OC Streetcar project (Project). Construction activities have been underway since the issuance of the Notice to Proceed to Walsh Construction Company II, LLC, (Walsh) on March 4, 2019.

Since then, work on the Project has progressed with several construction activities continuing to advance. A summary of recent construction milestones includes the substantial completion of the Santa Ana River and Westminster bridges, completion of utility relocations, and installation of embedded track at Bristol Street. Furthermore, construction and installation was also completed for the maintenance and storage facility (MSF) building floor slabs, the first station at Fairview Street, and the overhead contact system (OCS) poles. The overall Project, which includes both construction and vehicle production, is currently 42.1 percent complete.

As the construction manager on behalf of OCTA, PGH Wong has been administering and overseeing the construction contract. These efforts include but are not limited to, communications coordination between Walsh and the Project team, Project reporting and documentation, Walsh payment application review, change management and claims support, quality inspections, safety, environmental, and labor compliance oversight, testing, commissioning, and start-up support services.

As previously discussed with the Board, a significant number of challenges have been experienced in the initial stages of construction that have resulted in an extended construction duration. These challenges include unforeseen site conditions encountered by the construction contractor during excavations at the MSF, within the Pacific Electric Right-of-Way (PEROW), and in City streets, difficulty on the part of Walsh complying with construction quality requirements and quality control plans, and a large volume of Requests for Information (RFI) and submittals resulting in numerous design modifications to be implemented by change directive. These challenges have resulted in a significantly higher level of effort required from PGH Wong than originally estimated. This higher level of effort includes additional labor hours from PGH Wong staff already assumed in the contract, as well as additional staff not originally assumed in the contract but were deemed necessary to manage specific areas that required additional efforts. The specific areas requiring additional effort include:

- Contaminated soil encountered in the PEROW, city streets, and at the MSF have required a significant amount of unanticipated field oversight, environmental compliance monitoring, soil testing, oversight of soil removal operations, and forced account payment reconciliation and processing.
- Numerous unforeseen utilities have been encountered during the relocation of utilities, requiring extensive coordination with the designer, utility companies, and Walsh to develop solutions, issue change orders, and conduct field inspections.

- The cultural resource discovery at the MSF required unforeseen support from archeologists to clear and release the site back to Walsh, including preparation of a data recovery plan, coordination with the Most Likely Descendent and Federal Transit Administration (FTA), and oversight of excavations to remove the burial and confirm the presence of any additional burials or artifacts.
- Contractor quality challenges have increased the quality manager's level of effort to full-time support and are entailing higher-than-anticipated quality inspections at supplier locations, including some instances of repeat inspections to assure compliance.
- The higher-than-anticipated number of RFIs submitted by Walsh is requiring extensive time and effort to develop responses, provide clarifications, and issue construction change notices.
- The more-than-anticipated volume and complexity of Walsh's submittals for several project elements, including special trackwork, traction power substations, overhead contact system, communication systems, and architectural finishes, requires extensive coordination between the various disciplines to review and approve submittals.
- To expedite completion of the Project, periodic weekend work has been allowed by the City, which required an increase in effort for management and special inspections.
- An increased level of effort is required on schedule reviews and coordination with Walsh, including an increased number of meetings with Walsh attempting to resolve numerous schedule and cost disputes, and to provide an accurate reflection of progress.
- Given the complexity of ongoing issues, an increased number of Project meetings are occurring with Walsh and stakeholders to ensure proper integration of project elements, as well as an increased number of construction partnering sessions.

As a result of this unanticipated higher level of effort, the original contract value is insufficient for PGH Wong to continue to manage Project construction, and a contract amendment is needed to increase funding for the services. As discussed with the Board in March 2021, FTA requested that OCTA not finalize the forecast schedule or estimated cost to complete the Project until FTA has conducted its own detailed cost and schedule risk analysis. Construction management services are needed until construction, testing, and commissioning

is complete, and the term of the agreement and the associated cost of the services cannot be finalized until OCTA reaches concurrence with FTA on the Project cost and schedule risk analysis. Upon completion of FTA's risk analysis, which is anticipated in early fall 2021, staff will return to the Board with recommendations for cost and schedule adjustments needed to complete the Project. Staff will also return to the Board at the same time to address the additional construction management services needed to provide continued oversight through the revised construction completion schedule as agreed to by FTA.

This proposed interim amendment will authorize continued construction management services for the Project through November 30, 2021, and will use Project contingency for some of the funding required.

Procurement Approach

The original procurement was handled in accordance with OCTA's Board-approved procedures for architectural and engineering services, which conform to both state and federal laws. The original agreement, authorized by the Board on July 25, 2016, was executed in the amount of \$10,752,136, for a term of five years and has been previously amended as shown in Attachment A.

Staff and PGH Wong have agreed upon the required level of effort for additional construction management support services through November 30, 2021. Staff found PGH Wong's price proposal, in the amount of \$6,829,862, to be fair and reasonable relative to the negotiated level of effort and consistent with the independent cost estimate prepared by the OCTA project management team. Proposed Amendment No. 11 includes continued construction management services for the Project, in the amount of \$6,829,862, and will increase the total contract value to \$17,983,474.

Fiscal Impact

Funding for the Project is included in OCTA's Fiscal Year (FY) 2020-21 Budget and will be proposed in the FY 2021-22 Budget, Capital Programs Division, Account No. 0051-9018-TS010-Z84, and is funded with FTA Section 5309 New Starts and local Measure M2 funds.

Summary

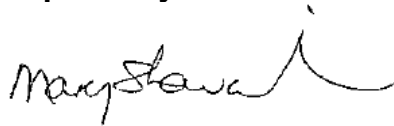
Staff requests Board of Directors' approval to authorize the Chief Executive Officer to negotiate and execute Amendment No. 11 to Agreement No. C-6-0926 with PGH Wong Engineering, Inc., in the amount of \$6,829,862, for the continuation of

OC Streetcar project construction management services and to extend the term through November 30, 2021.

Attachment

- A. PGH Wong Engineering, Inc., Agreement No. C-6-0926 Fact Sheet

Prepared by:



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Director, Contracts Administration and
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Approved by:



James G. Beil, P.E.
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**PGH Wong Engineering, Inc.
Agreement No. C-6-0926 Fact Sheet**

1. July 25, 2016, Agreement No. C-6-0926, in the amount of \$10,752,136, approved by the Board of Directors (Board).
 - The agreement was executed on December 6, 2016, for construction management services to support the OC Streetcar project for a five-year term.
2. November 12, 2018, Amendment No. 1 to Agreement No. C-6-0926, \$153,972, approved by the Contracts Administration and Materials Management (CAMM) Department.
 - Increase maximum obligation to add subconsultant Gonzales-White Consulting Services, to perform labor compliance support.
 - Modify the key personnel for prime consultant PGH Wong Engineering, Inc., (PGH Wong) and subconsultant MARRS Services, Inc. (MARRS).
 - Add subconsultant Safework, Inc.
 - Modify hourly rate and other direct costs schedules for all firms.
 - Incorporate revised health, safety, and environmental specifications.
3. June 27, 2019, Amendment No. 2 to Agreement No. C-6-0926, \$0, approved by the CAMM Department.
 - Modify payment article.
 - Modify hourly rates and other direct costs schedules for prime consultant PGH Wong and subconsultants MARRS, Towill, Inc., and UltraSystems Environmental, Inc. (UltraSystems).
4. February 10, 2020, Amendment No. 3 to Agreement No. C-6-0926, \$0, approved by the CAMM Department.
 - Modify hourly rates schedule for prime consultant PGH Wong and subconsultants AP Engineering and Testing, Inc., (AP Engineering) and UltraSystems.
5. March 24, 2020, Amendment No. 4 to Agreement No. C-6-0926, \$0, approved by the CAMM Department.
 - Modify hourly rates and other direct costs schedules for UltraSystems.

6. April 2, 2020, Amendment No. 5 to Agreement No. C-6-0926, \$0, approved by the CAMM Department.
 - Modify hourly rate schedules for prime consultant PGH Wong and subconsultants Consultant Engineering, Inc., and Inspection Services, Inc. Modify other direct costs schedule for subconsultant AP Engineering
7. July 8, 2020, Amendment No. 6 to Agreement No. C-6-0926, \$0, approved by the CAMM Department.
 - Modify hourly rates and other direct costs schedules for prime consultant PGH Wong.
8. September 18, 2020, Amendment No. 7 to Agreement No. C-6-0926, \$0, approved by the CAMM Department.
 - Modify hourly rates and other direct costs schedules for prime consultant PGH Wong and subconsultants AP Engineering and UltraSystems.
9. October 21, 2020, Amendment No. 8 to Agreement No. C-6-0926, \$0, approved by the CAMM Department.
 - Add subconsultant PaleoWest, LLC, to provide cultural support services.
10. November 6, 2020, Amendment No. 9 to Agreement No. C-6-0926, \$0, approved by the CAMM Department.
 - Modify hourly rates and other direct costs schedules for subconsultants AP Engineering and UltraSystems.
11. February 1, 2021, Amendment No. 10 to Agreement No. C-6-0926, \$247,504, approved by the CAMM Department.
 - Modify hourly rates and other direct costs schedules for prime PGH Wong.
 - Increase maximum cumulative obligation for additional tribal monitoring services.
12. March 22, 2021, Amendment No. 11 to Agreement No. C-6-0926, \$6,829,862, pending Board approval.
 - Increase maximum cumulative obligation for additional construction management services to support the OC Streetcar project and extend the contract term by five months to November 30, 2021.

Total funds committed to PGH Wong Engineering, Inc. after approval of Amendment No. 11 to Agreement No. C-6-0926: \$17,983,474.



March 11, 2021

To: Transit Committee

From: Darrell E. Johnson, Chief Executive Officer

Subject: Bus Operations Performance Measurements Report for the Second Quarter of Fiscal Year 2020-21

Overview

The Orange County Transportation Authority operates fixed-route bus and demand-response paratransit service throughout Orange County and into neighboring counties. The established measures of performance for these services assess the safety, courtesy, reliability, and overall quality of the services. This report summarizes the year-to-date performance of these services through the second quarter of fiscal year 2020-21.

Recommendation

Receive and file as an information item.

Background

The Orange County Transportation Authority (OCTA) operates a countywide network of 58 routes, including local, community, rail connector, and express bus routes serving over 5,000 bus stops. Fixed-route bus (OC Bus) service operates in a 798 square-mile area, serving more than three million residents in 34 cities and unincorporated areas, with connections to transit services in Orange, Los Angeles, and Riverside counties. OCTA provides these services through both directly operated fixed-route (DOFR) and contracted fixed-route service (CFR). OCTA also provides OC ACCESS, a federally mandated paratransit service, which is a shared-ride program available for people unable to use the OC Bus service because of functional limitations. Performance measures for both OC Bus and OC ACCESS services are summarized and reported quarterly (Attachment A).

In response to a significant decline in ridership as the result of the coronavirus (COVID-19) pandemic, OC Bus service was modified to operate on a

Sunday-only schedule seven days a week effective March 23, 2020. To support ridership returning to the system, at the service change in June 2020, a Saturday schedule was implemented six days a week. To provide some connectivity beyond the core service area, eight additional routes that typically only operate on weekdays were also included in the June 2020 service plan, with a total of 50 of the 58 total routes currently being operated. To further address the return of ridership and ensure social distancing is possible while on-board buses, particularly on routes with the heaviest passenger loads, trippers operating on key segments of these routes continue to be deployed as needed to provide additional capacity throughout the second quarter of the new fiscal year (FY).

Discussion

This report provides an update on the performance of the OC Bus and OC ACCESS services by presenting the current trends and comparisons with OCTA-established performance standards for transit system safety, courtesy, and reliability. OCTA counts preventable vehicle accidents to evaluate system safety, customer complaints to assess courtesy, and uses both on-time performance (OTP) and miles between road calls (MBRC) to measure service reliability.

This report includes performance through the second quarter, including the months of October, November, and December in FY 2020-21. The performance during the second quarter continues to reflect the impact of the COVID-19 pandemic in many of the metrics.

- Safety – DOFR OC Bus service performed below the accident frequency standard of one preventable accident per 100,000 service miles. To address this trend, OCTA Operations staff continue to focus on and stress the safety in the bus loading/unloading zones where most of the accidents are occurring. CFR OC Bus service and OC ACCESS service both performed above standard.
- Customer Service – Customer service is measured by evaluating the number of valid customer complaints received compared to boardings. Through the second quarter, all modes of service performed above the respective standards.
- Reliability – The OTP for OC Bus and OC ACCESS through the second quarter was above standard and continues to perform well, primarily a result of a decrease in local traffic and lower traffic volumes overall due to the COVID-19 pandemic. The OTP for DOFR and CFR was

84.3 percent and 80.7 percent, respectively. The OTP for OC ACCESS was 98.4 percent, 4.4 percent above the standard.

The MBRC for DOFR OC Bus Service and OC ACCESS exceeded the standard while CFR OC Bus came in below standards for MBRC.

The report also includes:

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

Summary

Through the second quarter of FY 2020-21, the performance of OC Bus service exceeded the performance in the areas of courtesy and reliability as measured by OTP, but fell below the performance standard for safety (DOFR) and reliability with respect to MBRC (CFR). OC ACCESS performed above standard for all measures of safety, courtesy, and reliability. OCTA staff continues to focus on continuous improvement in safety as detailed in the report. In addition to tracking the established key performance indicators, staff will continue to manage the service contracts pursuant to contract requirements and work to identify other strategies to improve overall system performance.

Attachment

- A. Bus Operations Performance Measurements Report, Second Quarter,
Fiscal Year 2020-21

Prepared by:



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Bus Operations Performance Measurements Report



Second Quarter
Fiscal Year 2020-21

About This Report

The Orange County Transportation Authority (OCTA) operates a countywide network of 58 routes including local, community, rail connector, and express bus routes serving over 5,000 bus stops known as OC Bus. OCTA also operates paratransit service (OC ACCESS), a shared-ride program available for people unable to use the standard OC Bus service because of functional limitations. OC Bus service is provided through both direct operations by OCTA referred to as directly operated fixed-route (DOFR) and contracted operations referred to as contracted fixed-route (CFR) service. The OC ACCESS service is a contract-operated demand-response service required by the Americans with Disabilities Act that is complementary to the fixed-route service and predominately accounts for the overall paratransit services operated by OCTA. These services make up the bus transit system and are evaluated by the performance measurements summarized in this report.

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

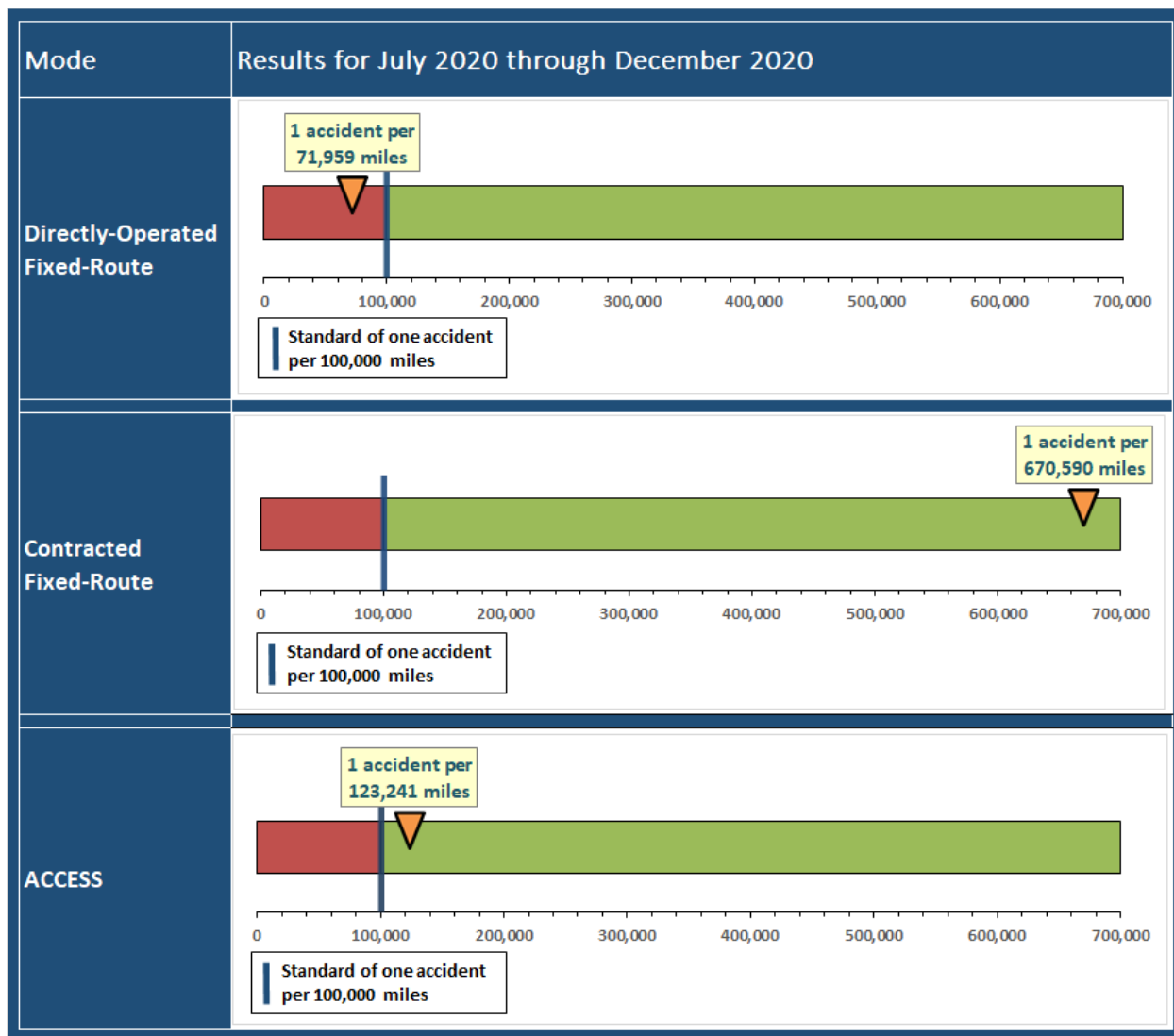
It is important to note that OCTA implemented a reduced service schedule for OC Bus on March 23, 2020 in direct response to the coronavirus (COVID-19) pandemic. The impact that the COVID-19 pandemic has had on both OC Bus and OC ACCESS continues to be significant as reflected in the performance to be discussed in this report.

FY2020-21 Q2 SUMMARY

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

Safety: Preventable Vehicle Accidents

OCTA is committed to the safe delivery of the OC Bus service. The safety standard for DOFR, CFR, and OC ACCESS services is no more than one vehicle accident per 100,000 miles. Preventable vehicle accidents are defined as incidents when physical contact occurs between vehicles used for public transit and other vehicles, objects, or pedestrians, and where a coach operator failed to do everything reasonable to prevent the accident. Through the second quarter of fiscal year (FY) 2020-21, CFR and OC ACCESS continued to perform above the safety standard while DOFR did not meet the standard of operating over 100,000 miles between preventable accidents.

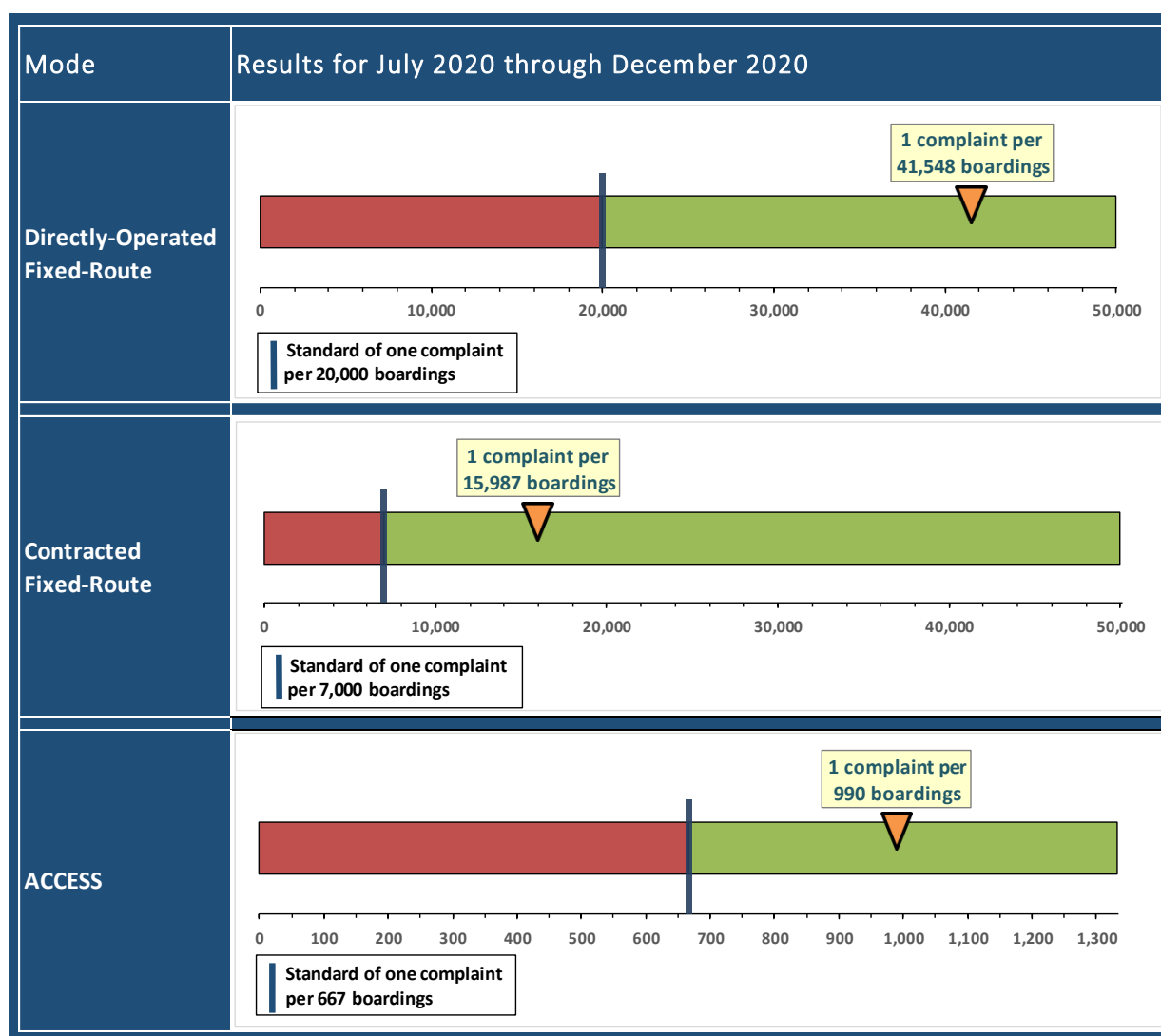


DOFR OC Bus has continued to perform below the accident frequency standard; however the number of preventable accidents did decrease compared to the same time last year. To address this accident frequency, OCTA Operations staff will continue to focus on and stress the importance of safety, conduct safety-related campaigns, and promote the safe driving award program. During the past quarter, training continued to focus on safety in the bus loading/unloading zones which is where most of the accidents are occurring.

Courtesy: Customer Complaints

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

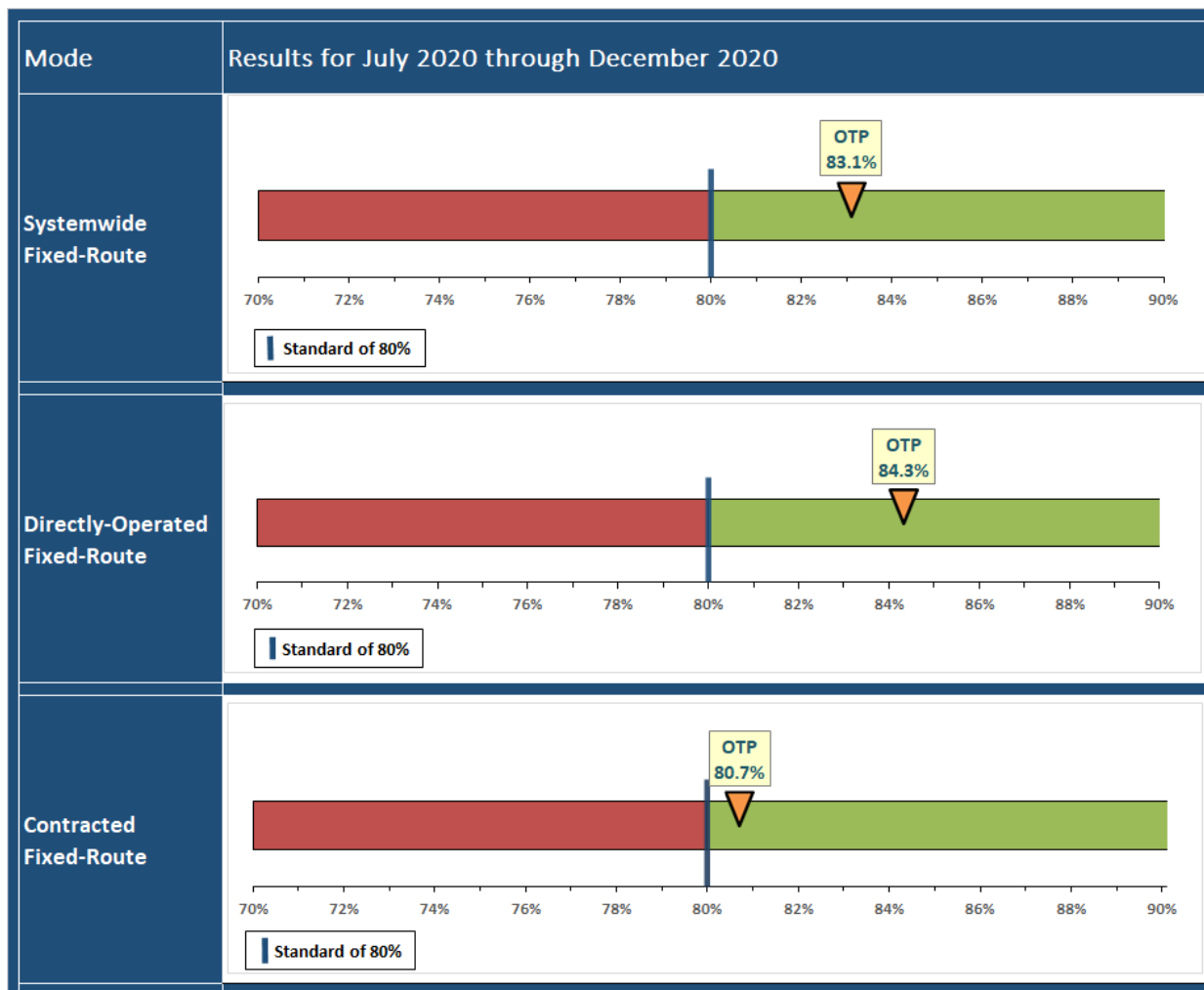
Through the second quarter of FY 2020-21, all modes of service continue to perform well, exceeding the courtesy standard with less than one valid complaint per 20,000, 7,000, and 667 boardings, respectively.



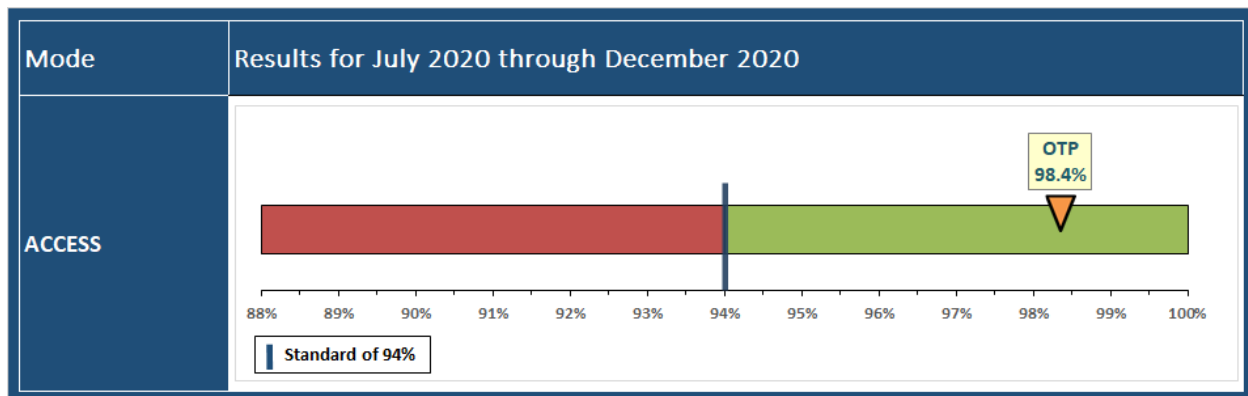
Reliability: On-Time Performance

Reliability is vital to a successful transportation network. Reliability for OCTA is measured in part by OTP. OTP is a measure of performance which evaluates the schedule adherence of a bus operating in revenue service according to a published schedule. Schedule adherence is tracked by monitoring the departure of vehicles from time points, which are designated locations on a route used to control vehicle spacing as shown in the published schedule. For OC Bus service, a trip is considered on-time if it departs the scheduled time point from zero minutes before up to no more than five minutes after the time as printed on the bus route schedule. OCTA's fixed-route system standard for OTP is 80 percent. For OC ACCESS service, OTP is a measure of performance evaluating a revenue vehicle's adherence to a scheduled pick-up time for transportation on a demand response trip. A trip is considered on time if the vehicle arrives within a 30-minute window. The OC ACCESS OTP standard is 94 percent.

The OTP for OC Bus and OC ACCESS services exceeded the standard during the second quarter of FY 2020-21. Systemwide OTP was 83.1 percent, 0.3 percent lower compared to last quarter. DOFR and CFR both performed above standard despite the rate decreases of 0.1 percent and 0.8 percent from last quarter, respectively. The return to front-door boarding was one of the reasons for the slight decrease in OTP.



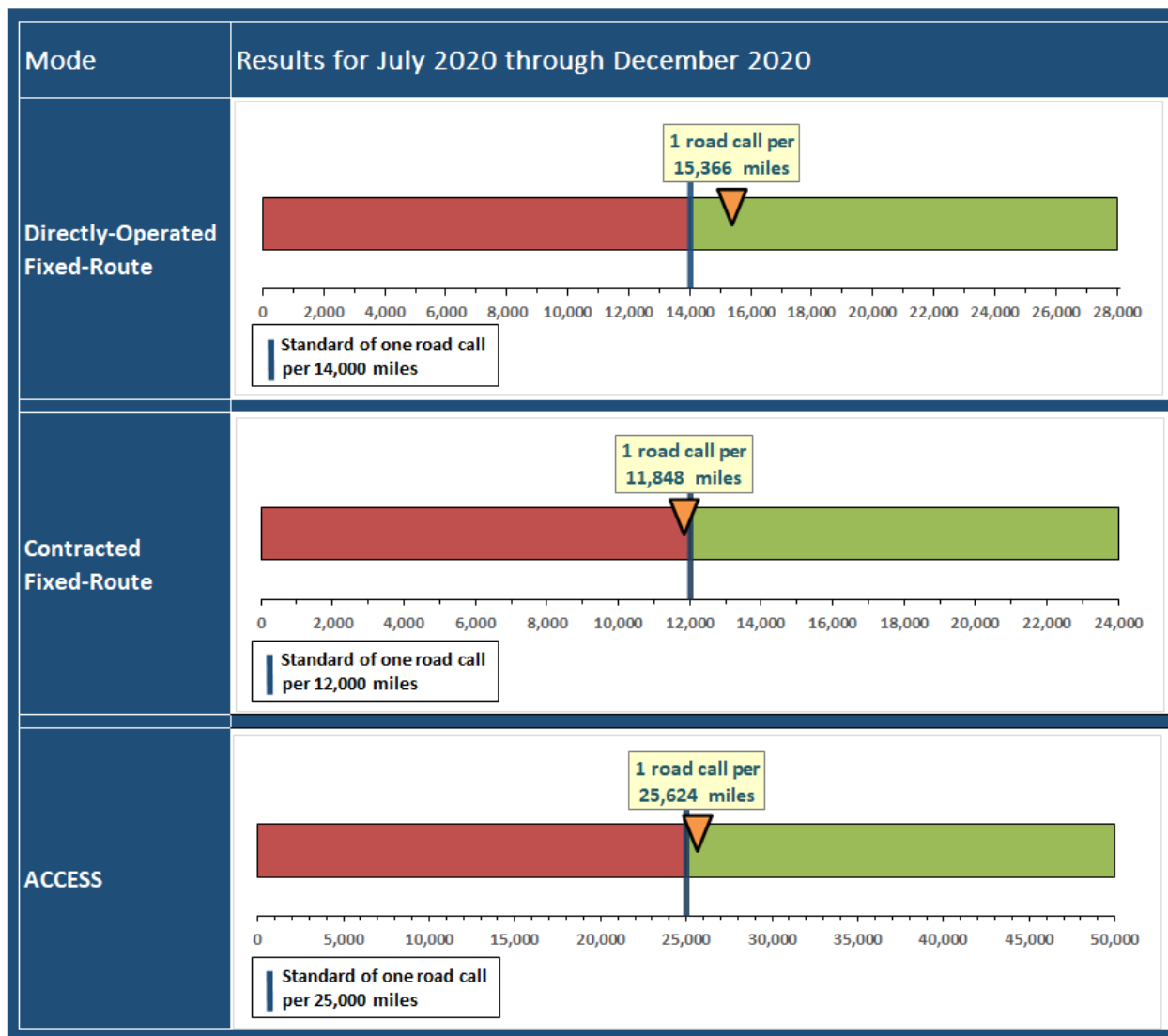
The OTP for OC ACCESS also came in above standard with a rate of 98.4 percent, 0.5 percent below the rate reported last quarter and 4.4 percent above the standard.



The cumulative improvement in OTP continue to be a result of the changes in travel patterns and traffic volumes related to the COVID-19 pandemic.

Reliability: Miles Between Road Calls

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

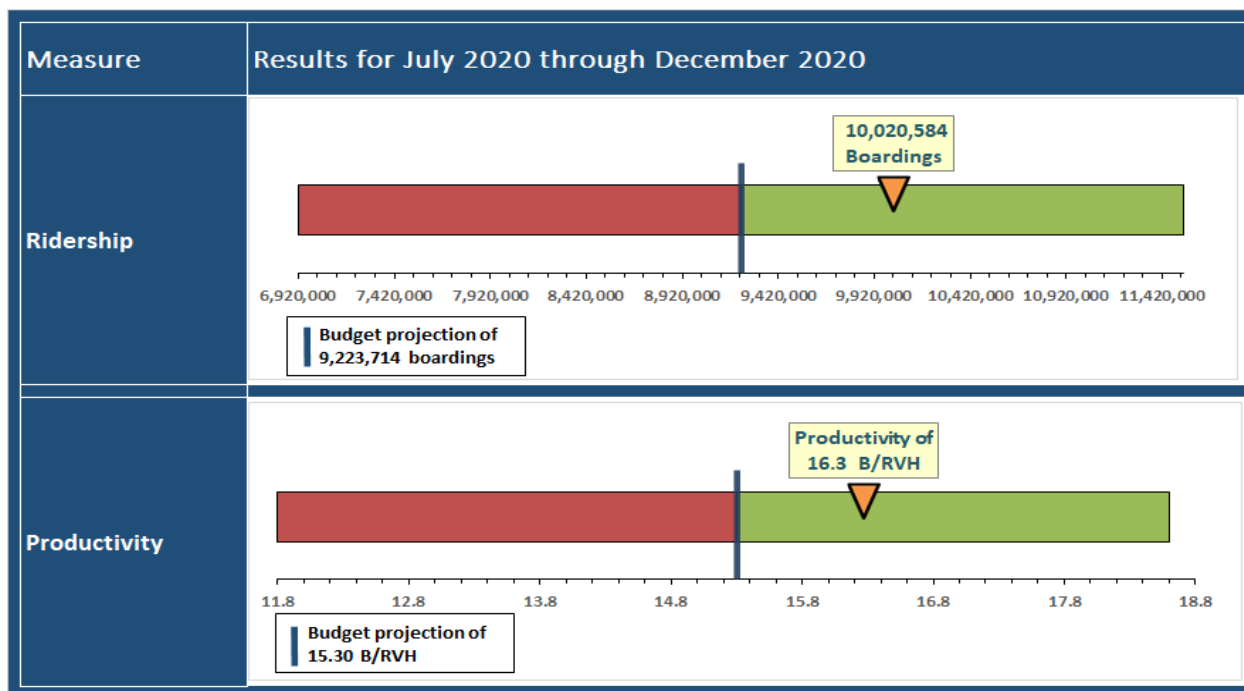


Through the second quarter of FY 2020-21, DOFR OC Bus Service and OC ACCESS both exceeded the MBRC standard while CFR OC Bus was below the standard. MBRC for CFR were slightly below the standard primarily due to a known engine control module prone to failure and short on supply and major engine failures that led to valid road calls. Staff is currently working with the manufacturer to resolve these issues. OCTA staff will continue to monitor performance in this area and work with the contractor to improve overall performance.

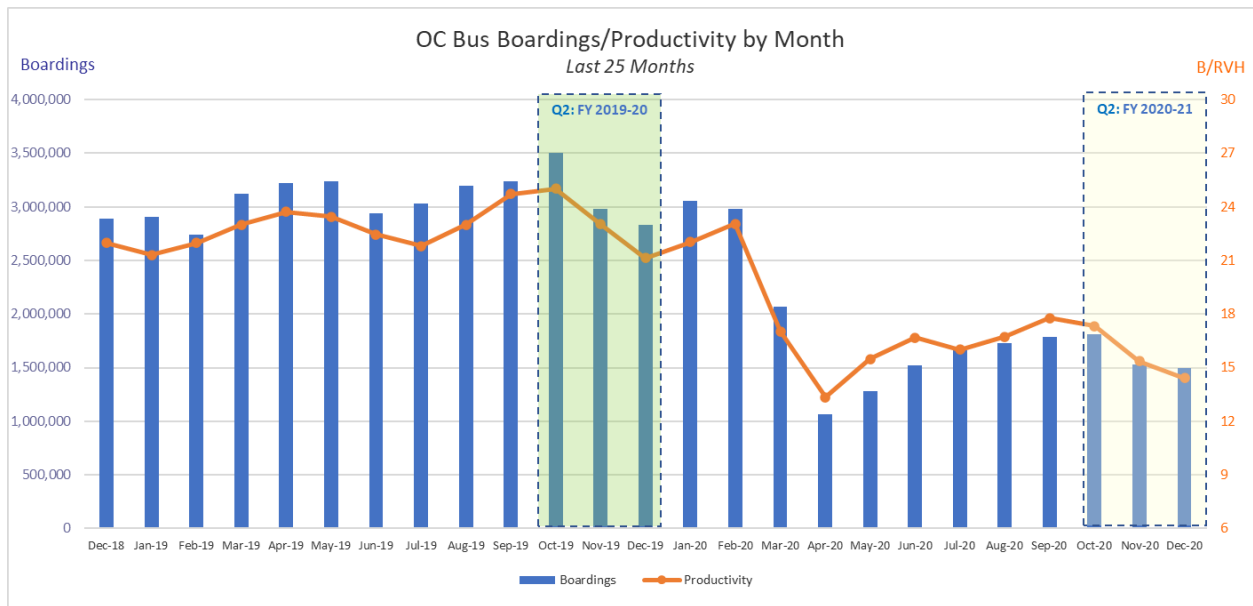
Ridership and Productivity – OC Bus

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

Although lower when compared to ridership in FY 2019-20, through the second quarter of FY 2020 -21, both ridership and productivity for OC Bus service were higher than budgeted projections.



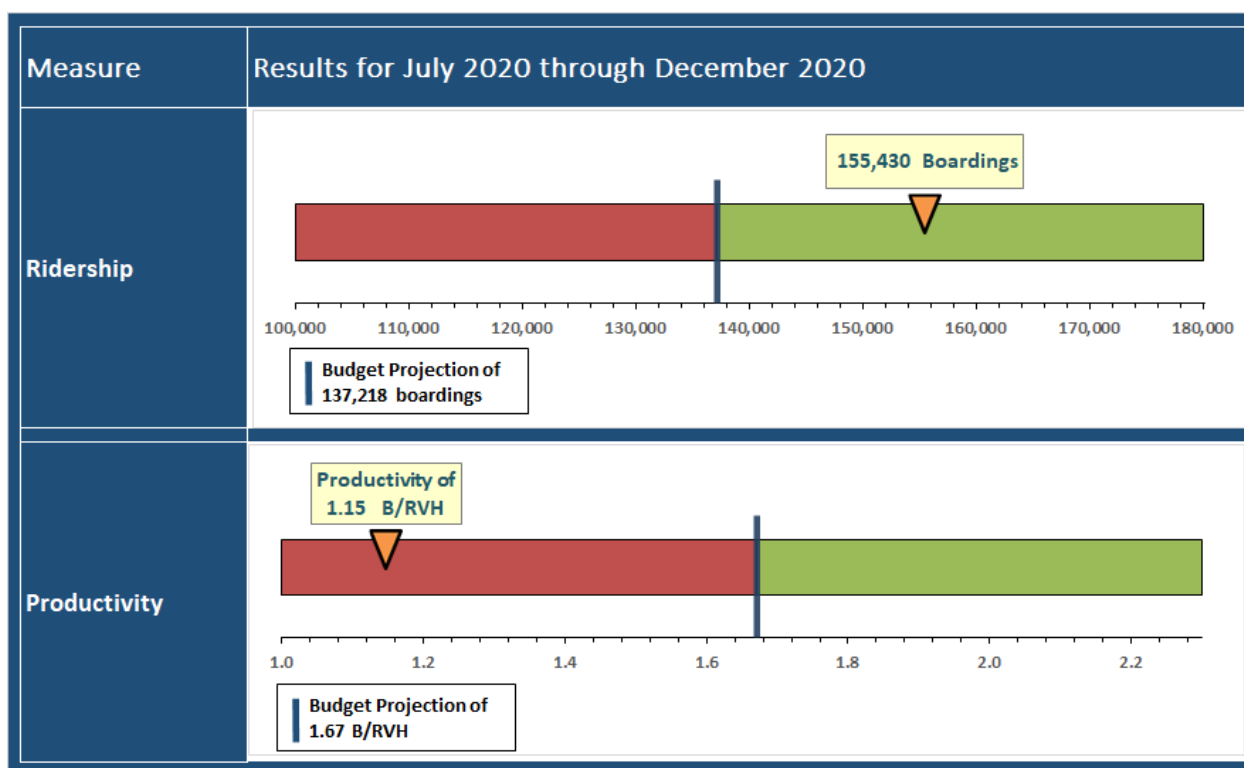
The ridership and productivity for the first quarter, as shown on the following chart, reveals an upward trend as we continue through the pandemic. The pandemic continues to significantly impact travel patterns. Average weekday ridership through September was over 60,000, 50 percent of the average weekday ridership before the stay-at-home orders went into effect. Ridership and productivity levels are expected to remain below pre-COVID-19 levels until well after the travel restrictions are lifted.



Ridership and Productivity – OC ACCESS

(Primary Service Provider)

Through the second quarter of FY 2020-21, total ridership of 155,000 for OC ACCESS is trending above budgeted projections by 13.2 percent while productivity of 1.15 B/RVH is below the 1.67 B/RVH projection by 31 percent. As with the fixed-route service, ridership and productivity for OC ACCESS continues to be impacted by the pandemic. With recommendations in place that persons 65 years of age or older or those with underlying health issues stay home, as well as the closure of many adult day programs, many individuals who typically use OC ACCESS service continue to make fewer trips, resulting in the drop in average daily ridership of 80 percent. Additionally, productivity has been impacted by the requirement for social distancing on OC ACCESS vehicles, as shared rides continue to be limited.



Contractor Performance: Fixed-Route

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

Through the second quarter of FY 2020-21, the overall performance of the contracted OC Bus service as determined by the performance categories outlined in the contract was below standard for OTP, an unreported accident, road calls, and missed trips.

Table 1 provides the penalties and incentives assessed to the contractor by quarter for FY 2020-21. The incentives paid in the second quarter relate to courtesy and accident frequency ratio, which totaled \$21,600. The total penalties assessed to the contractor during the quarter total \$25,400 resulting in a net payment to OCTA of \$3,800, bringing the year-to-date total \$8,300.

Table 1:	Performance Categories	FY21 Q1	FY21 Q2	FY21 Q3	FY21 Q4	FYTD 21
Penalties	On-Time Performance	\$ (1,000)	\$ (3,000)	\$ -	\$ -	\$ (4,000)
	Valid Complaints: Per 7,000 boardings	\$ -	\$ -	\$ -	\$ -	\$ -
	Unreported Accident	\$ (5,000)	\$ (5,000)	\$ -	\$ -	\$ (10,000)
	Accident Frequency Ratio	\$ -	\$ -	\$ -	\$ -	\$ -
	Key Positions	\$ -	\$ -	\$ -	\$ -	\$ -
	CHP Terminal Inspections	\$ -	\$ -	\$ -	\$ -	\$ -
	Reports	\$ -	\$ -	\$ -	\$ -	\$ -
	Preventive Maintenance	\$ -	\$ -	\$ -	\$ -	\$ -
	Road Calls	\$ (2,900)	\$ (400)	\$ -	\$ -	\$ (3,300)
	Vehicle Damage: Per vehicle per day	\$ -	\$ -	\$ -	\$ -	\$ -
	Missed Trips	\$ (16,000)	\$ (17,000)	\$ -	\$ -	\$ (33,000)
	Total	\$ (24,900)	\$ (25,400)	\$ -	\$ -	\$ (50,300)
Incentives	On-Time Performance	\$ -	\$ -	\$ -	\$ -	\$ -
	Valid Complaints: Per 7,000 boardings	\$ 10,400	\$ 6,600	\$ -	\$ -	\$ 17,000
	Accident Frequency Ratio	\$ 10,000	\$ 15,000	\$ -	\$ -	\$ 25,000
	Total	\$ 20,400	\$ 21,600	\$ -	\$ -	\$ 42,000
Prior Periods Adjustment	Accident Frequency Ratio	\$ -	\$ -	\$ -	\$ -	\$ -
	Complaints	\$ -	\$ -	\$ -	\$ -	\$ -
	Missed Trips	\$ -	\$ -	\$ -	\$ -	\$ -
	Total	\$ -	\$ -	\$ -	\$ -	\$ -
All	Total	\$ (4,500)	\$ (3,800)	\$ -	\$ -	\$ (8,300)

Contractor Performance: OC ACCESS

(Primary Service Provider)

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

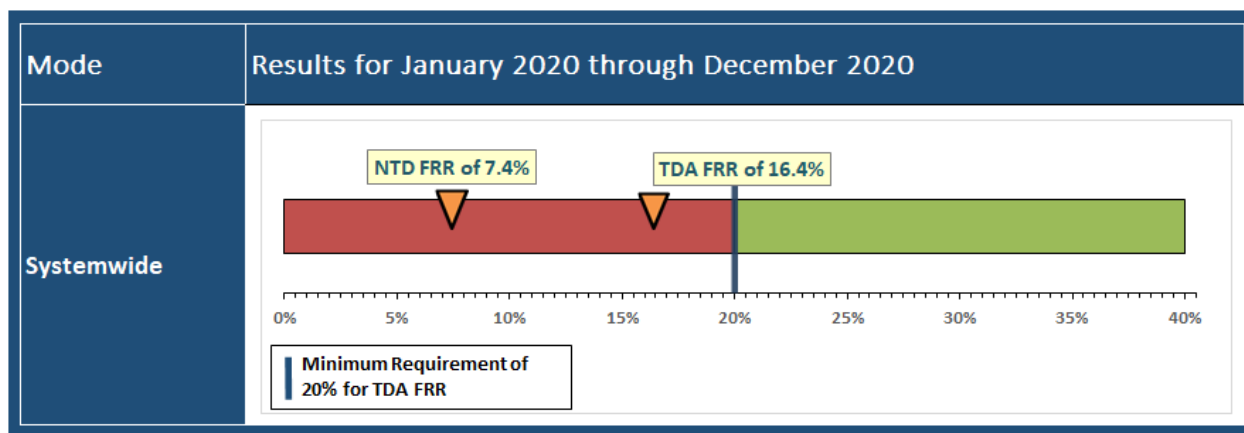
As presented in this report, the overall performance of the contractor providing OC ACCESS service through the second quarter of FY 2020-21 is above standard with respect to courtesy, safety, and on-time performance. Table 2 below lists, by quarter, the penalties and incentives assessed to the OC ACCESS contractor as established in the agreement. Through the second quarter, incentives related to excessively late trips totaled \$30,000. The penalties totaled \$111,500 for performance in passenger productivity, call center hold times, and an unreported accident. Due to the circumstances of the COVID-19 pandemic, the incentive for excessively late trips and the penalties related to passenger productivity and call center hold times were waived resulting in a net payment to OCTA of \$31,000 in the second quarter.

Table 2:	Performance Categories	FY21 Q1	FY21 Q2	FY21 Q3	FY21 Q4	FYTD 21
Penalties	Passenger Productivity	\$ (30,000)	\$ (30,000)	\$ -	\$ -	\$ (60,000)
	On-Time Performance	\$ -	\$ -	\$ -	\$ -	\$ -
	Customer Comments	\$ -	\$ -	\$ -	\$ -	\$ -
	Call Center Hold Times	\$ (10,000)	\$ (31,000)	\$ -	\$ -	\$ (41,000)
	Excessively Late Trips	\$ -	\$ -	\$ -	\$ -	\$ -
	Missed Trips	\$ -	\$ -	\$ -	\$ -	\$ -
	Unreported Accident	\$ (5,000)	\$ (5,000)	\$ -	\$ -	\$ (10,000)
	Preventive Maintenance	\$ -	\$ -	\$ -	\$ -	\$ -
	Road calls	\$ (500)	\$ -	\$ -	\$ -	\$ (500)
	Reports	\$ -	\$ -	\$ -	\$ -	\$ -
	Key Positions	\$ -	\$ -	\$ -	\$ -	\$ -
	CHP Terminal Inspections	\$ -	\$ -	\$ -	\$ -	\$ -
	Vehicle Damage	\$ -	\$ -	\$ -	\$ -	\$ -
	Fare Variance	\$ -	\$ -	\$ -	\$ -	\$ -
	Total	\$ (45,500)	\$ (66,000)	\$ -	\$ -	\$ (111,500)
Incentives	Passenger Productivity	\$ -	\$ -	\$ -	\$ -	\$ -
	On-Time Performance	\$ -	\$ -	\$ -	\$ -	\$ -
	Excessively Late Trips	\$ 15,000	\$ 15,000	\$ -	\$ -	\$ 30,000
	Missed Trips	\$ -	\$ -	\$ -	\$ -	\$ -
	Total	\$ 15,000	\$ 15,000	\$ -	\$ -	\$ 30,000
Adjustment	Unreported Accident (Prior Period)	\$ -	\$ -	\$ -	\$ -	\$ -
	Waived Penalties	\$ 40,000	\$ 35,000	\$ -	\$ -	\$ 75,000
	Waived Incentives	\$ (15,000)	\$ (15,000)	\$ -	\$ -	\$ (30,000)
	Total	\$ 25,000	\$ 20,000	\$ -	\$ -	\$ 45,000
All	Total	\$ (5,500)	\$ (31,000)	\$ -	\$ -	\$ (36,500)

Farebox Recovery Ratio

FRR is a measure of the proportion of operating costs recovered by passenger fares, calculated by dividing the farebox revenue by total operating expenses. A minimum FRR of 20 percent for all service is required by the Transportation Development Act for transit agencies to receive the state sales tax available for public transit purposes. To normalize seasonal fluctuations, data shown below reflects actuals over the last 12 months from January 2020 through December 2020.

Based on the National Transit Database definition in which only passenger fares are included under revenue, FRR did not meet the 20 percent goal. However, as a result of the passage of SB 508 (Chapter 716, Statutes of 2015), OCTA was able to adjust the FRR to include local funds. SB 508 states, “If fare revenues are insufficient to meet the applicable ratio of fare revenues to operating cost required by this article, an operator may satisfy that requirement by supplementing its fare revenues with local funds. As used in this section, “local funds” are any non-federal or non-state grant funds or other revenue generated by, earned by, or distributed to an operator.” After incorporating property tax revenue, advertising revenue, and Measure M fare stabilization, the adjusted FRR was 16.4 percent, a decrease of 0.7 percent from the previous quarter and a 5.9 percent drop from the same quarter last year. Because of statewide impacts to the farebox as a result of the COVID-19 pandemic, last year the Governor signed AB 109 (Chapter 17, Statutes of 2020), which removed all financial penalties for failing to meet the 20 percent FRR requirement until January 1, 2022. Governor Newsom’s proposed FY 2021-22 budget includes a proposed extension until January 1, 2023.

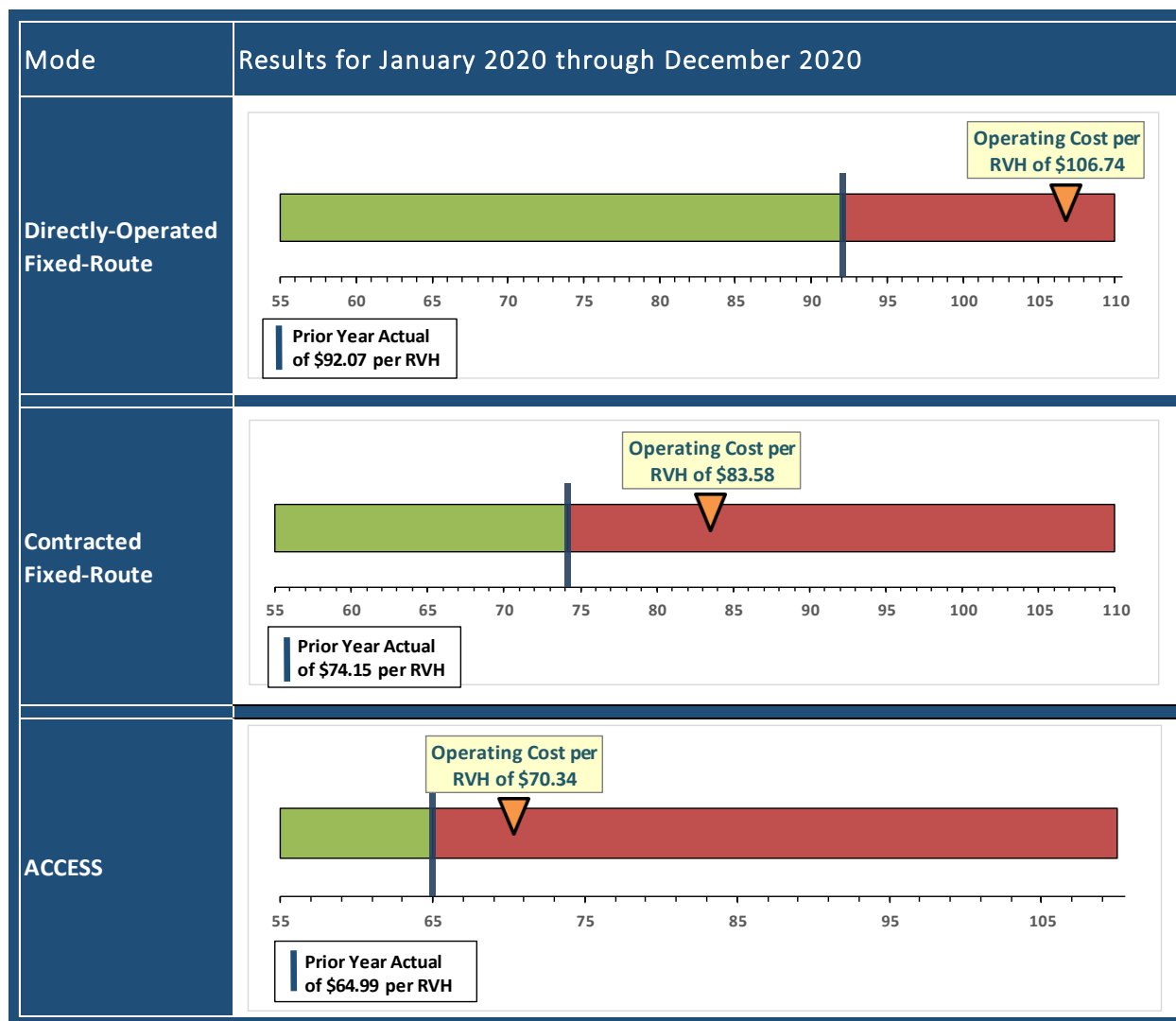


Note:

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

Operating Cost per Revenue Vehicle Hour

Cost per RVH is one of the industry standards used to measure the cost efficiency of transit service. It is derived by dividing actual operating expenses by RVH that is scheduled for the reporting period. To provide a more comparable illustration, all metrics below are calculated based on direct operating cost, which excludes capital, general administrative, and other overhead costs. DOFR cost includes labor costs for coach operator and maintenance employees. It also includes consumables such as replacement parts, fuel, and tires. CFR and OC ACCESS cost includes contracted costs (net of assessed penalties and incentives) and costs incurred by OCTA for maintenance, parts, and fuel for the contracted fleet.



Similar to the FRR, the statistics above depict actuals over the last 12 months. The difference in cost per RVH from the prior period was a 15.9 percent increase in DOFR, 12.7 percent increase in CFR, and 8.2 percent increase in OC ACCESS. All modes operated at a higher cost per RVH when compared to the prior 12-months. This is primarily due to a decrease in service hours and efficiency, all related to the COVID-19 pandemic. The current 12-month period includes ten months which were impacted by COVID-19. This translates to lower RVH provided without a proportional reduction in staffing levels.

CFR cost per RVH increased as a result of a contract amendment that was approved in June 2019, which increased the cost per RVH paid to the contractor. This increase in cost per RVH included an adjustment to wages for CFR coach operators to help address attrition issues. The increase in cost per RVH was also impacted by lower actuals in the prior period due to a larger than anticipated number of missed trip penalties assessed to the contractor.

OC ACCESS cost per RVH also increased as a result of annual contractual changes in both fixed and variable rate coupled with the impact of the COVID-19 pandemic.

Performance Evaluation by Route

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

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

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

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

- **Routes 1 to 99** - Local routes include two sub-categories:
 - **Major:** These routes operate as frequent as every 15 minutes during peak times. Major routes operate seven days a week throughout the day. Together, the Major routes form a grid on arterial streets throughout the highest transit propensity portions of the OC Bus service area, primarily in northern parts of the county.
 - **Local:** These routes operate on arterials within the grid created by the Major routes, but at lower frequencies. Local routes also operate in parts of Orange County with lower transit demand. Most Local routes operate seven days per week; however, some operate on weekdays only.
- **Routes 100 to 199:** Community routes to connect pockets of transit demand with major destinations and offer local circulation. Routes tend to be less direct than Local routes, serving neighborhoods and destinations off the arterial grid. Approximately half of Community routes operate seven days per week.
- **Routes 200 to 299:** Intra-county express routes operate on weekdays only at peak times and connect riders over long distances to destinations within Orange County, using freeways to access destinations. **(Did not operate during Q2 FY 2020-21)**
- **Routes 400 to 499:** Stationlink routes are rail feeder services designed to connect Metrolink stations to nearby employment destinations. These routes have relatively short alignments, with schedules tied to Metrolink arrivals and departures. They operate during weekday peak hours only, in the peak direction, from the station to destinations in the morning and the reverse in the evening.
- **Routes 500 to 599:** Bravo! routes are limited-stop services operated with branded vehicles. **(only Route 543 operated during Q2 FY 2020-21)**
- **Routes 600 to 699:** *Seasonal or Temporary routes (these are not included on the following charts)* such as the OC Fair Express. **(Did not operate during Q2 FY 2020-21)**
- **Routes 700 to 799:** Inter-county express routes that operate on weekdays only at peak times and connects riders over long distances to destinations outside of Orange County, often using freeways to access destinations. **(Did not operate during Q2 FY 2020-21)**



OCTA Operating Statistics By Route for Local and Community Services (Sorted by Subsidy per Boarding)
Fiscal Year 2020-21

Route	Zone	Farebox	Subsidy per Boarding	Direct Subsidy	Indirect Subsidy	"Capital Subsidy" Per Boarding	Revenue per Boarding	Boardings	CostVSH	Direct CostVSH	CostVSM	BoardVSH	VSH	Bus Count		
														40 FT	32 FT	60 FT
085	S	1.3%	\$ 34.00	\$ 18.85	\$ 13.08	\$ 2.07	\$ 0.42	17,958	\$ 143.78	\$ 86.70	\$ 11.48	4.44	4,040	2	-	-
167	C	0.3%	32.99	18.36	12.45	2.18	0.09	34,166	143.26	86.46	11.92	4.64	7,368	4	-	-
862	C	1.1%	32.08	19.91	10.08	2.09	0.34	17,822	170.01	103.56	17.66	5.60	3,180	2	-	-
178	C	0.7%	29.49	16.57	11.23	1.69	0.19	21,979	142.75	86.44	11.49	5.10	4,309	2	-	-
123	N	0.4%	26.76	14.99	10.16	1.61	0.11	46,136	142.53	86.56	10.35	5.64	8,175	4	-	-
086	C	1.2%	24.44	13.47	9.34	1.63	0.27	34,240	142.82	86.55	11.03	6.19	5,534	3	-	-
087	S	1.5%	24.05	13.23	9.18	1.64	0.34	22,659	145.27	87.31	9.83	6.39	3,548	2	-	-
082	S	1.8%	20.86	11.55	8.01	1.30	0.37	14,282	144.68	86.99	10.53	7.26	1,967	1	-	-
177	S	2.6%	20.68	11.49	7.78	1.41	0.51	26,325	142.31	86.42	11.06	7.20	3,659	2	-	-
076	C	0.8%	20.57	11.45	7.69	1.43	0.16	26,071	150.14	91.51	12.85	7.78	3,350	2	-	-
153	N	1.7%	19.21	10.88	7.37	0.96	0.32	38,864	142.69	86.43	11.24	7.68	5,060	2	-	-
079	C	(0.4)%	17.84	10.03	6.96	0.85	(0.07)	65,777	143.92	86.55	12.75	8.51	7,734	3	-	-
091	S	3.7%	17.15	9.50	6.59	1.06	0.62	105,610	146.24	87.45	10.16	8.76	12,062	6	-	-
001	S	2.2%	15.78	9.02	6.06	0.70	0.34	185,650	154.98	95.53	10.91	10.05	18,465	7	-	-
083	C	1.3%	15.48	8.91	5.98	0.59	0.20	159,028	164.67	101.90	8.65	10.91	14,573	5	-	-
143	N	1.9%	15.13	8.59	5.82	0.72	0.28	51,653	143.45	86.53	11.77	9.76	5,290	2	-	-
129	N	3.3%	14.68	8.19	5.55	0.94	0.47	59,141	148.31	87.60	11.24	10.43	5,668	3	-	-
059	C	2.0%	14.40	8.01	5.56	0.83	0.28	90,058	158.64	89.46	14.52	11.45	7,863	4	-	-
090	S	3.4%	13.72	7.75	5.38	0.59	0.46	63,338	149.37	88.13	9.32	10.99	5,761	2	-	-
026	N	1.7%	12.86	7.13	4.95	0.78	0.21	71,629	145.26	86.76	12.43	11.83	6,056	3	-	-
037	N	1.5%	11.96	6.70	4.50	0.76	0.17	243,583	190.17	115.88	15.98	16.72	14,571	11	-	-
025	N	2.8%	11.89	6.63	4.60	0.66	0.33	84,330	146.00	87.15	11.60	12.64	6,670	3	-	-
050	N	1.7%	11.78	6.66	4.47	0.65	0.19	387,963	175.53	107.09	14.94	15.51	25,014	13	-	-
056	N	1.4%	11.50	6.48	4.35	0.67	0.16	111,529	153.45	93.39	13.93	13.97	7,982	4	-	-
071	N	2.5%	11.12	6.26	4.34	0.52	0.27	179,795	149.08	87.71	11.48	13.71	13,118	5	-	-
053	C	1.7%	10.92	6.36	4.27	0.29	0.19	637,968	236.12	142.59	24.97	21.82	29,237	10	-	-
070	C	1.4%	10.89	6.03	4.19	0.67	0.14	221,536	152.44	88.47	11.94	14.71	15,056	8	-	-
089	S	4.3%	10.68	5.94	4.12	0.62	0.46	90,034	155.74	88.80	12.12	14.81	6,078	3	-	-
038	N	3.4%	10.31	5.69	3.95	0.67	0.34	234,834	162.49	90.45	11.98	16.29	14,414	8	-	-
033	N	1.5%	10.17	5.64	3.91	0.62	0.15	59,593	142.75	86.46	11.23	14.71	4,052	2	-	-
055	C	3.7%	10.15	5.84	3.92	0.39	0.38	382,672	162.69	98.83	14.89	16.05	23,841	8	-	-
060	C	1.3%	9.74	5.57	3.74	0.43	0.12	721,810	187.23	113.91	15.68	19.83	36,400	16	-	-
066	C	2.4%	9.73	5.56	3.73	0.44	0.23	595,026	209.71	127.07	20.45	22.02	27,017	15	-	-
046	N	2.7%	9.67	5.47	3.80	0.40	0.25	139,119	148.99	87.45	13.03	15.64	8,896	3	-	-
057	C	2.0%	9.66	5.48	3.68	0.50	0.18	830,258	179.93	109.35	16.86	19.26	43,110	-	16	-
543	N	0.8%	9.64	5.41	3.64	0.59	0.07	190,178	153.68	93.55	13.97	16.85	11,287	6	-	-
030	N	3.8%	9.53	5.17	3.58	0.78	0.35	142,841	154.51	88.86	11.67	16.98	8,410	6	-	-
054	N	1.8%	9.50	5.38	3.61	0.51	0.17	271,038	155.91	94.97	13.49	17.03	15,919	9	-	-
029	N	3.4%	9.40	5.30	3.56	0.54	0.31	704,706	161.38	98.27	15.71	17.59	40,064	1	-	14
047	C	2.9%	9.17	5.23	3.51	0.43	0.26	589,366	175.58	106.89	14.61	19.48	30,250	13	-	-
072	C	2.5%	8.83	5.02	3.37	0.44	0.22	128,082	153.14	93.64	11.49	17.80	7,198	3	-	-
035	N	2.0%	8.81	4.93	3.42	0.46	0.17	202,707	148.01	87.35	12.52	17.38	11,661	5	-	-
043	N	2.3%	8.75	4.98	3.35	0.42	0.19	637,470	165.95	100.74	16.38	19.46	32,757	15	-	-
042	N	2.8%	8.17	4.56	3.17	0.44	0.22	398,342	152.52	88.19	13.36	19.19	20,762	10	-	-
064	C	2.2%	8.17	4.66	3.13	0.38	0.17	659,499	177.18	107.13	19.34	22.23	29,668	14	-	-

(1) Total bus count (295) is based on PM weekday equipment requirements.

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



OCTA Operating Statistics By Route for Stationlink Service (Sorted by Subsidy per Boarding)
Fiscal Year 2020-21

Route	Zone	Farebox	Subsidy per Boarding	Direct Subsidy	Indirect Subsidy	"Capital Subsidy" Per Boarding	Revenue per Boarding	Boardings	CostVSH	Direct CostVSH	CostVSM	BoardVSH	VSH	Bus Count		
														40 FT	32 FT	60 FT
463	C	1.1%	\$ 86.30	\$ 40.69	\$ 27.44	\$ 18.17	\$ 0.73	4,096	\$ 191.79	\$ 96.52	\$ 17.58	2.79	1,471	4	-	-
473	C	1.5%	51.21	25.24	17.02	8.95	0.64	4,158	197.89	96.77	17.32	4.61	901	2	-	-
480	C	2.1%	40.66	19.35	13.05	8.26	0.70	4,508	192.11	96.72	15.53	5.80	777	2	-	-
453	N	2.2%	35.76	17.41	11.74	6.61	0.67	5,632	204.86	98.75	31.24	6.87	820	2	-	-
472	C	3.0%	31.93	14.03	9.46	8.44	0.73	6,616	170.59	92.21	15.10	7.04	939	3	-	-

(1) Total bus count (295) is based on PM weekday equipment requirements.

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



OCTA Operating Statistics By Route for Local and Community Services (Sorted by Boardings)
Fiscal Year 2020-21

Route	Zone	Farebox	Subsidy per Boarding	Direct Subsidy	Indirect Subsidy	"Capital Subsidy" Per Boarding	Revenue per Boarding	Boardings	CostVSH	Direct CostVSH	CostVSM	BoardVSH	VSH	Bus Count		
														40 FT	32 FT	60 FT
057	C	2.0%	\$ 9.66	\$ 5.48	\$ 3.68	\$ 0.50	\$ 0.18	830,258	\$ 179.93	\$ 109.35	\$ 16.86	19.26	43,110	-	-	16
060	C	1.3%	9.74	5.57	3.74	0.43	0.12	721,810	187.23	113.91	15.68	19.83	36,400	16	-	-
029	N	3.4%	9.40	5.30	3.56	0.54	0.31	704,706	161.38	98.27	15.71	17.59	40,064	1	-	14
064	C	2.2%	8.17	4.66	3.13	0.38	0.17	659,499	177.18	107.13	19.34	22.23	29,668	14	-	-
053	C	1.7%	10.92	6.36	4.27	0.29	0.19	637,968	236.12	142.59	24.97	21.82	29,237	10	-	-
043	N	2.3%	8.75	4.98	3.35	0.42	0.19	637,470	165.95	100.74	16.38	19.46	32,757	15	-	-
066	C	2.4%	9.73	5.56	3.73	0.44	0.23	595,026	209.71	127.07	20.45	22.02	27,017	15	-	-
047	C	2.9%	9.17	5.23	3.51	0.43	0.26	589,366	175.58	106.89	14.61	19.48	30,250	13	-	-
042	N	2.8%	8.17	4.56	3.17	0.44	0.22	398,342	152.52	88.19	13.36	19.19	20,762	10	-	-
050	N	1.7%	11.78	6.66	4.47	0.65	0.19	387,963	175.53	107.09	14.94	15.51	25,014	13	-	-
055	C	3.7%	10.15	5.84	3.92	0.39	0.38	382,672	162.69	98.83	14.89	16.05	23,841	8	-	-
054	N	1.8%	9.50	5.38	3.61	0.51	0.17	271,038	155.91	94.97	13.49	17.03	15,919	9	-	-
037	N	1.5%	11.96	6.70	4.50	0.76	0.17	243,583	190.17	115.88	15.98	16.72	14,571	11	-	-
038	N	3.4%	10.31	5.69	3.95	0.67	0.34	234,834	162.49	90.45	11.98	16.29	14,414	8	-	-
070	C	1.4%	10.89	6.03	4.19	0.67	0.14	221,536	152.44	88.47	11.94	14.71	15,056	8	-	-
035	N	2.0%	8.81	4.93	3.42	0.46	0.17	202,707	148.01	87.35	12.52	17.38	11,661	5	-	-
543	N	0.8%	9.64	5.41	3.64	0.59	0.07	190,178	153.68	93.55	13.97	16.85	11,287	6	-	-
001	S	2.2%	15.78	9.02	6.06	0.70	0.34	185,650	154.98	95.53	10.91	10.05	18,465	7	-	-
071	N	2.5%	11.12	6.26	4.34	0.52	0.27	179,795	149.08	87.71	11.48	13.71	13,118	5	-	-
083	C	1.3%	15.48	8.91	5.98	0.59	0.20	159,028	164.67	101.90	8.65	10.91	14,573	5	-	-
030	N	3.8%	9.53	5.17	3.58	0.78	0.35	142,841	154.51	88.86	11.67	16.98	8,410	6	-	-
046	N	2.7%	9.67	5.47	3.80	0.40	0.25	139,119	148.99	87.45	13.03	15.64	8,896	3	-	-
072	C	2.5%	8.83	5.02	3.37	0.44	0.22	128,082	153.14	93.64	11.49	17.80	7,198	3	-	-
056	N	1.4%	11.50	6.48	4.35	0.67	0.16	111,529	153.45	93.39	13.93	13.97	7,982	4	-	-
091	S	3.7%	17.15	9.50	6.59	1.06	0.62	105,610	146.24	87.45	10.16	8.76	12,062	6	-	-
059	C	2.0%	14.40	8.01	5.56	0.83	0.28	90,058	158.64	89.46	14.52	11.45	7,863	4	-	-
089	S	4.3%	10.68	5.94	4.12	0.62	0.46	90,034	155.74	88.80	12.12	14.81	6,078	3	-	-
025	N	2.8%	11.89	6.63	4.60	0.66	0.33	84,330	146.00	87.15	11.60	12.64	6,670	3	-	-
026	N	1.7%	12.86	7.13	4.95	0.78	0.21	71,629	145.26	86.76	12.43	11.83	6,056	3	-	-
079	C	(0.4)%	17.84	10.03	6.96	0.85	(0.07)	65,777	143.92	86.55	12.75	8.51	7,734	3	-	-
090	S	3.4%	13.72	7.75	5.38	0.59	0.46	63,338	149.37	88.13	9.32	10.99	5,761	2	-	-
033	N	1.5%	10.17	5.64	3.91	0.62	0.15	59,593	142.75	86.46	11.23	14.71	4,052	2	-	-
129	N	3.3%	14.68	8.19	5.55	0.94	0.47	59,141	148.31	87.60	11.24	10.43	5,668	3	-	-
143	N	1.9%	15.13	8.59	5.82	0.72	0.28	51,653	143.45	86.53	11.77	9.76	5,290	2	-	-
123	N	0.4%	26.76	14.99	10.16	1.61	0.11	46,136	142.53	86.56	10.35	5.64	8,175	4	-	-
153	N	1.7%	19.21	10.88	7.37	0.96	0.32	38,864	142.69	86.43	11.24	7.68	5,060	2	-	-
086	C	1.2%	24.44	13.47	9.34	1.63	0.27	34,240	142.82	86.55	11.03	6.19	5,534	3	-	-
167	C	0.3%	32.99	18.36	12.45	2.18	0.09	34,166	143.26	86.46	11.92	4.64	7,368	4	-	-
177	S	2.6%	20.68	11.49	7.78	1.41	0.51	26,325	142.31	86.42	11.06	7.20	3,659	2	-	-
076	C	0.8%	20.57	11.45	7.69	1.43	0.16	26,071	150.14	91.51	12.85	7.78	3,350	2	-	-
087	S	1.5%	24.05	13.23	9.18	1.64	0.34	22,659	145.27	87.31	9.83	6.37	3,548	2	-	-
178	C	0.7%	29.49	16.57	11.23	1.69	0.19	21,979	142.75	86.44	11.49	5.10	4,309	2	-	-
085	S	1.3%	34.00	18.85	13.08	2.07	0.42	17,958	143.78	86.70	11.48	4.44	4,040	2	-	-
862	C	1.1%	32.08	19.91	10.08	2.09	0.34	17,822	170.01	103.56	17.66	5.60	3,180	2	-	-
082	S	1.8%	20.86	11.55	8.01	1.30	0.37	14,282	144.68	86.99	10.53	7.26	1,967	1	-	-

(1) Total bus count (295) is based on PM weekday equipment requirements.
(2) C under Zone is Central County, N is North County and S is South County.



OCTA Operating Statistics By Route for Stationlink Service (Sorted by Boardings)
Fiscal Year 2020-21

Route	Zone	Farebox	Subsidy per Boarding	Direct Subsidy	Indirect Subsidy	"Capital Subsidy" Per Boarding	Revenue per Boarding	Boardings	CostVSH	Direct CostVSH	CostVSM	BoardVSH	VSH	Bus Count		
														40 FT	32 FT	60 FT
472	C	3.0%	\$ 31.93	\$ 14.03	\$ 9.46	\$ 8.44	\$ 0.73	6,616	\$ 170.59	\$ 92.21	\$ 15.10	7.04	939	3	-	-
453	N	2.2%	35.76	17.41	11.74	6.61	0.67	5,632	204.86	98.75	31.24	6.87	820	2	-	-
480	C	2.1%	40.66	19.35	13.05	8.26	0.70	4,508	192.11	96.72	15.53	5.80	777	2	-	-
473	C	1.5%	51.21	25.24	17.02	8.95	0.64	4,158	197.89	96.77	17.32	4.61	901	2	-	-
463	C	1.1%	86.30	40.69	27.44	18.17	0.73	4,096	191.79	96.52	17.58	2.79	1,471	4	-	-

(1) Total bus count (295) is based on PM weekday equipment requirements.

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

Route Reference Table

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

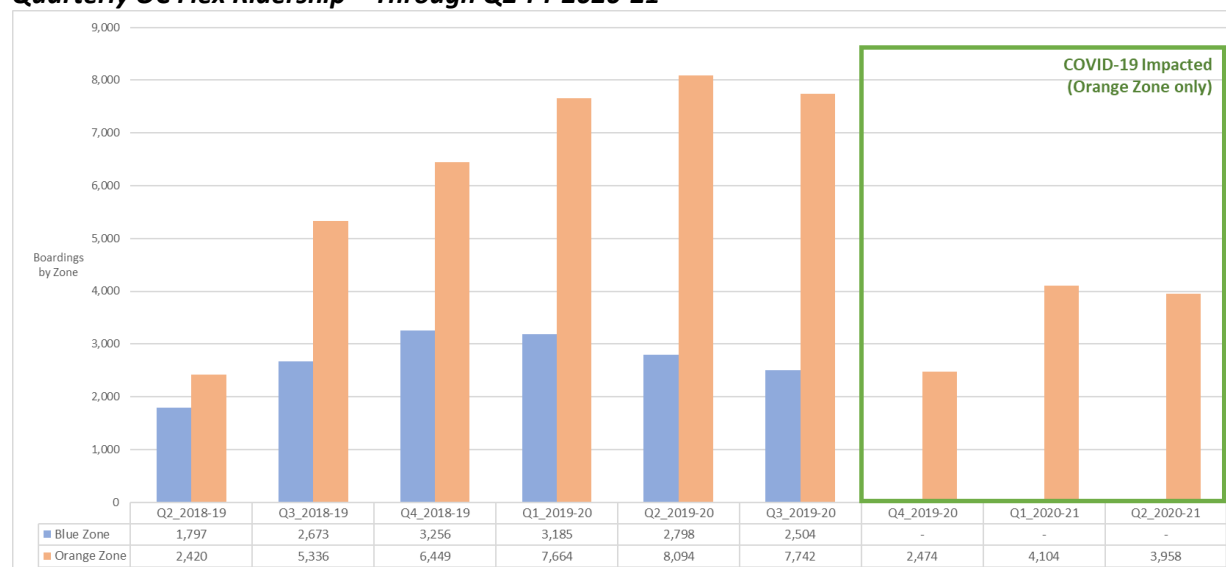
OC Bus 360° Initiatives

OC Flex Pilot Program

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

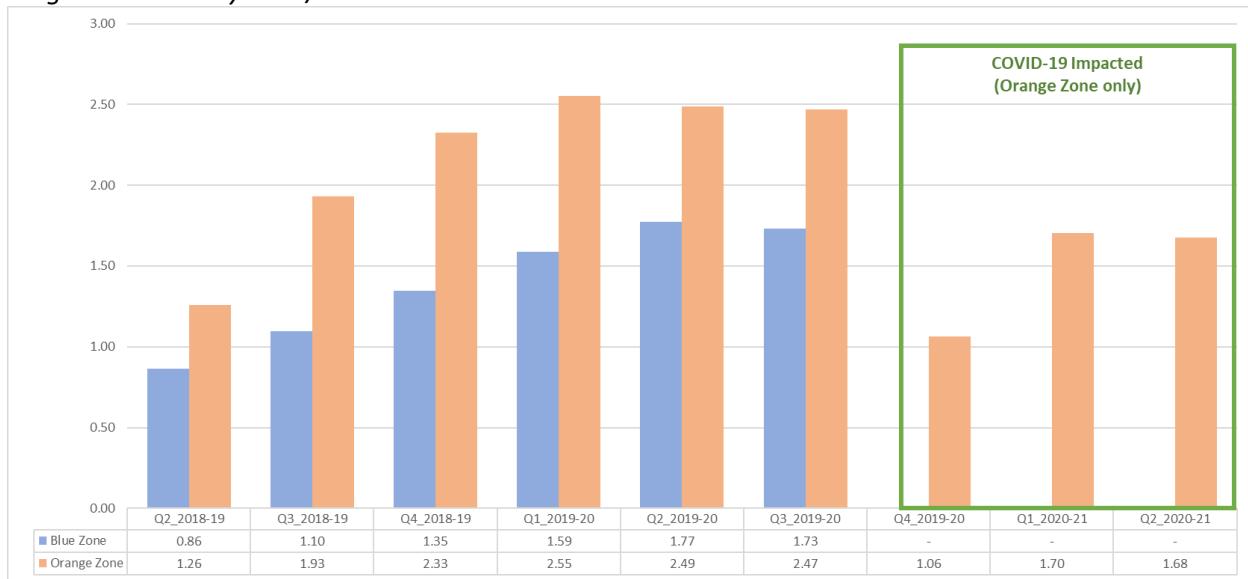
For the second quarter of FY 2020-21, ridership in the Orange Zone, as well as other metrics, were trending favorably despite the continued impacts of the pandemic. Service in the Blue Zone remained suspended. To allow time for the pilot in the Orange Zone to recover from the impacts of the pandemic before deciding on the future use of microtransit in Orange County, the Board approved an extension of the pilot program in the Orange Zone through December 2021.

Quarterly OC Flex Ridership – Through Q2-FY 2020-21



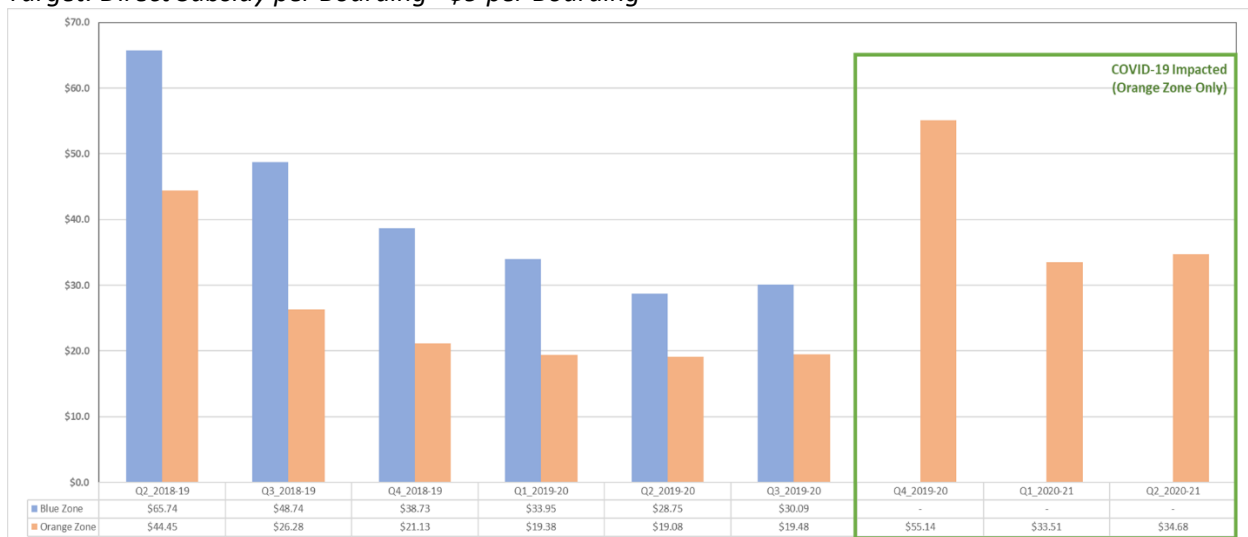
OC Flex Productivity (Boarding/Revenue Vehicle Hour) – Through Q2-FY 2020-21

Target: Productivity – 6 B/RVH



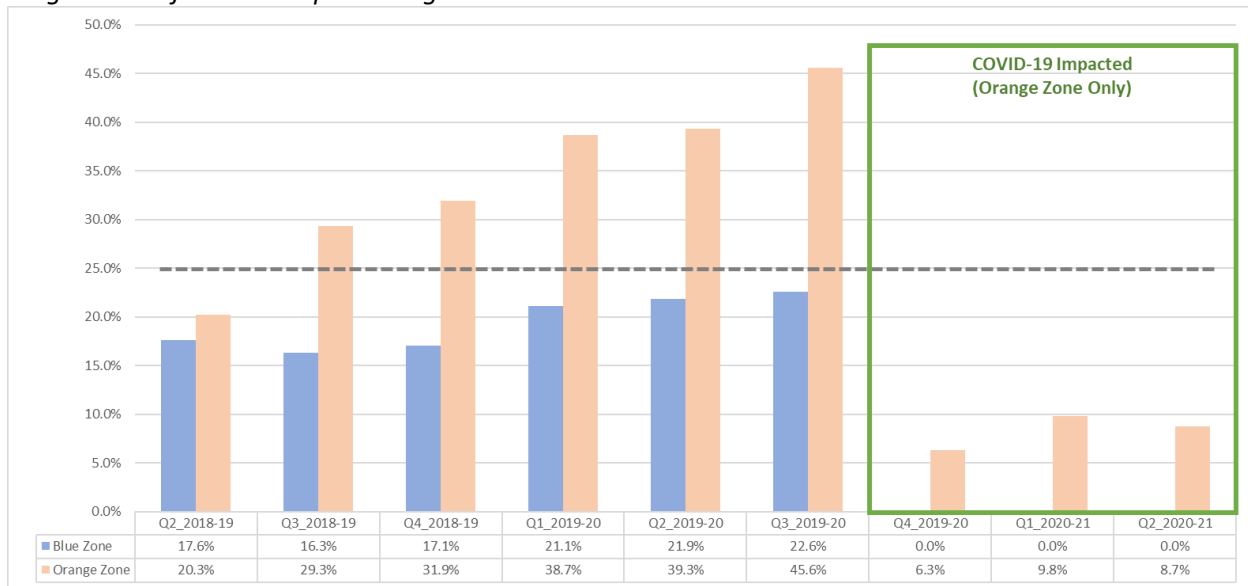
Quarterly OC Flex Direct Subsidy per Boarding – Through Q2-FY 2020-21

Target: Direct Subsidy per Boarding - \$9 per Boarding



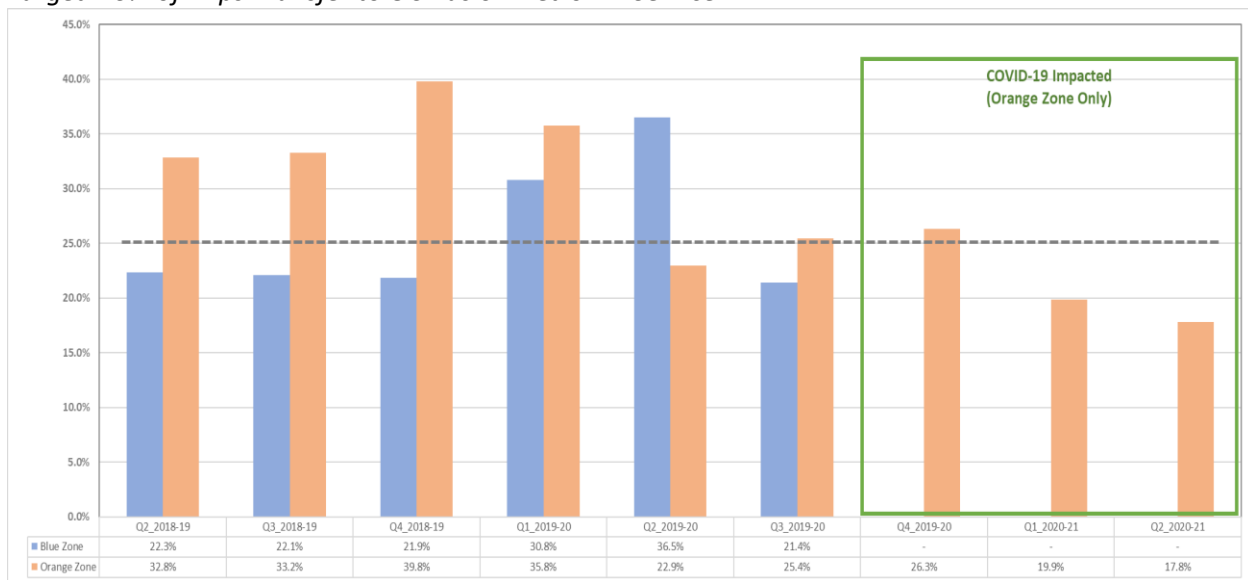
OC Flex Shared Trips – Through Q2-FY 2020-21

Target: 25% of Booked Trips Sharing a Vehicle



OC Flex Connecting Trips (Transfers) – Through Q2-FY 2020-21

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



College Pass Program

The College Pass Program started in August 2017 with students from Santa Ana College and continuing education students from Santa Ana College and Santiago Canyon College. OCTA has continued to work with schools interested in joining the program, including Santiago Canyon College (August 2018), as well as Golden West and Fullerton colleges (fall 2019).

Despite challenges from COVID-19 during the last quarter, OCTA welcomed Saddleback College to the College Pass Program. In addition, existing programs with Santa Ana College and continuing education were extended as they approached the end of their three-year long pilot programs.

Looking towards spring 2021, OCTA continues to work with other interested colleges to expand the College Pass Program with college-provided funding or student fees and available Low Carbon Transit Operations Program grant funds.

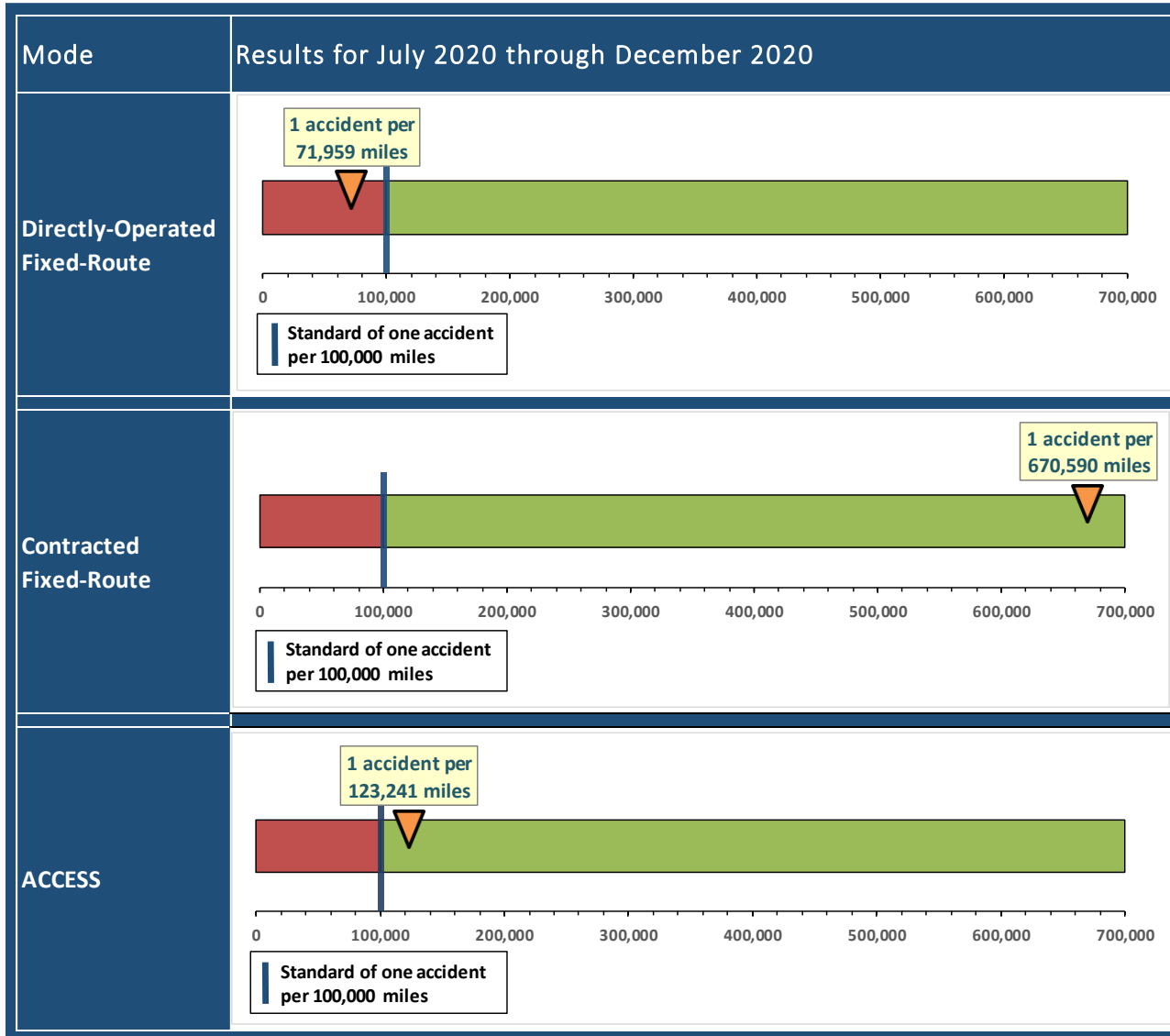
BUS OPERATIONS PERFORMANCE MEASUREMENTS REPORT

**Second Quarter
Fiscal Year 2020-21**

Performance Measurements

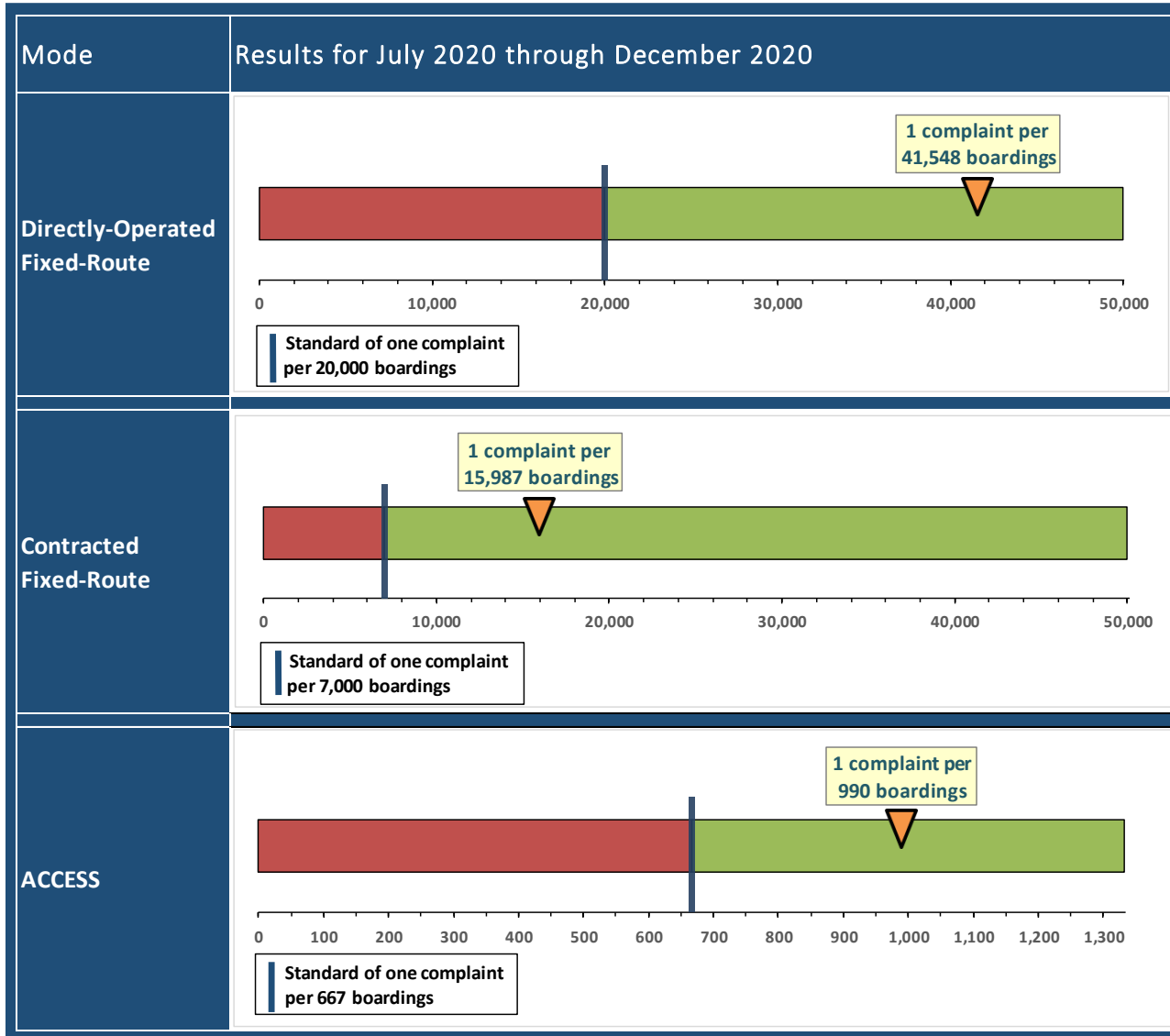
- Safety – Preventable Vehicle Accidents
- Courtesy – Customer Complaints
- Reliability – On-Time Performance (OTP) and Miles Between Road Calls (MBRC)
- Ridership and Productivity
- Farebox Recovery Ratio (FRR)
- Operating Cost per Revenue Vehicle Hour (RVH)
- Performance by Route

Safety



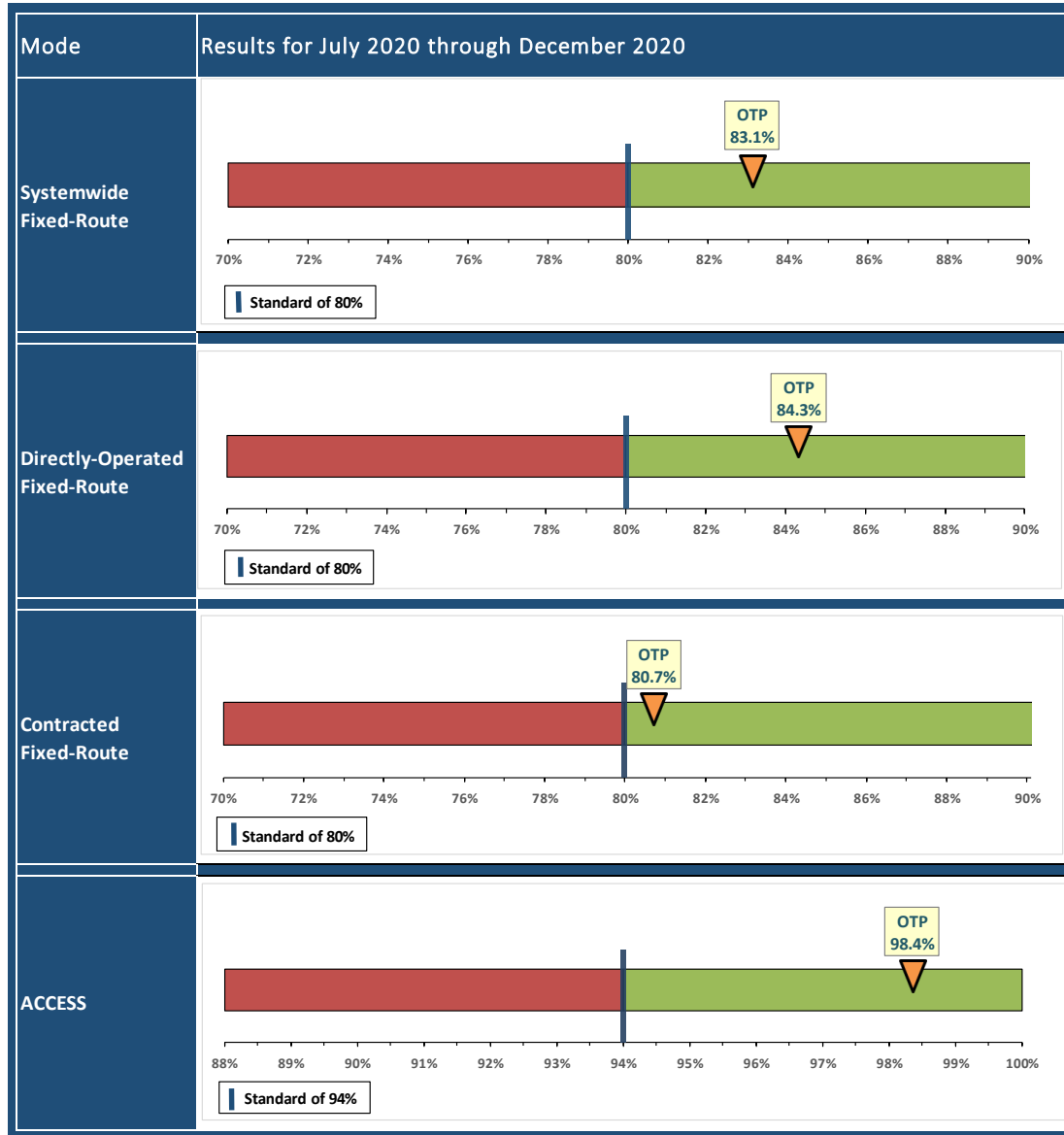
- All modes of service, except directly-operated fixed-route (DOFR), performed above the safety standard.
 - An increase in accidents occurring during the boarding/alighting process was experienced as passengers were requested to board at the back door
 - Safety campaigns have been conducted to improve safety awareness among coach operators when entering or leaving the bus stop zone and when boarding passengers

Courtesy



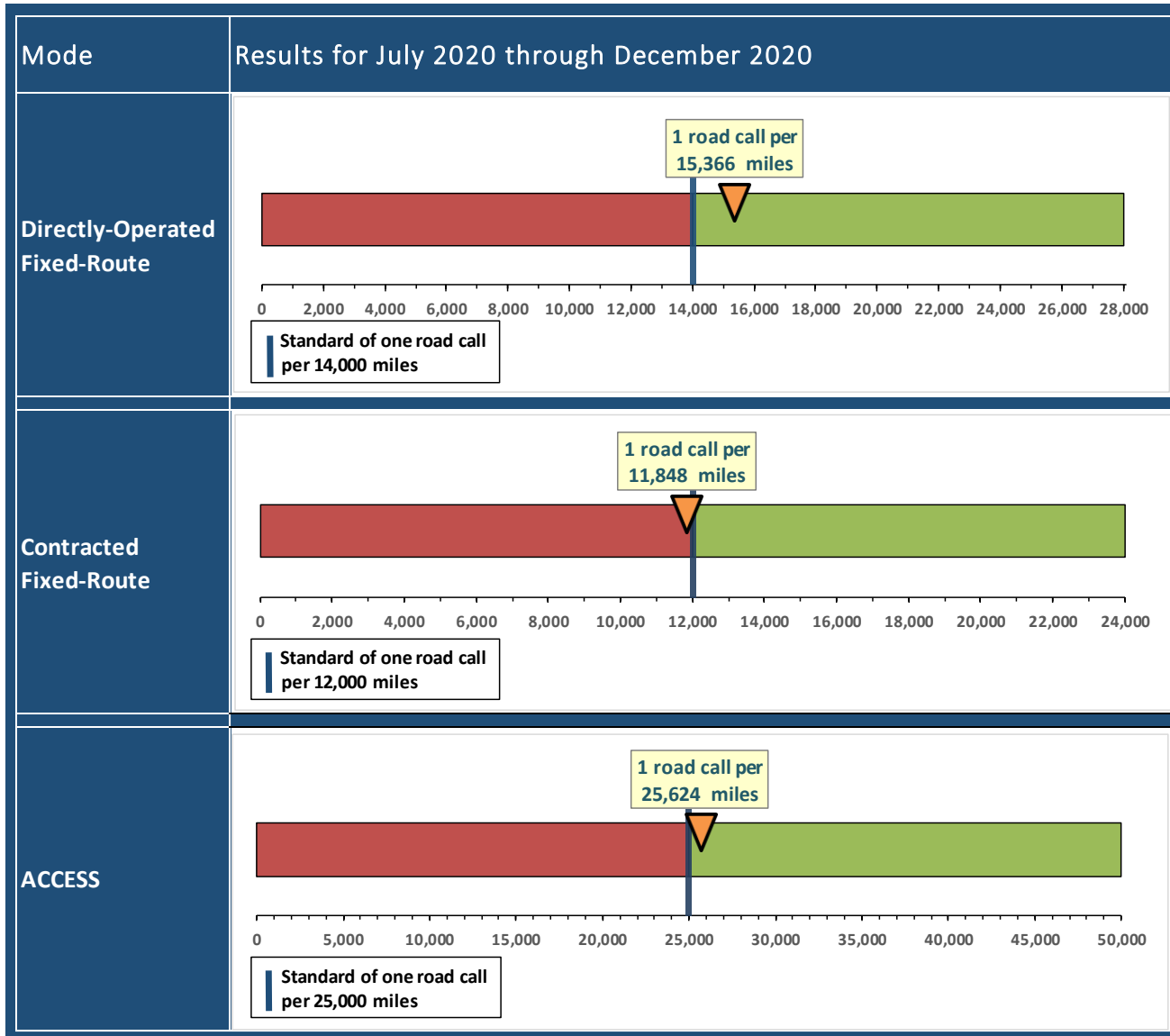
- All three modes of service exceeded the courtesy standard

Reliability-OTP



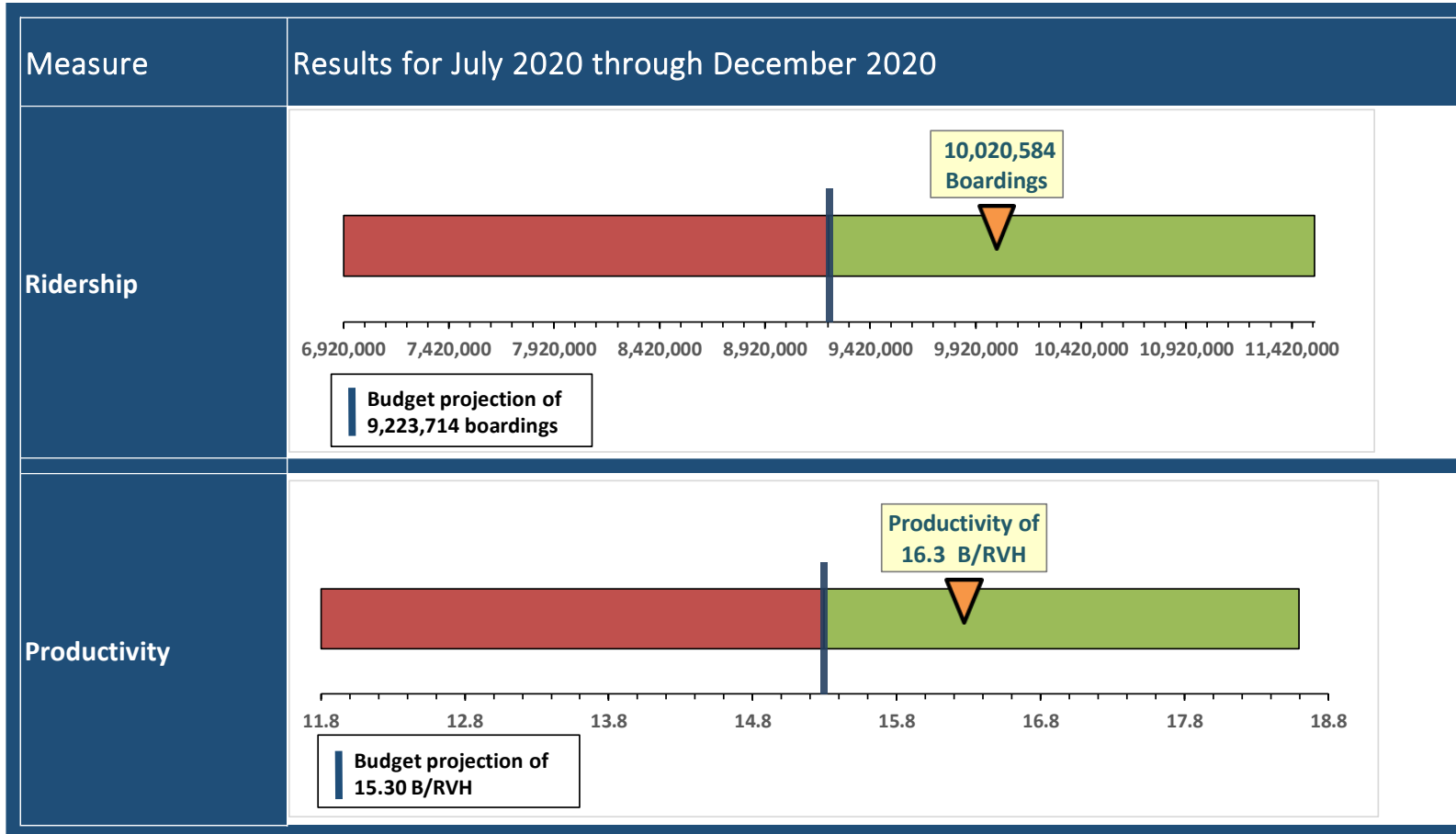
- Systemwide fixed-route service was 3.1 percentage points above the standard
- DOFR service was 4.3 percentage points above the standard
- Contracted fixed-route (CFR) service was 0.7 percentage points above the standard
- OC ACCESS service was 4.4 percentage points above the standard

Reliability-MBRC



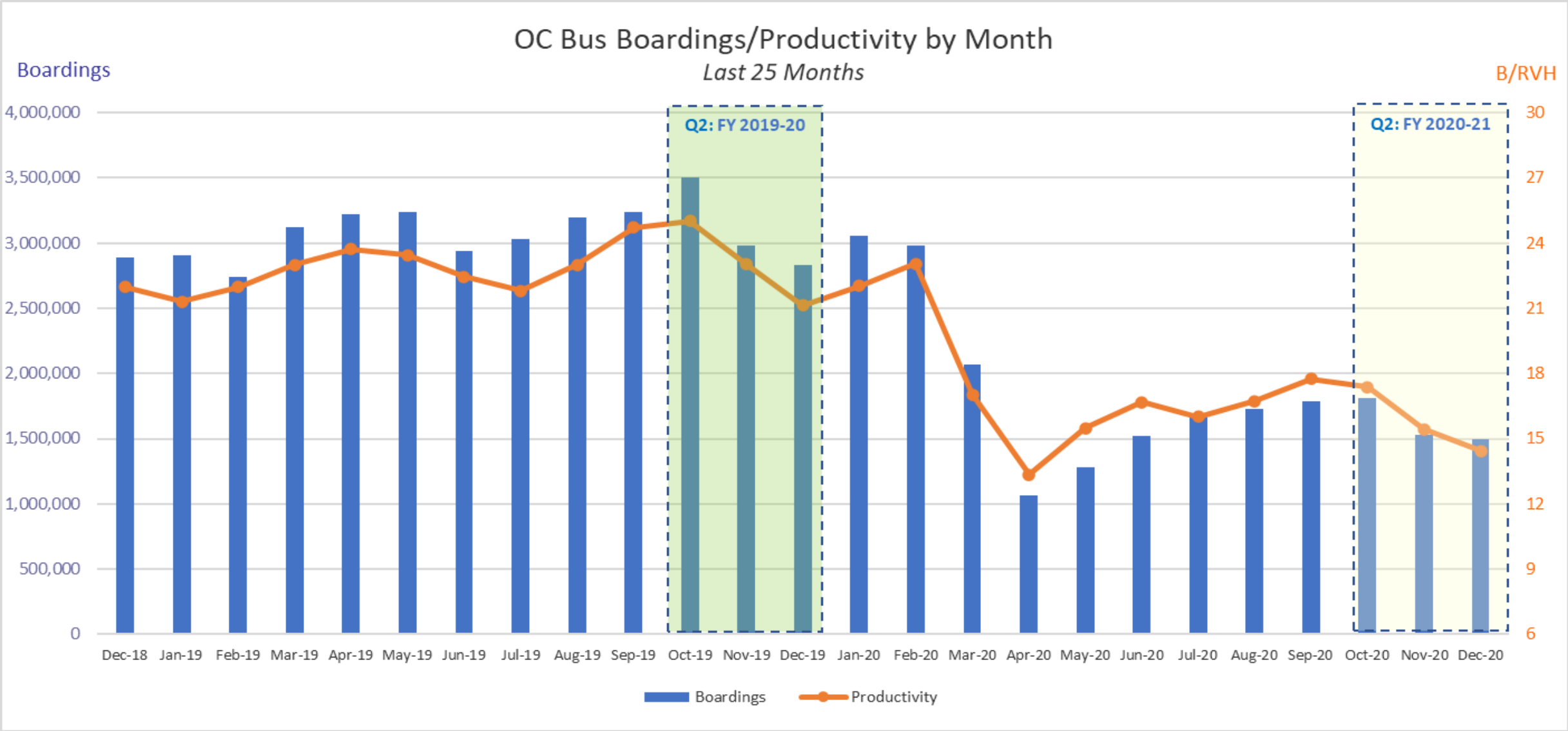
- OC Bus services performed above the standard for DOFR and OC ACCESS, but below the standard for CFR.

Fixed-Route-Ridership and Productivity

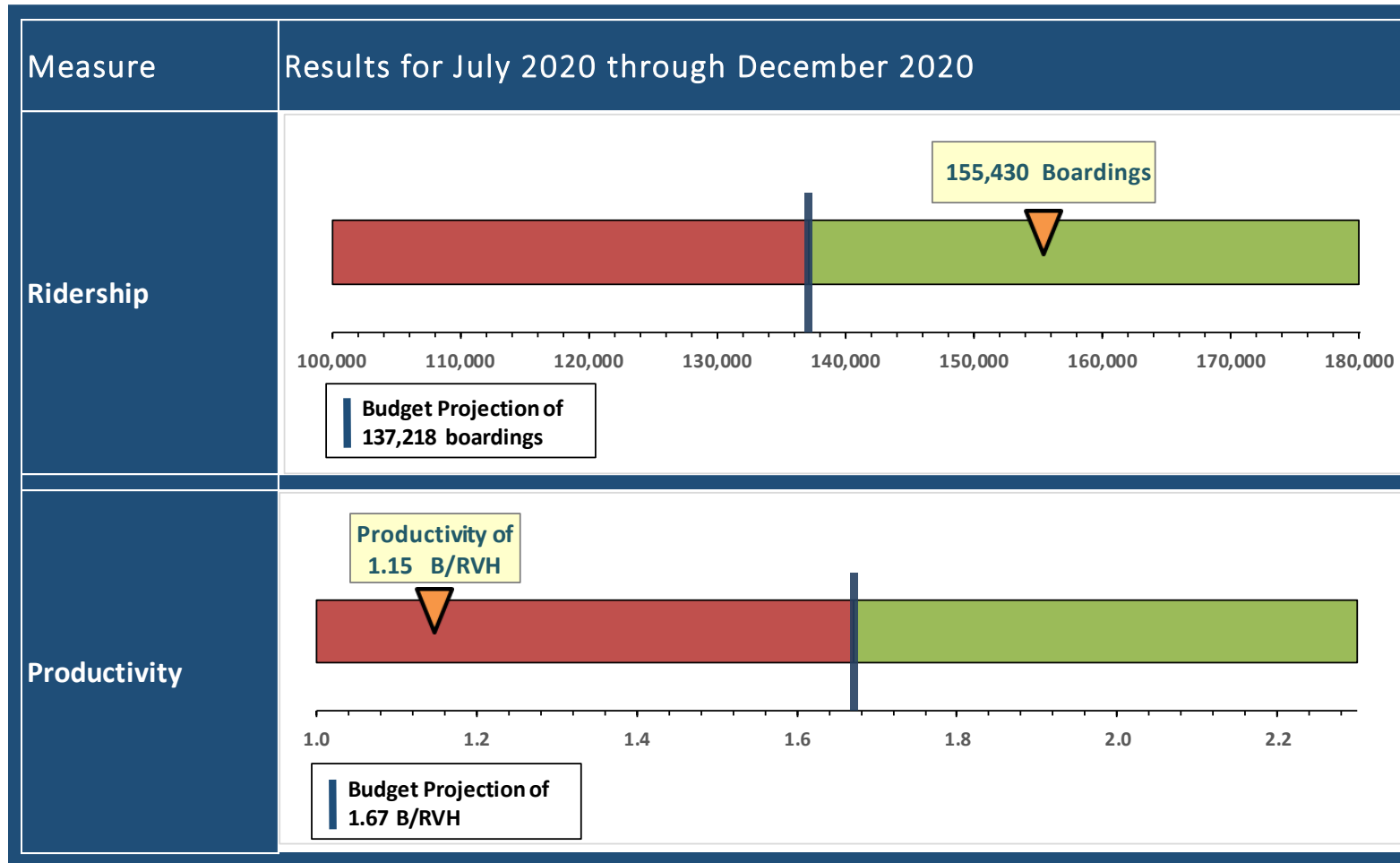


Fixed-route service was above the budget projection for ridership and productivity

Ridership and Productivity– Last 25 Months

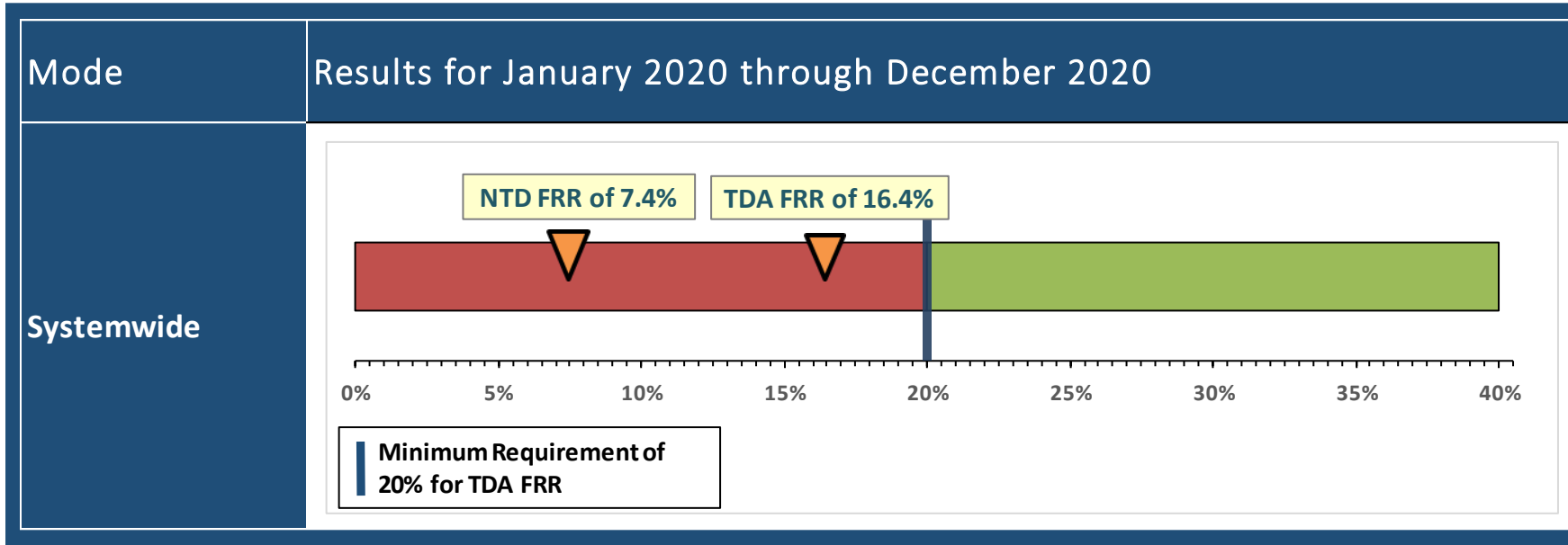


OC ACCESS-Ridership and Productivity



- OC ACCESS service was 13.3 percent above the budget projection for ridership.
- Productivity is 31.1 percent below the budgeted projections.
 - Impacted by the 80 percent drop in ridership and social distancing requirements on OC ACCESS that limit shared rides

Farebox Recovery Ratio

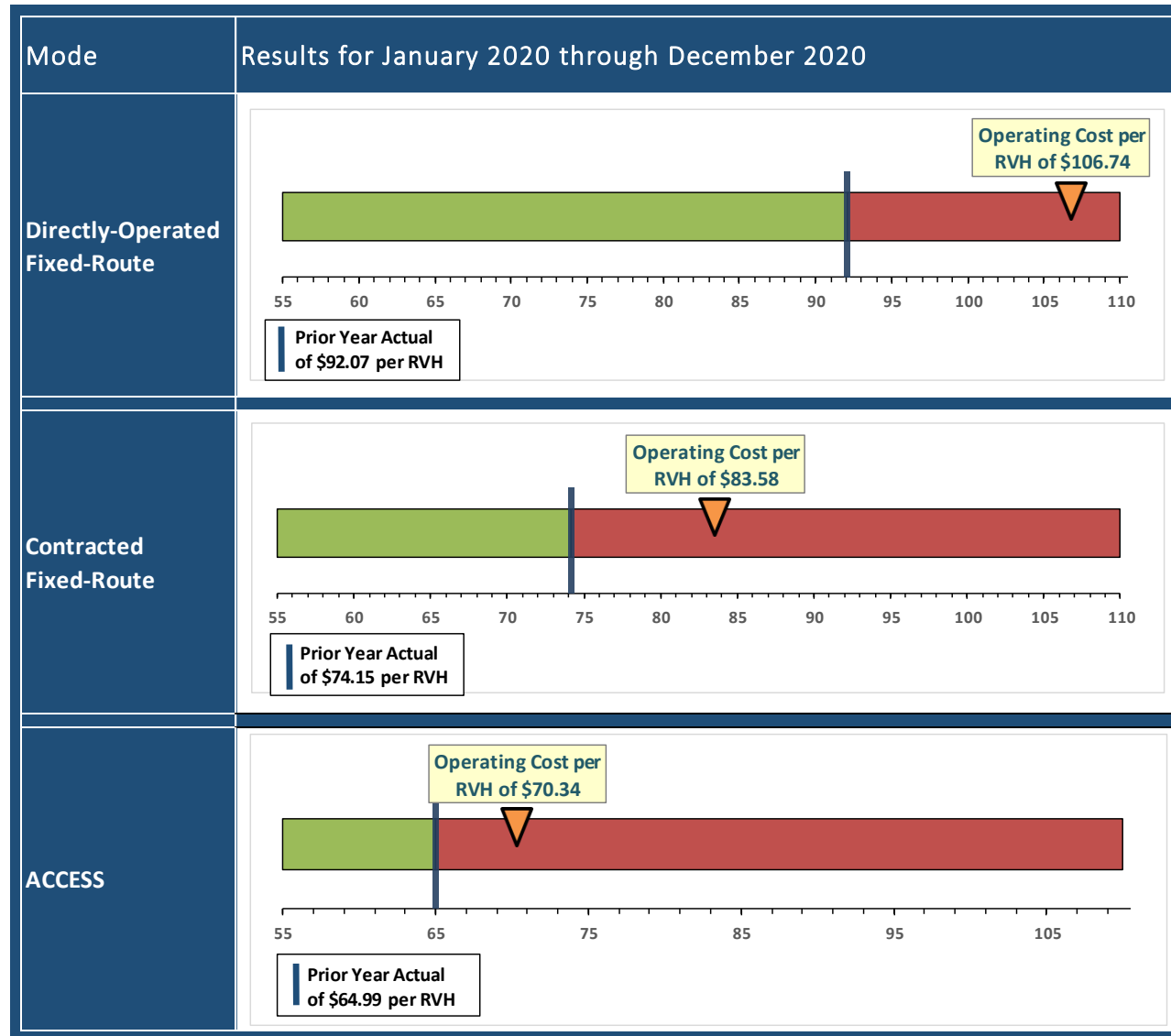


Note:

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

- NTD FRR was 12.6 percentage points under the standard, and
- TDA FRR was 3.6 percentage points under the standard.

Cost per RVH



- DOFR operating cost increased 15.9 percent from the prior year actuals
- CFR operating cost increased 12.7 percent from the prior year actuals
- OC ACCESS operating cost increased 8.2 percent from the prior year actuals

Performance: Local Routes

Route	Farebox	Subsidy per Boarding	Boardings	BoardVSH	VSH	40 FT	32 FT	60 FT
085	1.3%	\$ 34.00	17,958	4.44	4,040	2	-	-
086	1.2%	24.44	34,240	6.19	5,534	3	-	-
087	1.5%	24.05	22,659	6.39	3,548	2	-	-
082	1.8%	20.86	14,282	7.26	1,967	1	-	-
076	0.8%	20.57	26,071	7.78	3,350	2	-	-
079	(0.4)%	17.84	65,777	8.51	7,734	3	-	-
091	3.7%	17.15	105,610	8.76	12,062	6	-	-
001	2.2%	15.78	185,650	10.05	18,465	7	-	-
083	1.3%	15.48	159,028	10.91	14,573	5	-	-
059	2.0%	14.40	90,058	11.45	7,863	4	-	-
090	3.4%	13.72	63,338	10.99	5,761	2	-	-
026	1.7%	12.86	71,629	11.83	6,056	3	-	-
037	1.5%	11.96	243,583	16.72	14,571	11	-	-
025	2.8%	11.89	84,330	12.64	6,670	3	-	-
050	1.7%	11.78	387,963	15.51	25,014	13	-	-
056	1.4%	11.50	111,529	13.97	7,982	4	-	-
071	2.5%	11.12	179,795	13.71	13,118	5	-	-
053	1.7%	10.92	637,968	21.82	29,237	10	-	-
070	1.4%	10.89	221,536	14.71	15,056	8	-	-

Cont.								
Route	Farebox	Subsidy per Boarding	Boardings	BoardVSH	VSH	40 FT	32 FT	60 FT
089	4.3%	\$ 10.68	90,034	14.81	6,078	3	-	-
038	3.4%	\$ 10.31	234,834	16.29	14,414	8	-	-
033	1.5%	\$ 10.17	59,593	14.71	4,052	2	-	-
055	3.7%	\$ 10.15	382,672	16.05	23,841	8	-	-
060	1.3%	\$ 9.74	721,810	19.83	36,400	16	-	-
066	2.4%	\$ 9.73	595,026	22.02	27,017	15	-	-
046	2.7%	\$ 9.67	139,119	15.64	8,896	3	-	-
057	2.0%	\$ 9.66	830,258	19.26	43,110	-	-	16
543	0.8%	\$ 9.64	190,178	16.85	11,287	6	-	-
030	3.8%	\$ 9.53	142,841	16.98	8,410	6	-	-
054	1.8%	\$ 9.50	271,038	17.03	15,919	9	-	-
029	3.4%	\$ 9.40	704,706	17.59	40,064	1	-	14
047	2.9%	\$ 9.17	589,366	19.48	30,250	13	-	-
072	2.5%	\$ 8.83	128,082	17.80	7,198	3	-	-
035	2.0%	\$ 8.81	202,707	17.38	11,661	5	-	-
043	2.3%	\$ 8.75	637,470	19.46	32,757	15	-	-
042	2.8%	\$ 8.17	398,342	19.19	20,762	10	-	-
064	2.2%	\$ 8.17	659,499	22.23	29,668	14	-	-

VSH - vehicle service hour

BoardVSH - boardings per vehicle service hour

Performance: Community and Stationlink Routes

Route	Farebox	Subsidy per Boarding	Boardings	BoardVSH	VSH	40 FT	32 FT	60 FT
862	1.3%	\$ 32.41	20,254	5.45	3,714	2	-	-
167	0.7%	32.23	39,566	4.65	8,511	4	-	-
178	1.1%	28.72	25,560	5.14	4,977	2	-	-
123	0.8%	26.35	53,045	5.62	9,442	4	-	-
177	3.0%	20.02	30,819	7.27	4,239	2	-	-
153	2.1%	19.07	44,710	7.58	5,898	2	-	-
143	2.4%	15.06	59,329	9.61	6,171	2	-	-
129	3.7%	14.65	67,809	10.23	6,628	3	-	-

Route	Farebox	Subsidy per Boarding	Boardings	BoardVSH	VSH	40 FT	32 FT	60 FT
463	1.1%	\$ 80.97	4,862	2.86	1,699	4	-	-
473	1.6%	50.11	4,754	4.57	1,041	2	-	-
480	2.2%	39.32	5,163	5.81	888	2	-	-
453	2.3%	34.93	6,449	6.80	949	2	-	-
472	3.1%	30.64	7,626	7.02	1,086	3	-	-

VSH - vehicle service hour

BoardVSH - boardings per vehicle service hour

Future Reports

Ongoing: Monthly Update on OC Bus service to Transit Committee

Quarterly Performance Measures Reports:

June – 3rd Quarter

October – 4th Quarter

Other: June – OC Flex Pilot Update

OC Bus Service Update

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

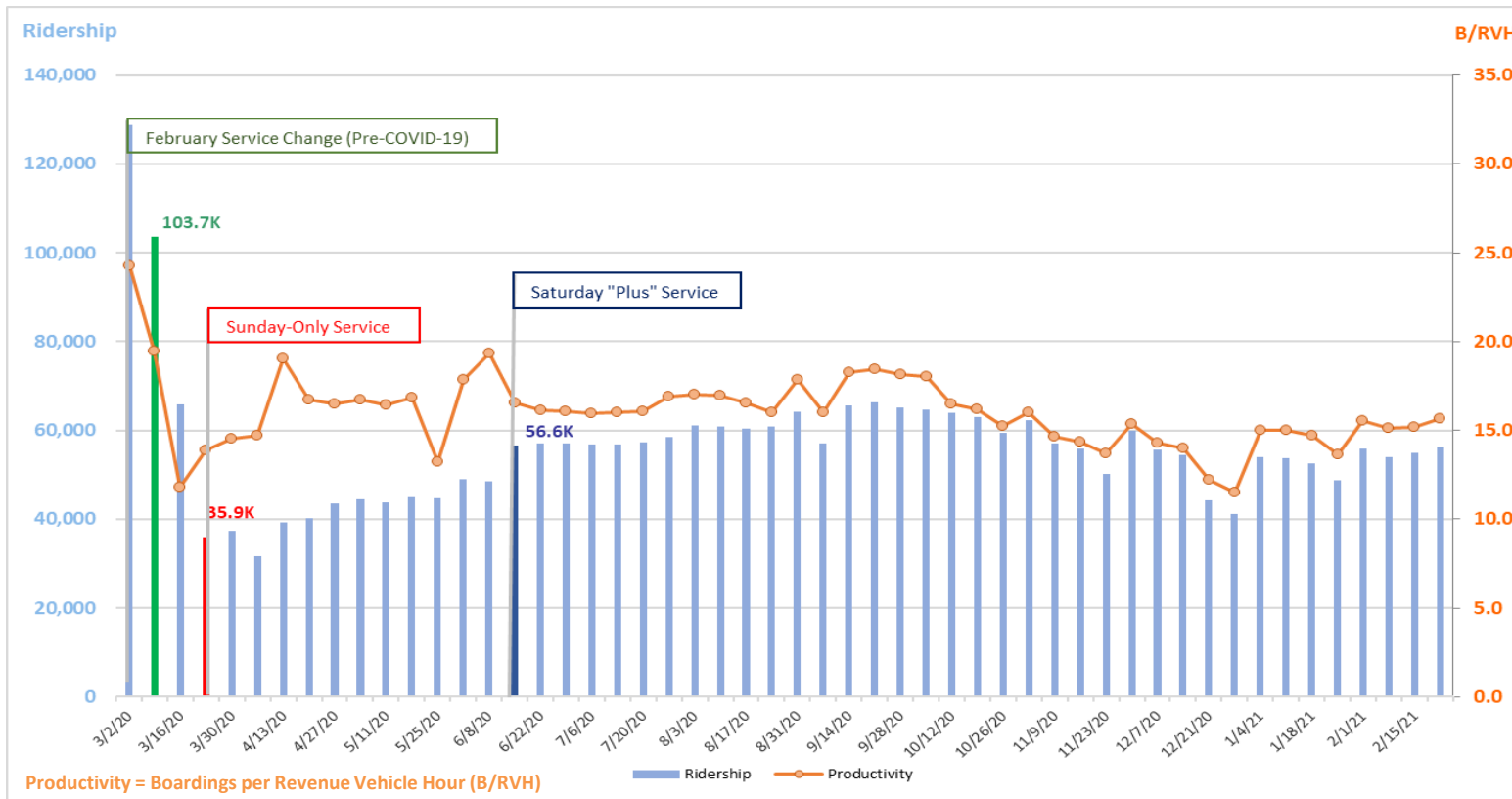


Key Metrics:

- **Ridership**
 - Trending at 55,500 average weekday riders (46 percent of the pre-COVID-19 pandemic average weekday ridership of 120,000); productivity is at 15.4 boardings per revenue vehicle hour (b/rvh) or 60 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

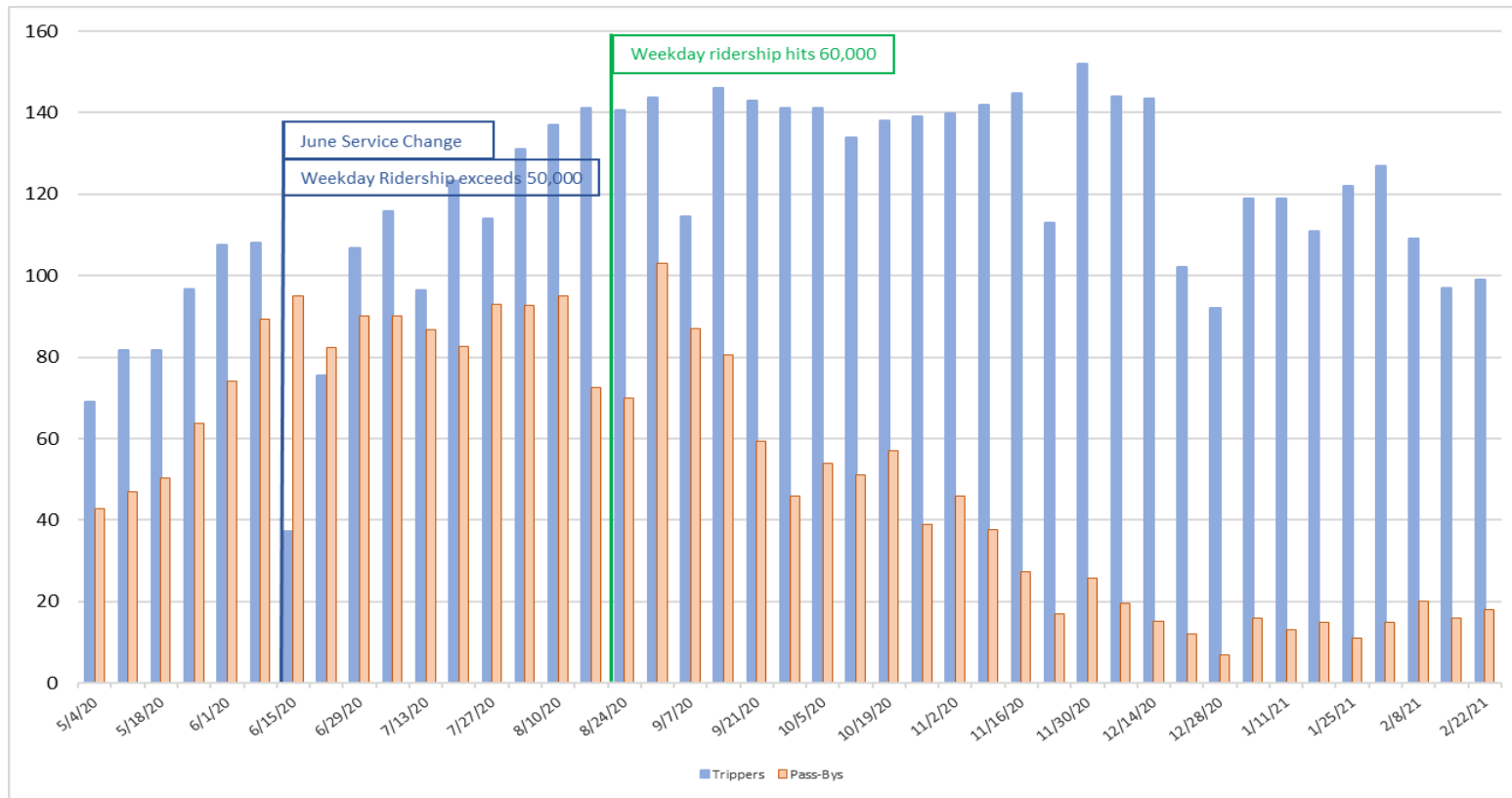
OC BUS RIDERSHIP AND PRODUCTIVITY

(AVERAGE WEEKDAY)



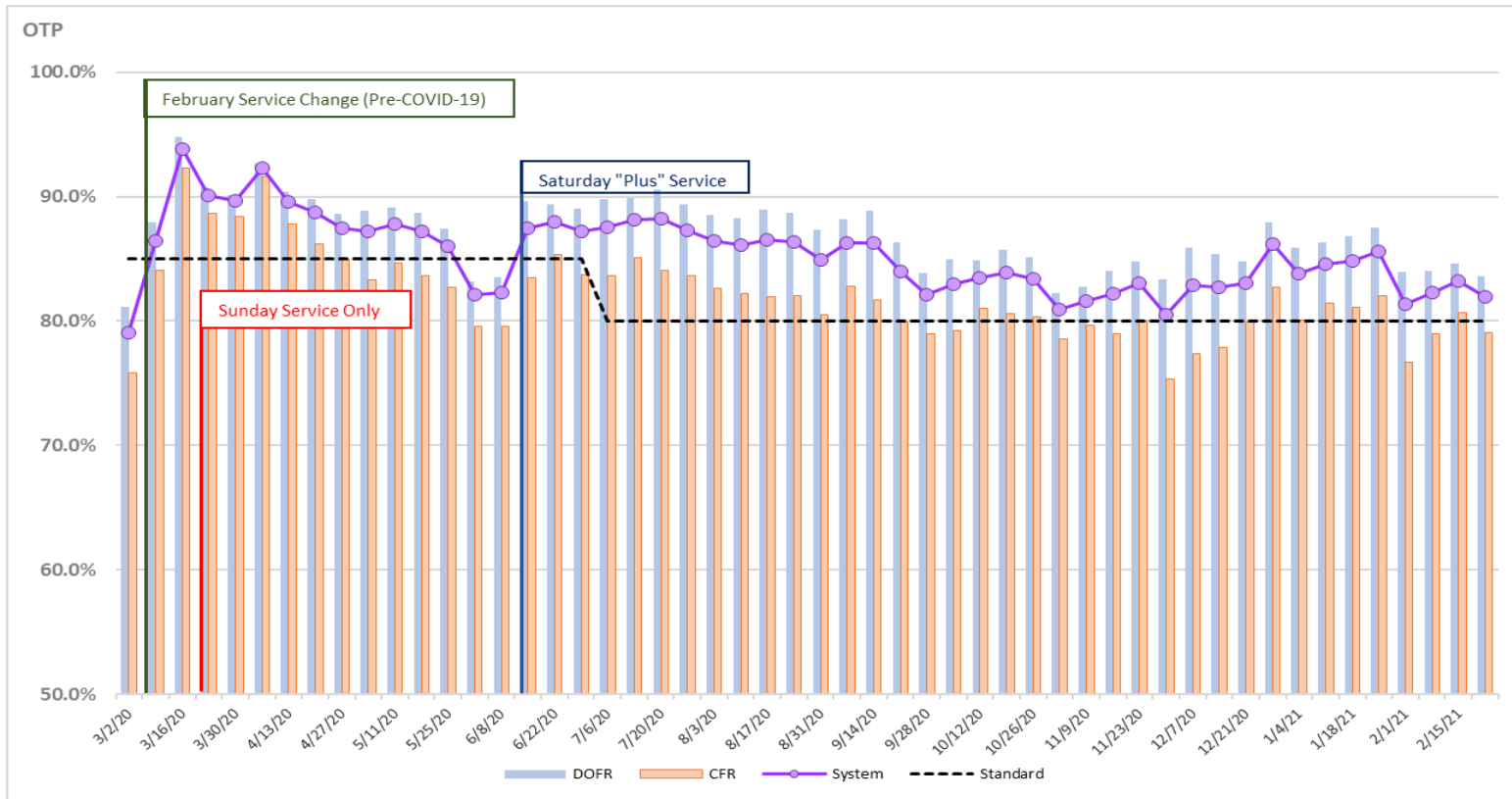
OC BUS TRENDS: TRIPPERS AND PASS-BYS

(AVERAGE WEEKDAY)



OC BUS TRENDS: ON-TIME PERFORMANCE

(AVERAGE WEEKDAY)



CUSTOMER COMMUNICATION AND FEEDBACK

COVID-19 Safety Measure

Safety Information

- COVID-19 safety messages included in February Service Change Communications to remind OC Bus customers to “Ride Smart, Stay Safe.”
- The Transportation Security Administration Security Order requiring a mask while riding OC Bus is reinforced through a variety of tactics including digital communications, signage, and advertising.



Customer Comments

Bus Pass-bys

- Complaints on pass-bys increased slightly to an average of 7.3 complaints per week in February from 6.6 complaints in January.

Overcrowding

- Passenger overcrowding complaints increased to an average of 3.0 complaints per week in February from 1.4 complaints per week in January.





NEXT STEPS

- Continue to track service performance and COVID-19 pandemic impacts
- Monitor changes to stay-at-home orders, school, and business activities