AGENDA

Transit Committee Meeting

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

Orange County Transportation Authority
Headquarters
Conference Room 07
550 South Main Street
Orange, California
Thursday, May 13, 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 **90 minutes prior to the start time of the Board and Committee meeting date.**

Call to Order

Roll Call

Pledge of Allegiance
Director Jones

1. Public Comments

Special Calendar

There are no Special Calendar matters.

Consent Calendar (Items 2 through 10)

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 April 8, 2021.

3. Agreement for Building Repairs at Garden Grove Bus Base
George Olivo/James G. Beil

Overview

The bus wash building at the Garden Grove Bus Base requires capital rehabilitation to maintain the facility in a state of good repair. An invitation for bids was released on February 15, 2021. Bids were received in accordance with the Orange County Transportation Authority's procurement procedures for public works projects. Board of Directors' approval is requested to execute the agreement.

Recommendation

Authorize the Chief Executive Officer to negotiate and execute Agreement No. C-1-3295 between the Orange County Transportation Authority and Golden Gate Steel, Inc., doing business as Golden Gate Construction, the lowest responsive, responsible bidder, in the amount of $222,169, for building repairs at the Garden Grove Bus Base.

4. Agreement for Americans with Disabilities Act Access Improvements and Parking Lot Pavement Replacement at Fullerton Park-and-Ride
George Olivo/James G. Beil

Overview

The Fullerton Park-and-Ride requires Americans with Disabilities Act-prescribed access improvements and pavement replacement to maintain a safe environment for users and state of good repair. Bids were received in accordance with Board of Directors-approved procedures for public works projects. Board of Directors' approval is requested to execute the necessary agreement.

Recommendation

Authorize the Chief Executive Officer to negotiate and execute Agreement No. C-1-3294 between the Orange County Transportation Authority and Onyx Paving Company, Inc., the lowest responsive, responsible bidder, in the amount of $525,000, for the construction of Americans with Disabilities Act-prescribed access improvements and parking lot pavement replacement at the Fullerton Park-and-Ride.

5. Agreement for Landscape Maintenance Services Along the Pacific Electric Right-of-Way
Joe Gallardo/James G. Beil

Overview

On February 16, 2021, the Orange County Transportation Authority issued an invitation for bids for landscape maintenance services within the Pacific Electric Right-of-Way. Bids were received in accordance with the Orange County Transportation Authority's procurement procedures for competitive sealed bids. Approval by the Board of Directors is requested to execute the agreement.

Recommendations

A. Find J&S Property Management and Maintenance Inc., doing business as J&S Property Landscape, the apparent low bidder, as non-responsive for failure to complete the bid form in its entirety.

B. Authorize the Chief Executive Officer to negotiate and execute Agreement No. C-1-3215 between the Orange County Transportation Authority and Mariposa Landscaping, Inc., the lowest responsive and responsible bidder, in the amount of $284,640, for landscape maintenance services along the Pacific Electric Right-of-Way.

6. Cooperative Agreements with Agencies Participating in the Measure M2 Senior Mobility Program
Joanne Jacobsen/Jennifer L. Bergener

Overview

The Measure M2 Senior Mobility Program provides funding to eligible cities to provide transit services that best meet the needs of their senior communities. Cooperative agreements with cities and non-profit agencies participating in the Senior Mobility Program expire June 30, 2021. To continue providing funding to support Senior Mobility Program services, new agreements are required which will continue the Senior Mobility Program for an additional five-year initial term with one, five-year option term.

Recommendations

A. Authorize the Chief Executive Officer to negotiate and execute cooperative agreements with 32 cities and three non-profit agencies participating in the Senior Mobility Program.

6. (Continued)

B. Authorize the Chief Executive Officer to negotiate and execute Cooperative Agreement No. C-1-3259 between the Orange County Transportation Authority and the non-profit agency Abrazar, Inc., in the amount of $82,248 to provide funding through June 30, 2022.

C. Authorize the Chief Executive Officer to negotiate and execute Cooperative Agreement No. C-1-3260 between the Orange County Transportation Authority and the non-profit agency Korean American Senior Association of Orange County, in the amount of $101,116 to provide funding through June 30, 2022.

D. Authorize the Chief Executive Officer to negotiate and execute Cooperative Agreement No. C-1-3261 between the Orange County Transportation Authority and the non-profit agency Southland Integrated Services, Inc., in the amount of $88,910, to provide funding through June 30, 2022.

7. Measure M2 Project U Senior Non-Emergency Medical Transportation Funding and Program Guidelines
Joanne Jacobsen/Jennifer L. Bergener

Overview

Under Measure M2, Project U allocates funding to programs which expand mobility choices for seniors and persons with disabilities. As part of Project U, one percent of the net Measure M2 revenues are specifically designated to supplement the County of Orange Senior Non-Emergency Medical Transportation program. The current cooperative agreement with the County of Orange expires June 30, 2021. Board of Directors' approval is requested for a new agreement and revised program guidelines to continue to provide these non-emergency medical transportation services.

Recommendations

A. Authorize the Chief Executive Officer to execute Cooperative Agreement No. C-1-3446 with the County of Orange to continue providing funding for the Senior Non-Emergency Medical Transportation program.

B. Adopt the revised Measure M2 Project U Senior Non-Emergency Medical Transportation Funding Guidelines.

8. Amendment to the Agreement with First Transit, Inc., for the Provision of Contracted Fixed-Route Service
Eileen Bruggeman/Jennifer L. Bergener

Overview

On March 23, 2015, the Orange County Transportation Authority Board of Directors approved an agreement with First Transit, Inc., for the management and operation of contracted fixed-route, Stationlink, and express bus services. The initial term of the agreement expired on May 31, 2019. The first option term was exercised in 2019 and will expire May 31, 2021. To ensure continuity of these services, staff seeks Board of Directors' approval to exercise the second and final, two-year option term and apply revised rates for the option term.

Recommendation

Authorize the Chief Executive Officer to negotiate and execute Amendment No. 13 to Agreement No. C-4-1737 between the Orange County Transportation Authority and First Transit, Inc., in the amount of $87,515,543, to exercise the second two-year option term to provide contracted fixed-route services through May 31, 2023, with adjustment of the end date to June 10, 2023, and permit reimbursement of First Transit, Inc. expenses related to maintaining a state of readiness and eligible for federal funding at amounts not to exceed of $5,000,000 for the first and $3,000,000 for the second year of the option term, increasing the maximum obligation of the agreement to a total contract value of $315,856,805.

9. Amendment to Agreement for Same-Day Taxi Service
Jack Garate/Jennifer L. Bergener

Overview

On July 23, 2018, the Orange County Transportation Authority Board of Directors approved an agreement with Yellow Cab of Greater Orange County, Inc. to provide same-day taxi service for a two-year initial term with two, one-year option terms. Effective June 1, 2020, the agreement was assigned to Cabco Yellow, Inc., doing business as California Yellow Cab, with prior approval from the Orange County Transportation Authority and consistent with the contract terms. On July 13, 2020, the Board of Directors approved an amendment to exercise the first option term of the agreement which expires on August 31, 2021. An amendment to the contract is necessary to exercise the second option term of the agreement.

9. (Continued)

Recommendation

Authorize the Chief Executive Officer to negotiate and execute Amendment No. 3 to Agreement No. C-8-1440 between the Orange County Transportation Authority and Cabco Yellow, Inc., doing business as California Yellow Cab, to exercise the second option term of the agreement to continue providing same day taxi service in the amount of $1,825,309. This amendment will increase the maximum obligation of the agreement to a total contract value of $8,643,120.

10. Low Carbon Transit Operations Program Recommendations for Fiscal Year 2020-21 and Prior Year Funds
Denise Arriaga Ibarra/Kia Mortazavi

Overview

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

Recommendations

A. Approve Resolution No. 2021-042 to authorize the use of fiscal year 2020-21 Low Carbon Transit Operations Program funds, prior year funds, and interest earnings totaling $6,359,899, as follows:

- $3,703,032 for the “Welcome Back” Fare Reduction Program for OC Bus Riders,
- $716,152 for the College Pass Program for Orange Coast College,
- $1,940,715 for the Ten Battery-Electric Buses, Bus Depot Upgrades and Charging Infrastructure Project.

B. Authorize staff to make all necessary amendments to the Federal Transportation Improvement Program, as well as execute any necessary agreements to facilitate the recommendations above.

Regular Calendar

11. June 2021 Bus Service Change
Jorge Duran/Kia Mortazavi

Overview

In response to the coronavirus pandemic, emergency bus service changes were implemented in March 2020, with refinements subsequently implemented in June and October 2020. These service changes have remained in place through the February 2021 bus service change. Based on Federal Transit Administration Title VI requirements and Orange County Transportation Authority policy, the upcoming June 2021 bus service change required a public hearing. This requirement also included an equity analysis for major bus service changes that have been in place for 12 months or longer. The public hearing was conducted on April 26, 2021, and the final June 2021 bus service change has been developed based on input received.

Recommendations

A. Approve the final June 2021 bus service change and direct staff to begin implementation.

B. Receive and file the June 2021 Bus Service Change Public Involvement Program Final Report.

C. Direct the Executive Director of Planning, or his designee, to file a Notice of Exemption from the California Environmental Quality Act related to the bus service change.

12. Contract Change Orders for Over-Excavation of Unsuitable Soils and Utility Conflicts for the Construction of the OC Streetcar Project
Ross Lew/James G. Beil

Overview

On September 24, 2018, the Orange County Transportation Authority Board of Directors approved Agreement No. C-7-1904 with Walsh Construction Company II, LLC, for construction of the OC Streetcar project. Contract change orders are required for work to address over-excavation of unsuitable soils and utility conflicts.

12. (Continued)

Recommendations

A. Authorize the Chief Executive Officer to negotiate and execute Contract Change Order No. 52.1 to Agreement No. C-7-1904 with Walsh Construction Company II, LLC, in the amount of $540,000, for over-excavation of unsuitable soils for the construction of the OC Streetcar project.

B. Authorize the Chief Executive Officer to negotiate and execute Contract Change Order No. 4.3 to Agreement No. C-7-1904 with Walsh Construction Company II, LLC, in the amount of $2,000,000, for work to address utility conflicts for the construction of the OC Streetcar project.

Discussion Items

13. OC Bus Service Update
Johnny Dunning, Jr./Jennifer L. Bergener

Staff will provide an update on the OC Bus Service.

14. Future of Transit Workshops Preview
Charlie Larwood/Kia Mortazavi

Workshops on the future of high-quality transit corridors are planned for the May 24 and June 28, 2021 Board of Directors' meetings. The first workshop will focus on public transportation fundamentals including current conditions, rider demographics, and opportunities to improve the quality of existing transit services. The second workshop will focus on specific corridors for capital and other improvements that would reduce passenger travel time and increase ridership. Staff will provide a brief outline of topics for the workshops.

15. Fiscal Year 2021-22 Budget Workshop Follow-up
Victor Velasquez/Andrew Oftelie

Budget staff is available for follow-up questions, issues, or concerns that may have arisen at and/or since the budget workshop conducted with the Board of Directors on May 10, 2021.

16. Chief Executive Officer's Report

17. Committee Members' Reports

18. Closed Session

There are no Closed Session items scheduled.

19. Adjournment

The next regularly scheduled meeting of this Committee will be held at **9:00 a.m. on Thursday, June 10, 2021**, at the Orange County Transportation Authority Headquarters, Conference Room 07, 550 South Main Street, Orange, California.

Committee Members Present
Via Teleconference
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
Sahara Meisenheimer, Deputy Clerk of the Board
Allison Cheshire, Interim Deputy Clerk of the Board

Committee Members Absent
None

Via Teleconference
Cassie Trapesonian, Assistant General Counsel

Call to Order

The April 8, 2021 regular meeting of the Transit Committee (Committee) was called to order by Committee Chair Shaw at 9:01 a.m.

Roll Call

The Deputy Clerk of the Board conducted an attendance roll call and announced there was a quorum of the Committee.

Pledge of Allegiance

Director Do led in the Pledge of Allegiance.

1. Public Comments

No public comments were received.

Special Calendar

There were no Special Calendar matters.

Consent Calendar (Items 2 through 5)

2. Approval of Minutes

A motion was made by Committee Vice Chairman Sidhu, seconded by Director Do, and following a roll call vote, declared passed 6-0, to approve the minutes of the Transit Committee meeting of March 11, 2021.

3. Amendment to Agreement for Coach Operator, Operations Instructor, and Field Supervisor Uniforms

A motion was made by Committee Vice Chairman Sidhu, seconded by Director Do, and following a roll call vote, declared passed 6-0, to authorize the Chief Executive Officer to negotiate and execute Amendment No. 2 to Agreement No. C-6-1442 between the Orange County Transportation Authority and Becnel Uniforms, in the amount of $50,000, to exercise the second option term of the agreement from July 1, 2021 through June 30, 2022, for continued uniform supply services. This will increase the maximum obligation of the agreement to a total contract value of $871,852.

4. Sole Source Agreement for Transmission Dynamometer Upgrade

A motion was made by Committee Vice Chairman Sidhu, seconded by Director Do, and following a roll call vote, declared passed 6-0, to authorize the Chief Executive Officer to negotiate and execute sole source Purchase Order No. A46961 between the Orange County Transportation Authority and Power Test, Inc., in the amount of $68,540, for the upgrade of the current transmission dynamometer control panel.

5. Bus Restructuring Study Consultant Selection

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 Transportation Management and Design, Inc., as the firm to assist in restructuring the OC Bus fixed-route bus system.

B. Authorize the Chief Executive Officer to negotiate and execute Agreement No. C-0-2739 between the Orange County Transportation Authority and Transportation Management and Design, Inc., in the amount of $549,914, to assist in the development of recommendations for restructuring the OC Bus fixed-route bus system.

Regular Calendar

6. Agreement for Detail Bus Cleaning and Pesticide Application Services

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

- Transit buses routinely require detailed cleaning and pesticide application services to control pests.
- The Orange County Transportation Authority (OCTA) pest management program consists of contracted services for licensed application of pesticides, placement of bait, and detailed bus cleaning.
- An overview of the agreement, the request for proposals, and the selection of Gamboa Services, Inc., doing business as Corporate Image Maintenance, as the firm to provide detail bus cleaning and pesticide application services.

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

A. Approve the selection of Gamboa Services, Inc., doing business as Corporate Image Maintenance, as the firm to provide detail bus cleaning and pesticide application services.

B. Authorize the Chief Executive Officer to negotiate and execute Agreement No. C-0-2702 between the Orange County Transportation Authority and Gamboa Services, Inc., doing business as Corporate Image Maintenance, in the amount of $1,076,726, for detail bus cleaning and pesticide application services for a three-year initial term effective May 1, 2021 through April 30, 2024, with a two-year option term.

7. OC Streetcar Project Quarterly Update

Jim Beil, Executive Director of Capital Programs, Cleve Cleveland, Department Manager of OC Streetcar Operations, and Tresa Oliveri, Principal Community Relations Specialist, provided a PowerPoint presentation.

A discussion ensued regarding:

- Staff will be returning to the Board of Directors once the Federal Transit Administration and their project management oversight consultant assess the remaining project risks, schedules, and costs.
- OCTA currently forecasts the revenue service target date to July of 2023.

7. (Continued)

- OCTA's Program Manager of the OC Streetcar Project, Mary Shavalier, has retired and Ross Lew, has taken her place.
- Challenges with Segment 4 and if anything has been anticipated.
- Tools have been developed as OCTA begins excavation, such as sloth trench and ground penetrating radar to run along the track bed.
- The goal is to reduce the amount of time for construction and any obstructions that will be placed during the traffic closures.
- Having some notice on the trenching schedule is helpful because the City of Santa Ana (Santa Ana) is also doing construction project on south Main Street.
- Status on how the businesses are doing in the downtown Santa Ana area, the Eat Shop Play program, and how Coronavirus, Aid, Relief, and Economic Security Act, and an investment with two business associations has helped provide funding to businesses.
- The NOVA Academy is at the intersection of North Ross Street and Satna Ana Boulevard and 4th Street and currently, the work zone has been fenced off. There will be a platform at Sasscer Park and as the OC Streetcar gets closer to operation, staff will continue to conduct outreach.

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

Discussion Items

8. OC Bus Service Update

Johnny Dunning, Jr., Department Manager of Scheduling and Bus Operations Support, and Ryan Maloney, Section Manager of Marketing and Customer Service, provided a PowerPoint presentation.

A discussion ensued regarding:

- In March of 2021, OCTA received a request from the Orange County Emergency Operations center to provide vaccine transportation services to disadvantaged populations in Orange County. The service will commence on April 18, 2021.
- There were three bills pending the legislature last year before COVID-19 hit seeking to eliminate fares for certain populations and none of those moved forward. OCTA is following the state's guidelines and the stimulus money will be used to support the ongoing operations of the system.

8. (Continued)

- Incentives to bring back customers and how to make them feel safe about using public transportation.
- A “Welcome Back” campaign will be rolled out, reminding people that it is a safe and efficient operation. The program will offer reduced fares and special passes as restrictions are lifted.
- Director Do suggested to use this opportunity to partner up with other agencies and introduce OCTA’s service to a new population, introduce the ACCESS program to the vulnerable population, and offer free rides to get vaccinated.
- Jennifer L. Bergener, Deputy Chief Executive Officer (DCEO), stated that at the next Transit Committee meeting, staff will bring back a full overview of the marketing campaign and the efforts staff is taking to encourage people to safely return to the bus system.
- The Community College Bus program is still active and as classes resume in August, the program will be ready and capable to carry students.

9. Chief Executive Officer's Report

Jennifer L. Bergener, DCEO, reported on the following:

- The month of April is Earth Month and OCTA is looking forward to celebrating and promoting Earth Day on April 22, 2021. OCTA has a long history of promoting a culture of sustainability and delivering projects and programs that protect the air, land, water, and community. A new page on OCTA’s website was launched last week and it highlights ongoing sustainability initiatives at octa.net/green.

10. Committee Members' Reports

There were no Committee Members’ reports.

11. Closed Session

There were no Closed Session items scheduled.

12. Adjournment

The meeting adjourned at 9:51 a.m.

The next regularly scheduled meeting of this Committee will be held at **9:00 a.m. on Thursday, May 13, 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

OCTA

May 13, 2021

To: Transit Committee

From: Darrell E. Johnson, Chief Executive Officer

Subject: Agreement for Building Repairs at Garden Grove Bus Base

Overview

The bus wash building at the Garden Grove Bus Base requires capital rehabilitation to maintain the facility in a state of good repair. An invitation for bids was released on February 15, 2021. Bids were received in accordance with the Orange County Transportation Authority's procurement procedures for public works projects. Board of Directors' approval is requested to execute the agreement.

Recommendation

Authorize the Chief Executive Officer to negotiate and execute Agreement No. C-1-3295 between the Orange County Transportation Authority and Golden Gate Steel, Inc., doing business as Golden Gate Construction, the lowest responsive, responsible bidder, in the amount of $222,169, for building repairs at the Garden Grove Bus Base.

Discussion

The Orange County Transportation Authority (OCTA) completed construction of the Garden Grove Bus Base in 1976. The condition of the bus wash building is deteriorated and requires capital rehabilitation for state of good repair compliance. The project will restore the interior of the bus wash building, repair several steel framing members, perform commercial abrasive blast cleaning to remove existing paint coating, apply new primer and high-performance paint coating suitable for the wet environment inside the bus wash building, and related work.

Procurement Approach

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

Invitation for Bids (IFB) 1-3295 was electronically released on February 15, 2021, through OCTA's CAMM NET system. The project was advertised on February 15 and February 22, 2021, in a newspaper of general circulation. A pre-bid conference was held on February 24, 2021, and was attended by five firms. Three addenda were issued to provide the pre-bid conference registration sheets and handle administrative issues related to the IFB. On March 22, 2021, one bid was received and publicly opened. The bid received from Golden Gate Steel, Inc., doing business as Golden Gate Construction, was in the amount of $222,169.

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

The OCTA engineer's estimate for the project was $230,000. The recommended firm's bid is 3.4 percent under the engineer's estimate and is considered by staff to be fair and reasonable.

In accordance with OCTA's procurement policies and procedures, a single bid requires OCTA's Internal Audit Department to conduct a review to determine if there was adequate competition. Based on the Internal Audit Department's review, the procurement was handled in a fair and competitive manner. In addition, several firms downloaded the IFB from OCTA's CAMM NET website, and CAMM contacted the firms to inquire as to why bids were not submitted. The firms indicated a few reasons, some were busy with other projects or could not meet bonding, federal Disadvantaged Business Enterprise established goal, and safety requirements as specified by the IFB.

Fiscal Impact

The project was approved in OCTA's Fiscal Year 2020-21 Budget, Capital Programs Division, Account No. 1722-7611-D3120-17K, and is funded through Federal Transit Administration Section 5337 State of Good Repair grant funds, Revenue Code 0030-6041-D3120-MMK.

Summary

Based on the information provided, staff recommends the Board of Directors authorize the Chief Executive Officer to negotiate and execute Agreement No. C-1-3295 between the Orange County Transportation Authority and Golden Gate Steel, Inc., doing business as Golden Gate Construction, the lowest responsive, responsible bidder, in the amount of $222,169, for building repairs at the Garden Grove Bus Base.

Attachment

None.

Prepared by:

George Olivo, P.E.
Program Manager
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Pia Veesapen
Director, Contracts Administration and
Materials Management
(714) 560-5619

Approved by:

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

OCTA

May 13, 2021

To: Transit Committee

From: Darrell E. Johnson, Chief Executive Officer

Subject: Agreement for Americans with Disabilities Act Access Improvements and Parking Lot Pavement Replacement at Fullerton Park-and-Ride

Overview

The Fullerton Park-and-Ride requires Americans with Disabilities Act-prescribed access improvements and pavement replacement to maintain a safe environment for users and state of good repair. Bids were received in accordance with Board of Directors-approved procedures for public works projects. Board of Directors' approval is requested to execute the necessary agreement.

Recommendation

Authorize the Chief Executive Officer to negotiate and execute Agreement No. C-1-3294 between the Orange County Transportation Authority and Onyx Paving Company, Inc., the lowest responsive, responsible bidder, in the amount of $525,000, for the construction of Americans with Disabilities Act-prescribed access improvements and parking lot pavement replacement at the Fullerton Park-and-Ride.

Discussion

The Orange County Transportation Authority (OCTA) completed construction of the Fullerton-Park-and Ride facility in 1981. OCTA needs to improve Americans with Disabilities Act (ADA) access at the site and replace a portion of deteriorated asphalt pavement in the parking lot. The project will add ADA-compliant curb ramps, parking stalls, signage, and pavement markings, as well as replace asphalt pavement in three parking bays, which includes removal of existing asphalt pavement, preparing subgrade material, placement of aggregate base and new asphalt pavement, striping, traffic control, safety compliance, and related work. The project is necessary for state of good repair compliance and to maintain the Fullerton Park-and-Ride for public use.

Procurement Approach

This procurement was handled in accordance with OCTA's Board of Directors (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.

Invitation for Bids (IFB) 1-3294 was electronically released on March 8, 2021, through OCTA's CAMM NET system. The project was advertised on March 9 and 15, 2021, in a newspaper of general circulation. A pre-bid conference was held on March 17, 2021 and was attended by six firms. Four addenda were issued to provide the pre-bid conference registration sheets, respond to bidders' questions, and handle administrative issues related to the IFB. On April 5, 2021, five bids were received and publicly opened.

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

Onyx Paving Company, Inc. Anaheim, California	$525,000
Asphalt, Fabric and Engineering, Inc. Signal Hill, California	$648,988
Access Pacific, Inc. Pasadena, California	$730,636
CT&T Concrete Paving, Inc. Diamond Bar, California	$767,069
EBS General Engineering, Inc. Corona, California	$795,237

The engineer's estimate for this project was $800,000, and the recommended firm's bid is 34 percent below the engineer's estimate. The bidder indicated that it will be self-performing a majority of the work, which accounts for the aggressive pricing by the bidder due to minimal subcontractor markups. It appears that the bidder is considering the use of recycled asphalt and aggregate base products, which is allowed pursuant to the specifications but not considered in the

independent cost estimate. The bidder is a licensed general engineering contractor and has been in business for over 30 years. References received from neighboring jurisdictions noted successful delivery of recent work. The bid includes all the required work components and has been determined to be 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 Onyx Paving Company, Inc., the lowest responsive, responsible bidder, in the amount of $525,000, for the construction of ADA-prescribed access improvements and parking lot pavement replacement at the Fullerton Park-and-Ride.

Fiscal Impact

The project was approved in OCTA's Fiscal Year 2020-21 Budget, Capital Programs Division, Account No. 1722-9022-D3139-0W1, and is funded through Federal Transit Administration Section 5337 State of Good Repair grant funds, Revenue Code 0030-6041-D3139-MJK.

Summary

Based on the information provided, staff recommends the Board of Directors authorize the Chief Executive Officer to negotiate and execute Agreement No. C-1-3294 between the Orange County Transportation Authority and Onyx Paving Company, Inc., the lowest responsive, responsible bidder, in the amount of $525,000, for the Americans with Disabilities Act-prescribed access improvements and parking lot pavement replacement at the Fullerton Park-and-Ride.

Attachment

None.

Prepared by:

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(714) 560-5872

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

Approved by:

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

OCTA

May 13, 2021

To: Transit Committee

From: Darrell E. Johnson, Chief Executive Officer

Subject: Agreement for Landscape Maintenance Services Along the Pacific Electric Right-of-Way

Overview

On February 16, 2021, the Orange County Transportation Authority issued an invitation for bids for landscape maintenance services within the Pacific Electric Right-of-Way. Bids were received in accordance with the Orange County Transportation Authority's procurement procedures for competitive sealed bids. Approval by the Board of Directors is requested to execute the agreement.

Recommendations

A. Find J&S Property Management and Maintenance Inc., doing business as J&S Property Landscape, the apparent low bidder, as non-responsive for failure to complete the bid form in its entirety.

B. Authorize the Chief Executive Officer to negotiate and execute Agreement No. C-1-3215 between the Orange County Transportation Authority and Mariposa Landscaping, Inc., the lowest responsive and responsible bidder, in the amount of $284,640, for landscape maintenance services along the Pacific Electric Right-of-Way.

Background

In April 1998, the Orange County Transportation Authority (OCTA) Board of Directors approved the OCTA-owned Pacific Electric Right-of-Way (PEROW) Implementation Plan. One of the purposes of this plan was to develop guidelines for aesthetic enhancements along the PEROW corridor. Site improvements included railroad materials to highlight historical significance, such as railroad ties, simulated tracks using concrete, brick pavers, logo pedestals, and historical plaques. The plan also specifically identified landscape locations (Attachment A). Since 1998, OCTA has utilized contract services to establish and maintain

landscape areas and the current OCTA agreement for these services expires on June 30, 2021.

Discussion

OCTA's PEROW landscape and hardscape improvements require ongoing routine maintenance and there are existing contracts in place to perform this work. This agreement provides for landscape maintenance services at 14 locations, and the current OCTA agreement for these services expires on June 30, 2021. The scope of work for continuation of these services includes weed abatement, tree, shrub and groundcover care, trash and debris removal, drainage repairs, graffiti removal, and insect and disease control. Consistent with the current agreement duration, this agreement is for five years.

Procurement Approach

This procurement was handled in accordance with OCTA's Board of Directors (Board)-approved procedures for competitive sealed bid procurements. These procedures, which conform to both state and federal requirements, apply when minimum requirements are clearly specified. Upon completion of the sealed bid process, the contract is awarded to the lowest priced responsive and responsible bidder.

Invitation for Bids (IFB) 1-3215 was released on February 16, 2021, through OCTA's CAMM NET system. The project was advertised on February 16 and February 23, 2021, in a newspaper of general circulation. A pre-bid conference was held on February 25, 2021 and was attended by eight firms. Three addenda were issued to provide the pre-bid conference presentation slides, publication of the conference registration forms, and response to the bidder's questions. On March 25, 2021, two bids were received and publicly opened.

All bids were reviewed by staff from both the Contracts Administration and Materials Management Department and the Capital Programs Division to ensure compliance with the technical specifications and solicitation instructions. The cost estimate for this contract was $249,000. The recommended firm's bid is 14 percent above the cost's estimate; therefore, staff conducted a cost analysis of the bid. After consideration of overall market conditions, and in comparison to the cost of similar procurements (with escalation), the total bid amount of $284,640 was deemed reasonable.

The list of bidders and bid amounts is presented below:

Firm and Location	Bid Amount
J&S Property Management and Maintenance Inc., doing business as J&S Property Landscape Downey, California	$220,980
Mariposa Landscapes, Inc. Irwindale, California	$284,640

The apparent low bidder was deemed non-responsive for failure to acknowledge materially significant addenda on the bid form, as required by the bid instructions.

The lowest responsive and responsible bid in the amount of $284,640 reflects the anticipated cost to maintain the PEROW landscape for a period of five years ($56,928 annually). State law requires award to the lowest responsive and responsible bidder. Staff recommends the contract be awarded to Mariposa Landscapes, Inc., the lowest responsive and responsible bidder, in the amount of $284,640.

Fiscal Impact

The project is included in the Authority's Fiscal Year 2021-22 Budget, Capital Programs Division, accounts 0018-7517-T1000-ASA-7514 and 1722-7517-D2601-AR7, and is funded with Measure M2, Commuter Rail Fund, and Orange County Transit District funds.

Summary

Based on the information provided, staff recommends the Board of Directors authorize the Chief Executive Officer to negotiate and execute Agreement No. C-1-3215 between the Orange County Transportation Authority and Mariposa Landscapes, Inc., the lowest responsive and responsible bidder, in the amount of $280,640, for landscape maintenance services along the Pacific Electric Right-of-Way.

Attachment

A. Pacific Electric Right-of-Way, Landscape Project Locations

Prepared by:

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Approved by:

James G. Beil, P.E.
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Pia Veesapen
Director, Contracts Administration and
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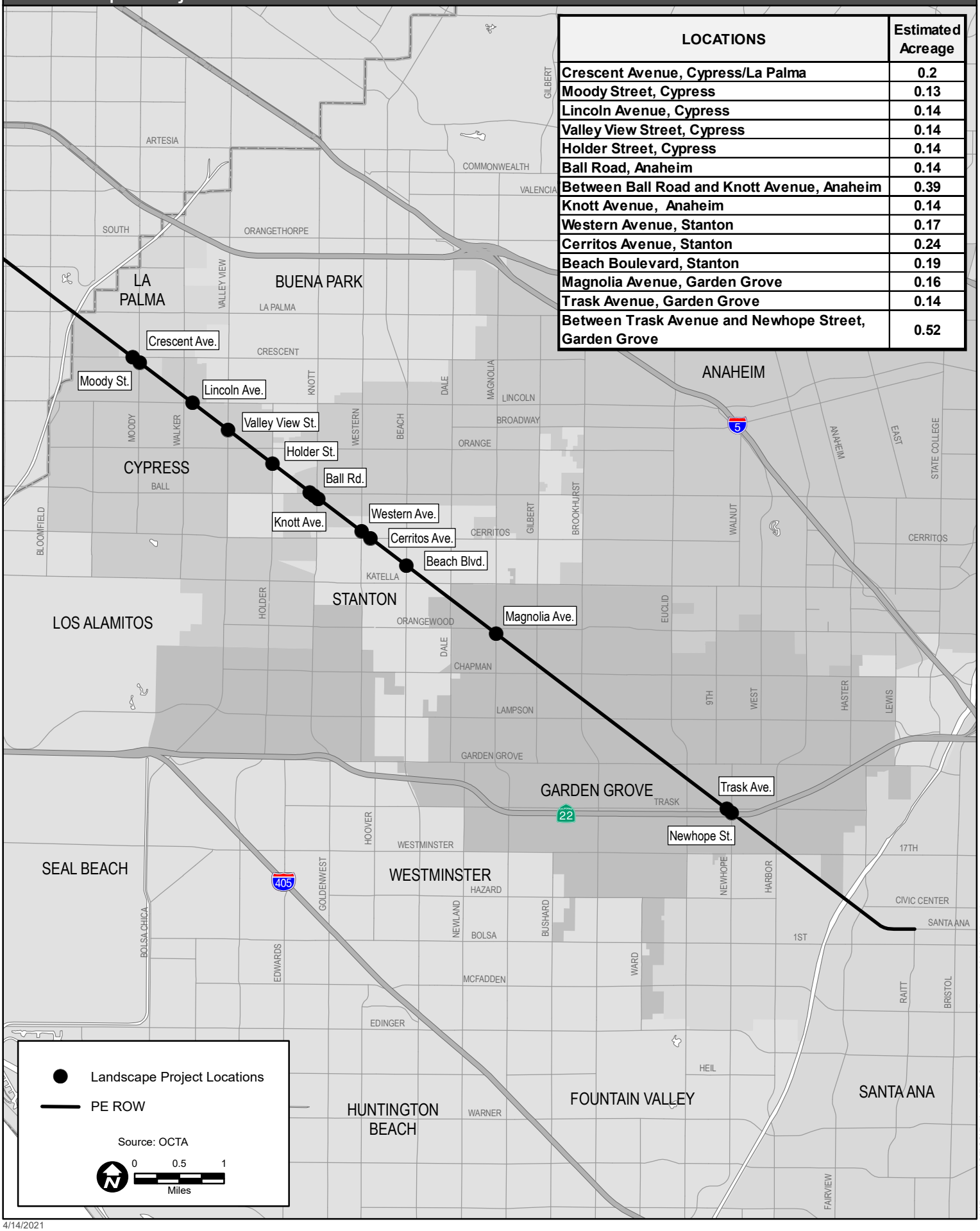
Pacific Electric Right-of-Way
Landscape Project Locations

ATTACHMENT A

LOCATIONS	Estimated Acreage
Crescent Avenue, Cypress/La Palma	0.2
Moody Street, Cypress	0.13
Lincoln Avenue, Cypress	0.14
Valley View Street, Cypress	0.14
Holder Street, Cypress	0.14
Ball Road, Anaheim	0.14
Between Ball Road and Knott Avenue, Anaheim	0.39
Knott Avenue, Anaheim	0.14
Western Avenue, Stanton	0.17
Cerritos Avenue, Stanton	0.24
Beach Boulevard, Stanton	0.19
Magnolia Avenue, Garden Grove	0.16
Trask Avenue, Garden Grove	0.14
Between Trask Avenue and Newhope Street, Garden Grove	0.52



4/14/2021

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OCTA

May 13, 2021

To: Transit Committee

From: Darrell E. Johnson, Chief Executive Officer

Subject: Cooperative Agreements with Agencies Participating in the Measure M2 Senior Mobility Program

Overview

The Measure M2 Senior Mobility Program provides funding to eligible cities to provide transit services that best meet the needs of their senior communities. Cooperative agreements with cities and non-profit agencies participating in the Senior Mobility Program expire June 30, 2021. To continue providing funding to support Senior Mobility Program services, new agreements are required which will continue the Senior Mobility Program for an additional five-year initial term with one, five-year option term.

Recommendations

A. Authorize the Chief Executive Officer to negotiate and execute cooperative agreements with 32 cities and three non-profit agencies participating in the Senior Mobility Program.

B. Authorize the Chief Executive Officer to negotiate and execute Cooperative Agreement No. C-1-3259 between the Orange County Transportation Authority and the non-profit agency Abrazar, Inc., in the amount of $82,248 to provide funding through June 30, 2022.

C. Authorize the Chief Executive Officer to negotiate and execute Cooperative Agreement No. C-1-3260 between the Orange County Transportation Authority and the non-profit agency Korean American Senior Association of Orange County, in the amount of $101,116 to provide funding through June 30, 2022.

D. Authorize the Chief Executive Officer to negotiate and execute Cooperative Agreement No. C-1-3261 between the Orange County Transportation Authority and the non-profit agency Southland Integrated

Services, Inc., in the amount of $88,910, to provide funding through June 30, 2022.

Background

The Measure M2 (M2) Project U – Senior Mobility Program (SMP) provides funding to support local, community-based transportation services for seniors. The SMP was originally established in 2001 using limited state funding for bus operations. In 2011, M2 Project U SMP funding was established to continue and expand the existing program. A formula funding allocation was established for all Orange County participating cities and eligible agencies based on their senior population age 60 years and older as determined by the most recent census. Through Project U, one percent of net Measure M2 (M2) revenues is provided bimonthly to 32 participating cities to support local senior transportation services. The M2 SMP expands transportation options for Orange County seniors and provides approximately 250,000 trips annually.

To ensure compliance with the M2 Ordinance No. 3, the SMP Funding and Policy Guidelines (SMP Guidelines) were established and approved by the Orange County Transportation Authority's (OCTA) Board of Directors (Board) on February 14, 2011 (Attachment A). The SMP Guidelines are updated as needed, with the most recent updates adopted by the Board on November 26, 2018.

Consistent with prior Board actions, there are also three non-profit agencies included in the SMP. These non-profit agencies are funded with non-M2 local funds but are managed according to the M2 Guidelines to ensure consistency. These non-profit agencies provide senior transportation that crosses city boundaries and is not provided by any city participating in the SMP. The funding allocation established for these programs is based on anticipated annual trip volume. Collectively, these non-profits provide more than 20,000 trips to seniors annually. In addition to new agreements to continue these three programs, amendments to continue to fund these three agencies with local funds will be brought to the Board for consideration annually during the term of the new agreements.

The 32 participating Orange County cities and three non-profit agencies design a transportation program that best suits the needs of the seniors in their community. All participants must provide a minimum 20 percent local match of the annual program expenditures.

Discussion

All 35 SMP cooperative agreements will expire on June 30, 2021. Board approval is required to authorize the execution of new cooperative agreements with SMP cities and non-profits, which will include a five-year initial term, with one five-year option term. The annual projected funding (Attachment B and Attachment C) will be used to augment the funding sources currently in place.

SMP Guidelines require all program participants to submit a service plan to OCTA. The service plan describes their program and the types of trips that will be provided. To ensure compliance with SMP Guidelines when developing the service plan, program participants must indicate the type of trips provided, specific destinations for social/recreational trips, and if they intend to provide medical trips outside Orange County. Service plans (Attachment D) must be approved by the city manager or non-profit official representative.

All SMP service plans have been reviewed by staff to ensure compliance with SMP Guidelines. The service plans will be incorporated as an attachment to all SMP cooperative agreements. A summary of the services provided by all agencies is provided as Attachment E.

Summary

In accordance with SMP Guidelines, service plans have been submitted to OCTA, which specify the program services provided by each participating city and agency. Staff is seeking Board approval and authorization to execute agreements with 32 cities and three non-profit agencies for an initial term of five years, with one, five-year option term to continue SMP services.

Attachments

A. Senior Mobility Program, Project U Funding and Policy Guidelines, November 2018
B. Projected Measure M2 Senior Mobility Program, Funding Allocation (5 Years)
C. Senior Mobility Program, FY 2021-22 to FY 2025-26 Community Center Funding Projections
D. Senior Mobility Program, Agency Service Plan
E. Senior Mobility Program Summary of Services

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ATTACHMENT A

Senior Mobility Program
Project U Funding and Policy Guidelines
November 2018

1.0 Overview

The Measure M2 (M2) Project U – Senior Mobility Program (SMP) provides funding to support local, community-based transportation service for seniors. Originally established in 2001 using limited state funding for bus operations, M2 Project U SMP funding was established to continue and expand the existing program. A formula funding allocation was established for all Orange County participating cities and eligible agencies based upon their senior population. One percent of M2 net revenue is used to fund the program, and participating cities and eligible agencies must provide a minimum 20 percent local match of the total annual program expenditures.

Included in the SMP are eligible non-profits. These agencies are funded locally and must also comply with the SMP Funding and Policy Guidelines (Guidelines).

2.0 Objectives

- To provide for local, community-based senior transportation services.
- To allow participating cities and eligible agencies to develop and implement senior transportation services to serve their community.
- To provide transit options for seniors which complement rather than duplicate the Orange County Transportation Authority (OCTA) fixed-route and ACCESS paratransit service.

3.0 Eligibility Requirements

Participation in the SMP is contingent upon maintaining M2 eligibility. Participating cities and eligible agencies must be eligible to receive M2 funding, established on an annual basis as specified in the M2 Ordinance Requirements for Eligible Jurisdictions, to receive the formula allocation for this program.[1] Adherence to strict funding guidelines is required.

Participating cities and eligible agencies are required to submit a service plan as described in Section 7.0 and must enter into a cooperative funding agreement with OCTA that defines the conditions of use of SMP funds prior to receiving their SMP funding allocation.

[1] OCTA Ordinance No. 3, Attachment B, Section III

Senior Mobility Program
Project U Funding and Policy Guidelines
November 2018

4.0 Funding Allocation Method and Distribution

Funding for the program is identified as one percent of M2 net sales tax revenue and will be allocated to eligible participating cities and eligible agencies based upon the participating cities and eligible agencies' percentage of the senior population of the county. Senior population is determined by using the most current official decennial Census information provided by the United States Census Bureau.

Funding allocations are based on actual sales tax receipts. Funding will be distributed on a bimonthly basis. SMP funds must be expended within three years of receipt.

OCTA may grant a two-year extension beyond the three-year expenditure limitation; however, an extension may not exceed five years from the date of the initial funding allocation. Participating cities and eligible agencies requesting an extension beyond the three-year limitation must submit a justification letter for review and approval by OCTA at least 90 days prior to the end of the third fiscal year.

In the event the time limits for use of SMP funds are not satisfied, any retained SMP funds that were allocated to an eligible participating city and eligible agency, including interest, shall be returned to OCTA.

5.0 Match Requirements

Participating cities and eligible agencies must provide a minimum 20 percent local match of the total annual program expenditures. Match funding may be made up of cash subsidies, fare revenues, donations, or in-kind contributions such as salaries and benefits for the participating cities and eligible agencies' employees who perform work on the program. Participating cities and eligible agencies may also be required to submit supporting documentation to substantiate local match expenditures. Participating cities and eligible agencies are not required to contribute the minimum match requirement on a monthly basis; however, the minimum 20 percent match requirement must be met by the end of each fiscal year, defined as June 30.

Participating cities and eligible agencies not satisfying the annual 20 percent match shall be subject to withholding of funds from future bimonthly allocations equal to the difference between the amount of Measure M funds actually spent and the amount of Measure M funds actually matched.

Example:

Total Program Expenditures	$100,000
Total M2 Funding Allocation	$ 80,000
20 Percent Required Match	$ 20,000
Actual Reported Match	$ 15,000

Withholding Calculation:

Total M2 Funds Spent	$ 80,000
M2 Funding Eligibility Based on Actual Reported Match	- $ 60,000
Withholding from Future Allocation(s)	$ 20,000

6.0 Service Guidelines

Services provided under the SMP are available to individuals 60 years of age and older. Participating cities and eligible agencies have discretion in the types of trips provided within Orange County, such as trips to/from senior centers, medical appointments, shopping, personal care, and social/recreational activities. Participating cities and eligible agencies should use discretion when providing trips for social/recreational activities when developing their service plan to ensure prudent and appropriate use of taxpayer funds. SMP trips outside Orange County are restricted to medical trips only within approximately ten miles of the Orange County border.

Participating cities and eligible agencies also have discretion in how the service is operated. Senior transportation services may be operated using employees, volunteers, or the jurisdiction may contract with a third-party service contractor. Contractors must be selected using a competitive procurement process and the participating city and eligible agency must ensure the contractor is in compliance with program guidelines and provisions included in the cooperative funding agreement.

Participating cities and eligible agencies whose program offers subsidized taxi service for seniors must ensure trips provided with SMP funding are consistent with the trip types as specified in these Guidelines.

Wheelchair accessible vehicles must be available for SMP service.

Participating cities and eligible agencies will perform, or ensure that a contractor performs, maintenance of all vehicles used in the SMP. Participating cities and eligible agencies will ensure that its operators, or its contracted operators, are properly licensed and trained to proficiency to perform duties safely, and in a manner which treats its riders with respect and dignity.

Participating cities and eligible agencies may receive one retired OCTA ACCESS paratransit vehicle per year, free of charge, to support their senior transportation programs subject to availability. Any retired ACCESS vehicles in excess of one per year may be purchased for a cost equivalent to the refurbishment cost incurred by OCTA.

7.0 Service Plan Adoption

Participating cities and eligible agencies shall submit to OCTA a SMP Service Plan (Service Plan) which defines program services (Exhibit A). The Service Plan must be submitted using a template provided by OCTA and must be adopted by the participating cities and eligible agencies' governing body and approved by the OCTA Board of Directors (Board). Any revision to the adopted SMP Service Plan must be submitted to OCTA in advance for review and approval. Revisions to the trips listed on the service plan will require an amendment to the cooperative funding agreement prior to implementing a change in program services.

8.0 Insurance

Participating cities and eligible agencies shall procure and maintain insurance coverage as specified in their SMP cooperative agreements with OCTA.

9.0 Drug and Alcohol Testing

Participating cities and eligible agencies shall establish and implement an alcohol and drug testing program that complies with 41 U.S.C. sections 701-707, (the Drug Free Workplace Act of 1988), and will produce any documentation necessary to establish its compliance with sections 701-707.

10.0 Marketing and Outreach

Participating cities and eligible agencies shall participate as appropriate in OCTA marketing and outreach efforts to encourage the use of fixed route transit service by older adults.

Senior Mobility Program
Project U Funding and Policy Guidelines
November 2018

11.0 Recognition of OCTA Sponsorship

Participating cities and eligible agencies shall note OCTA sponsorship in any promotional material for senior mobility services funded by OCTA and shall display an OCTA-provided OC Go SMP decal on vehicles used in this program, excluding taxis.

12.0 Vehicle Maintenance

Participating cities and eligible agencies shall perform or ensure that a contracted vendor performs maintenance of all vehicles used in the program, including:

- Daily pre-trip inspections and completion of checklists identifying each vehicle component and system inspected.
- Scheduled preventive maintenance that meets or exceeds the vehicle manufacturer's standards.
- Maintaining maintenance records for each vehicle for five years. If required, cooperation in annual motor coach carrier terminal inspections conducted by the California Highway Patrol.

13.0 Eligible Expenses

Participating cities and eligible agencies shall ensure M2 funds are used for eligible direct program-related expenses, which may include contract service providers, staff time, vehicle maintenance, fuel, insurance, vehicle acquisition, program supplies and materials, marketing materials, and community outreach. Participating cities and eligible agencies shall ensure all costs are program-related and are fair and reasonable. Administrative costs up to ten percent are allowed and considered eligible program expenses. All program expenses are subject to audit.

No M2 funding shall be used by a participating city and eligible agency for other than transportation purposes authorized in the M2 Ordinance.

14.0 Program Revenue

Participating cities and eligible agencies must maintain adequate controls for collecting and reporting program revenue, including donations, fees, and cash fares. Program revenue must be used to support the transportation service and may be used as part of the participating cities and eligible agencies' 20 percent local match requirement.

Senior Mobility Program
Project U Funding and Policy Guidelines
November 2018

15.0 Reporting

Participating cities and eligible agencies are required to submit reports using templates provided by OCTA. Required reporting data will include, but not be limited to, the following:

A. Operational Reports

- Number of trips by category,
- Vehicle service hours,
- Operational reports are due 30 days after the end of the service month,
- Vehicle service miles.

B. Financial Reports

- Program cost detail by expense category and percent of total operating cost,
- Fares, fees, and other operating revenue,
- Participating city and eligible agency total contribution and source,
- Participating city and eligible agency share as percent of total operating cost,
- Cumulative participating city and eligible agency share to date,
- OCTA contribution,
- OCTA contribution as percent of total operating cost,
- Cumulative contribution received from OCTA,
- Total monthly program operating cost,
- Cumulative total program operating cost.

Financial reports are due 60 days after the end of the quarter. Reports must be certified by the participating city and eligible agency's finance director or finance director's financial designee.

Participating cities and eligible agencies shall be required to maintain supporting documentation to substantiate reporting data. Supporting documentation may include, but is not limited to, actual receipts, contractor invoices, trip sheets, payroll, timesheets, fuel logs, and maintenance records/receipts.

C. Annual Questionnaire and Document Request (AQDR)
Participating cities and eligible agencies shall certify their compliance with these Guidelines annually by having their city manager or city manager's department director designee sign a completed version of a questionnaire sent out by OCTA. Jurisdictions shall also submit all compliance-related documents requested by OCTA. Completed AQDRs must be submitted to OCTA within 90 days of the end of the fiscal year reported upon. Failure to meet the established reporting deadlines for any of these reports may result in future withholding of funding and/or other sanctions to be determined.

16.0 Audits & Inspection of Records

M2 funding is subject to audit. Participating cities and eligible agencies shall maintain program documentation and records for a period of no less than five years. Program documents and records, including but not limited to payroll, trip sheets, invoices, vehicle maintenance, fuel, and other program-related expenses, shall be available for review by OCTA SMP administrators, auditors, and authorized agents upon request. Participating cities and eligible agencies must follow established accounting requirements and applicable laws regarding the use of public funds. Failure to submit to an audit in a timely manner may result in withholding or loss of future funding. Failure to comply with the approved Service Plan will require remediation which may include repayment, reduction in overall allocation, and/or other sanctions to be determined by the Board.

Audits shall be conducted by the OCTA Internal Audit Department, or other authorized agent, as determined by OCTA.

OCTA's failure to insist in any one or more instances of a participating city and eligible agency's performance of the provisions set forth in these Guidelines shall not be construed as a waiver or relinquishment of the participating city and eligible agency's obligation to comply with these Guidelines.

Moreover, only the Board shall have the authority to alter and/or waive any requirements/obligations set forth in these Guidelines.

Projected Measure M2 Senior Mobility Program Funding Allocation (5 Years)

Allocation Based Upon Senior Population (60+) and Available Revenues

Allocation Summary

Local Jurisdictions	M2 Funding					
	2022	2023	2024	2025	2026	Total
Aliso Viejo	$ 25,430	$ 26,066	$ 26,805	$ 27,563	$ 28,605	$ 134,469
Anaheim	275,433	282,309	290,328	298,543	309,840	1,456,454
Brea	43,237	44,315	45,573	46,865	48,635	228,625
Buena Park	74,008	75,855	78,009	80,215	83,252	391,339
Costa Mesa	88,752	90,966	93,548	96,195	99,837	469,297
Cypress	52,723	54,040	55,577	57,147	59,311	278,797
Dana Point	50,329	51,586	53,053	54,552	56,616	266,136
Fountain Valley	81,196	83,224	85,591	88,012	91,341	429,365
Fullerton	132,762	136,077	139,942	143,901	149,344	702,025
Garden Grove	158,954	162,923	167,551	172,293	178,813	840,533
Huntington Beach	235,264	241,140	247,988	255,005	264,653	1,244,051
Irvine	171,372	175,651	180,641	185,752	192,779	906,195
La Habra	55,750	57,143	58,763	60,426	62,711	294,793
La Palma	-	-	-	-	-	-
Laguna Beach	38,390	39,348	40,467	41,612	43,185	203,003
Laguna Hills	35,829	36,724	37,766	38,836	40,304	189,460
Laguna Niguel	75,400	77,280	79,475	81,725	84,817	398,698
Laguna Woods	87,619	89,806	92,357	94,972	98,565	463,319
Lake Forest	68,276	69,978	71,968	74,003	76,804	361,028
Los Alamitos	13,108	13,433	13,816	14,206	14,743	69,306
Mission Viejo	118,214	121,164	124,607	128,134	132,980	625,099
Newport Beach	134,533	137,893	141,811	145,819	151,337	711,394
Orange	127,780	130,971	134,693	138,502	143,744	675,691
Placentia	55,016	56,391	57,990	59,632	61,887	290,916
Rancho Santa Margarita	27,105	27,780	28,571	29,379	30,492	143,327
San Clemente	73,621	75,459	77,603	79,798	82,816	389,297
San Juan Capistrano	46,975	48,147	49,516	50,914	52,843	248,395
Santa Ana	195,984	200,878	206,583	212,426	220,465	1,036,336
Seal Beach	68,232	69,934	71,921	73,956	76,757	360,799
Stanton	32,782	33,598	34,553	35,533	36,876	173,341
Tustin	57,167	58,595	60,257	61,963	64,309	302,291
Villa Park	11,237	11,517	11,845	12,181	12,638	59,418
Westminster	106,957	109,627	112,743	115,933	120,318	565,578
Yorba Linda	72,584	74,395	76,506	78,674	81,651	383,810
Total	$ 2,892,021	$ 2,964,213	$ 3,048,418	$ 3,134,663	$ 3,253,271	$ 15,292,586

Senior Mobility Program

FY 2021-22 to FY 2025-26 Community Center Funding Projections

Community Center	2022 Projection	2023 Projection	2024 Projection	2025 Projection	2026 Projection
Abrazar	$ 82,248	$ 86,482	$ 91,114	$ 93,484	$ 96,481
Korean American Center	101,116	106,322	112,018	114,931	118,615
Southland Integrated Services	88,910	93,488	98,495	101,057	104,297
Total	$ 272,274	$ 286,292	$ 301,627	$ 309,472	$ 319,393
Sales Tax Growth Rate	5.20%	5.21%	5.08%	2.58%	3.38%

ATTACHMENT C

Senior Mobility Program
Agency Service Plan

Jurisdictions and agencies participating in the Orange County Transportation Authority (OCTA) Senior Mobility Program (SMP) must complete the following Service Plan in order to receive SMP funding. The Service Plan must be developed in accordance with SMP Guidelines, included as Attachment 1, and submitted to OCTA for review. Upon review from OCTA, the Service Plan must be formally adopted by the agency's council or governing body and approved by the OCTA Board of Directors. Any modifications to SMP services will require submittal of a new Service Plan.

Participant Information:

Agency _____ Date _____

Program Contact _____ Phone _____

Email _____

Service Description:

1. Program goals and objectives:

2. Indicate how SMP service will be operated: *(Please check all that apply)*

- [ ] Directly-Operated
- [ ] Subsidized Taxi Program
- [ ] Contract Service Provider
- [ ] Other (Please Describe)
- [ ] Volunteers

N/A

3. Eligible trips provided under the SMP are limited to the following categories. Please indicate the categories of service to be provided by your program: *(Please check all that apply)*

- [ ] Senior Center
- [ ] Personal Care
- [ ] Nutrition
- [ ] Shopping
- [ ] Medical
- [ ] Social / Recreation (Please Describe)

4. SMP Guidelines restricts trips outside of Orange County to medical trips within approximately 10 miles of the Orange County border. Do you intend to provide medical trips outside of Orange County?

   ○ Yes ◉ No

   If yes, please list the trip purpose and destinations: *(e.g., medical trips to the VA Hospital in Long Beach)*

   N/A

5. Fare structure:

6. Number of vehicles:

7. Projected annual ridership:

8. Source(s) of 20 percent match funding:

Program Requirements:

1. Jurisdiction/Agency shall follow competitive procurement practices in selection of vendors for all services which it does not provide using its own work force. Any Request for Proposals (RFP) for services shall specify the use of vehicles meeting Americans with Disabilities Act (ADA) accessibility standards.
2. Jurisdiction/Agency will perform, or ensure that a contracted vendor performs, maintenance of all vehicles used in the Senior Mobility program, including, at a minimum:
    a) Daily Pre-Trip Inspections that meet or exceed the guidelines provided in the attached Pre-Trip Inspection Checklist (Attachment 2)
    b) Scheduled preventative maintenance that meets or exceeds the guidelines provided in the attached PM Checklist, including the maintenance of all accessibility features of the vehicles.
    c) Maintain maintenance records for each vehicle for five (5) years and, if required, cooperate fully in annual motor coach carrier terminal inspections conducted by the California Highway Patrol.
3. Jurisdiction/Agency will ensure that its operators, or its contracted vendor's operators, are properly licensed and trained to proficiency to perform duties safely, and in a manner which treats its riders with respect and dignity. Disability awareness and passenger assistance will be included in this training.
4. Jurisdiction/Agency will establish and implement an alcohol and drug program that complies with 41 U.S.C. sections 701-707, (the Drug Free Workplace Act of 1988), and will produce any documentation necessary to establish its compliance with sections 701-707.
5. Jurisdiction/Agency will submit a monthly report to OCTA's Community Transportation Services Department as illustrated in Attachment 3.
6. Jurisdiction/Agency will participate in OCTA marketing and outreach efforts to encourage use of fixed route transit service by older adults.
7. Jurisdiction/Agency will note OCTA sponsorship in any promotional material for service funded under this agreement and will display an OCTA Senior Mobility Program logo on vehicles used in this program (excluding taxis).
8. Jurisdiction/Agency will ensure that it maintains adequate oversight and control over all aspects of services that are provided by a contracted vendor.

IN WITNESS WHEREOF, has formally adopted the Senior Mobility Program Scope of Work as written above.

AGENCY REPRESENTATIVE	OCTA REPRESENTATIVE
Name: _____	Name: _____
Title: _____	Title: _____

ATTACHMENT E

Senior Mobility Program Summary of Services	
City/Agency	**Program Overview**
Abrazar, Inc.	Shuttle transportation to congregate meal programs in Westminster and Midway City. Service for medical appointments, shopping, and personal appointments. Social/recreational activities to the Orange County Fair, Tet Festival, and Cinco de Mayo celebrations.
Aliso Viejo	Shuttle service for residents for nutrition and other programs at Sea Country and Florence Sylvester Senior Centers.
Anaheim	Shuttle trips to Anaheim senior centers for nutrition and center activities. Service for non-emergency medical appointments and shopping. Social/recreational trips to libraries, restaurants, government offices and religious institutions.
Brea	Shuttle service to the Brea Senior Center, local shopping, personal appointments and community activities. Subsidized taxi service for non-emergency medical transportation, shopping, personal appointments, and local community activities.
Buena Park	Shuttle transportation to the Buena Park Senior Center nutrition program and education programs, grocery stores, malls, and personal services. Social/recreational trips to cultural and educational locations, libraries, beaches, and community events.
Costa Mesa	Shuttle transportation to the Costa Mesa Senior Center for meals and activities, local shopping, medical appointments, and personal care. Social/recreational trips to city hall, government offices, religious Institutions, and libraries.
Cypress	Subsidized taxi service for trips to the senior center, medical appointments, shopping, and personal care. Social/recreational trips to religious institutions, movies, and family visits.
Dana Point	Shuttle service to and from Del Obispo and Dana Point Community Centers for nutrition and other center activities.
Fountain Valley	Subsidized taxi transportation to and from the Fountain Valley Senior Center for nutrition and other center activities. Service for shopping, medical appointments, and personal care. Social/recreational trips to funerals, restaurants, religious institutions, family and friends.
Fullerton	Subsidized taxi service for trips to the Fullerton Senior Center for nutrition and classes, medical appointments, shopping, and personal care. Social/recreational trips to religious institutions, movies, restaurants, and family visits. 30-day fixed-route bus passes.

Senior Mobility Program Summary of Services	
City/Agency	**Program Overview**
Garden Grove	Subsidized taxi transportation to and from the Garden Grove Senior Center for nutrition and other activities. Service for shopping, medical appointments, and personal care. Social/recreational trips to community events, government offices, theaters, and restaurants.
Huntington Beach	Shuttle transportation to and from the Huntington Beach senior center for nutrition and other activities. Service for shopping, medical appointments, and personal care. Social/recreation trips to community/cultural events, family and friends, libraries, restaurants, and activities at other local senior centers. Also provides service to Alzheimer's Family Services in Huntington Beach.
Irvine	Shuttle transportation to and from senior centers, medical, shopping and personal care. Social/recreational trips to restaurants, religious institutions, employment, family and friends, libraries, restaurants and transit hubs in Irvine and neighboring cities.
Korean American Senior Association of Orange County	Shuttle transportation to the senior center, medical appointments, shopping, and social/recreational trips to cultural events, libraries, religious institutions, and restaurants.
La Habra	Subsidized taxi transportation service to the La Habra Senior Center, medical appointments, shopping, and personal care. Social/recreational trips to community events and sporting/fitness.
Laguna Beach	Shuttle service to the senior center, medical appointments, shopping, and personal care. Social/recreational trips to cultural events, libraries, theaters, restaurants, funerals, and visits with family/friends.
Laguna Hills	Subsidized taxi program for shopping, personal care, and medical appointments. Service to local train stations and John Wayne Airport.
Laguna Niguel	Subsidized taxi transportation service to the Sea Country Senior Center, service for medical appointments, shopping, and personal care. Social/recreational trips to libraries, restaurants, and theaters.
Laguna Woods	Subsidized taxi program for trips to local senior centers, medical appointments, shopping, personal appointments, and social/recreational trips to parks, cultural events, libraries, funerals, theaters, religious institutions, restaurants, and transit hubs. Service outside Orange County is limited to the Veterans Hospital in Long Beach.

Senior Mobility Program Summary of Services	
City/Agency	**Program Overview**
Lake Forest	Shuttle transportation to the senior center. Subsidized taxi program for medical appointments, shopping, personal appointments, and social/recreational trips to family and friends, funerals, theaters, and religious institutions.
Mission Viejo	Subsidized taxi program for trips to senior centers, medical appointments, shopping, personal appointments, and social/recreational activities to government offices, libraries, theaters, restaurants, and transit hubs.
Newport Beach	Shuttle transportation to and from the Oasis Senior Center for nutrition and other center activities. Service for shopping, medical appointments, and personal care. Social/recreational trips to religious institutions, gym, restaurants, and YMCA.
Orange	Subsidized taxi transportation to and from the Orange Senior Center for nutrition and other activities. Service for shopping, medical appointments, and personal care.
Placentia	Shuttle transportation to and from the Placentia Senior Center for nutrition and other center activities. Service for shopping, medical appointments, and personal care. Social/recreational trips to city concerts and high school performances, libraries, and restaurants
Rancho Santa Margarita	Subsidized taxi program for trips to senior centers, medical appointments, shopping, personal appointments, and social/recreational activities to theaters, restaurants, parks, libraries, and cultural centers.
San Clemente	Subsidized taxi transportation to and from the San Clemente Senior Center, local shopping, and other activities.
San Juan Capistrano	Shuttle transportation to and from the San Juan Capistrano Senior Center, shopping, medical appointments, and personal care.
Santa Ana	Shuttle transportation to and from Santa Ana Senior Centers for nutrition and other center activities. Service for shopping and personal care. Social/recreational trips to cultural events, museums, parks, beaches, libraries, and theaters.
Seal Beach	Subsidized taxi transportation to and from the Seal Beach Senior Center for nutrition and other center activities. Service for shopping, medical appointments, and personal care. Medical appointments provided to the Veterans Administration Hospital in Long Beach.
Southland Integrated Services, Inc.	Shuttle transportation to senior centers, medical appointments, and personal appointments. Social/recreational trips to local community events, parks, and government offices.

Senior Mobility Program Summary of Services	
City/Agency	**Program Overview**
Stanton	Shuttle transportation to the Stanton Senior Center for nutrition, services, and classes, shopping, personal care. Social/recreational trips to museums, community events, theaters, and libraries.
Tustin	Shuttle transportation to the Tustin Senior Center, medical appointments, shopping, and personal care. Social/recreational trips to local community events, funerals, libraries, theaters, and restaurants.
Villa Park	Subsidized taxi service for medical, shopping, and personal care. Social/recreational trips to Angels games, beach, and gym.
Westminster	Shuttle transportation to the Westminster Senior Center, shopping, and personal care. Social/recreational trips to museums, local parks, theaters, and community events.
Yorba Linda	Subsidized taxi transportation to the Yorba Linda Senior Center, medical, shopping, and personal care. Social/recreational trips to religious institutions, family and friends, funerals, local parks, theaters, and restaurants.

OCTA

May 13, 2021

To: Transit Committee

From: Darrell E. Johnson, Chief Executive Officer

Subject: Measure M2 Project U Senior Non-Emergency Medical Transportation Funding and Program Guidelines

Overview

Under Measure M2, Project U allocates funding to programs which expand mobility choices for seniors and persons with disabilities. As part of Project U, one percent of the net Measure M2 revenues are specifically designated to supplement the County of Orange Senior Non-Emergency Medical Transportation program. The current cooperative agreement with the County of Orange expires June 30, 2021. Board of Directors' approval is requested for a new agreement and revised program guidelines to continue to provide these non-emergency medical transportation services.

Recommendations

A. Authorize the Chief Executive Officer to execute Cooperative Agreement No. C-1-3446 with the County of Orange to continue providing funding for the Senior Non-Emergency Medical Transportation program.

B. Adopt the revised Measure M2 Project U Senior Non-Emergency Medical Transportation Funding Guidelines.

Background

In 2003, the County of Orange (County) Office on Aging established the Senior Non-Emergency Medical Transportation (SNEMT) program supported with Tobacco Settlement Revenue (TSR) funds. Using two transportation contractors, non-emergency medical transportation services provide seniors with trips to doctor and dental appointments, chemotherapy, dialysis, and pharmacy visits. Measure M2 (M2) includes funding for three programs under Project U to support the growing transportation needs of seniors and persons with disabilities. As part of Project U, one percent of M2 net revenues is designated to support the County's SNEMT program. M2 funding is intended to

supplement existing TSR revenue. As a result, the M2 Ordinance No. 3 stipulates that the County is required to allocate funds to the SNEMT program at the same percentage of TSR funding that was allocated in November 2006. This represents a 5.27 percent allocation of total TSR funding. The County has consistently met this requirement. As of June 30, 2020, the County has contributed more than $14.5 million in TSR funding to the program. With an additional $25.4 million in M2 funding provided to support the program, the SNEMT program has provided more than 940,720 trips since 2011.

The cooperative agreement between OCTA and the County establishes SNEMT Guidelines (Guidelines) and outlines the distribution of program funds and reporting requirements. The Guidelines were adopted by the Board of Directors (Board) on February14, 2011, with the latest revision adopted by the Board on May 9, 2016.

Discussion

The current cooperative agreement with the County will expire on June 30, 2021. In order to continue providing M2 funding to support the SNEMT program, a new agreement (Attachment A) is required. The proposed agreement will continue funding for five years with one, five-year option term.

In addition, revisions to the Guidelines (Attachment B) are needed to modify the conditions under which trip prioritization may be implemented. Section 6.0 in the Service Guidelines currently reflect that the County may initiate trip prioritization if actual expenditures exceed, or are within 25 percent of, the amount of available program funding. This percentage is incorrect, and staff requests the revision to reflect the correct percentage threshold at which trip prioritization may be initiated to 75 percent. Since 2011, the Office of Aging has not initiated trip prioritization, but staff requests the agreement continue to allow for the provision.

OCTA staff continues to work in close collaboration with the County to help meet the growing needs for safe, reliable, and affordable senior transportation service alternatives in Orange County.

Fiscal Impact

Funding to cover the SNEMT program cooperative agreement with the County will be evaluated annually. In doing so, the amount will be budgeted annually as part of the budget, Account No. 0017-7831-TU003-TQK, and will be funded with local M2 funds.

Summary

Staff is seeking Board of Directors' approval for a new cooperative agreement to continue Measure M2 funding to assist the County of Orange in the operation of the Senior Non-Emergency Medical Transportation Program. In addition, revisions to the program guidelines have been developed to address the annual distribution of these funds and the required reporting procedures and need to be revised to reflect the new trip prioritization threshold.

Attachments

A. M2 Project U, Senior Non-Emergency Medical Transportation Funding Guidelines, May 2021
B. Projected Available Measure M2 Revenues, Senior Non-Emergency Medical Transportation (SNEMT)

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OCTA

ATTACHMENT A

M2 Project U
Senior Non-Emergency Medical Transportation Funding Guidelines

May 2021

1.0 Overview

The Measure M2 (M2) Project U – Senior Non-Emergency Medical Transportation (SNEMT) program provides funding to support the Orange County Office on Aging program, which provides non-emergency medical transportation service for seniors such as trips to doctor and dental appointments, therapy, dialysis, and pharmacy visits. The SNEMT program funding was established to continue and expand the existing program, which has been funded with Tobacco Settlement Revenue (TSR) funds since 2003. The County Office on Aging administers the program, which is operated through contract service providers.

The purpose of these guidelines is to provide procedures that assist in the administration of funding for the SNEMT program. The Orange County Transportation Authority (OCTA) is responsible for ensuring the provisions outlined out in these guidelines are followed.

2.0 Objectives

- To enhance the existing Orange County (County) SNEMT program.
- To sustain the SNEMT program by providing funds which augment declining TSR revenue.
- To provide non-emergency medical transportation for seniors as an alternative to OCTA ACCESS paratransit service.

3.0 Eligibility Requirements & Maintenance of Effort

The County must satisfy all M2 eligibility criteria to receive the formula allocation for this program.

The maintenance of effort requirement, as specified in the M2 Ordinance No. 3, indicates that the County shall continue to fund program services in an annual amount equal to the same percentage of the total annual TSR funds received by the County as of November 2006. In fiscal year 2006-07, the TSR percentage allocated to the program was 5.27 percent of the overall TSR received by the County.

The County is required to enter into a cooperative agreement with OCTA to provide senior non-emergency medical transportation and to adhere to strict funding guidelines required by the M2 Ordinance No. 3.

4.0 Annual Maintenance of Effort Verification

The County must submit to OCTA an annual verification of the SNEMT program budget with supporting documentation to confirm the allocation of at least 5.27 percent of TSR funding to the program as required by the M2 Ordinance.

Annual documentation submitted to OCTA should confirm budgeted TSR funding for the current fiscal year and actual TSR funding for the prior fiscal year.

5.0 Funding Allocation Method & Distribution

Funding for the SNEMT program is identified as no less than the TSR funds annually expended and no greater than one percent of M2 net sales tax revenues plus accrued interest. Funding allocations are based on actual sales tax receipts. Funding will be distributed on a bimonthly basis and must be expended within three years of receipt. OCTA may grant an extension beyond the three-year limitation; however, an extension may not exceed five years from the date of the initial funding allocation. The County must submit a justification letter requesting an extension beyond the three-year limitation for review and approval by OCTA at least 90 days prior to the end of the third year from the date of receipt of funds. Requests for an extension must include a plan of expenditure.

SNEMT program earned interest must be spent on transportation activities consistent with SNEMT program eligible expenses. Interest revenues must be expended within three years of receipt.

In the event the time limits for use of program funds are not satisfied, any retained SNEMT program funds, including interest, shall be returned to OCTA.

6.0 Service Guidelines

SNEMT program services are limited to non-emergency medical trips available to individuals 60 years of age and older.

The County is responsible for establishing program guidelines, operational policies, and administering and monitoring the provision of program services.

The County may initiate trip prioritization if actual expenditures exceed, or are within 75 percent of, the amount of TSR and M2 funding dedicated to the program (Attachment A). Trip prioritization refers to the ability of the County to limit trips to

life sustaining trips including chemotherapy and dialysis. Trips not considered life sustaining will occur only after all life sustaining trips have been provided.

7.0 Eligible Expenses

The County shall ensure M2 funds and earned interest are used exclusively for eligible direct program-related expenses, which may include contract service providers, staff time, SNEMT program supplies and materials, marketing materials and community outreach. The County shall ensure all SNEMT program costs are fair and reasonable. Administrative costs are allowed and considered eligible SNEMT program expenses consistent with the County's approved cost allocation plan. All SNEMT program expenses are subject to audit.

8.0 Program Revenue

The County must ensure their service contractors maintain adequate procedures for collecting and reporting program revenue, including fees, donations and cash fares.

9.0 Reporting

The County is required to submit quarterly reports using a reporting template provided by OCTA. The County shall also be required to maintain supporting documentation, as specified by OCTA, to substantiate quarterly reporting data. Required reporting data may include, but is not limited to, the following:

- Quarterly TSR-Funded Trips
- Quarterly M2-Funded Trips
- Total Quarterly Trips
- Cumulative Total Trips
- Quarterly Program Operating Cost
- Quarterly OCTA Contribution
- Quarterly County Contribution
- Cumulative OCTA Contribution
- Cumulative County Contribution
- Program Monitoring Activities

Reports are due within 45 days from the end of each quarter. Failure to meet the established reporting deadline for two consecutive quarters during the fiscal year may result in a reduction of funding and/or other sanctions to be determined.

10.0 Audits & Inspection of Records

M2 funding is subject to audit. The County shall maintain program documentation and records for a period of no less than five years, including documentation evidencing the County's oversight and monitoring of contractors providing services under the SNEMT program. The SNEMT program documents and records, including but not limited to, contractor invoices, payroll records, trip sheets, and other program-related expenses, which shall be available for review by OCTA SNEMT program funding administrators, auditors, and authorized agents upon request. The County must follow established accounting requirements and applicable laws regarding the use of public funds. Failure to submit to an audit in a timely manner may result in loss of future funding. Misuse or misrepresentation of M2 funding will require remediation which may include repayment, reduction in overall allocation, and/or other sanctions to be determined by the OCTA Board of Directors. Audits shall be conducted by the OCTA Internal Audit Department, or other authorized agent, as determined by OCTA.

Projected Available Measure M2 Revenues

Senior Non-Emergency Medical Transportation (SNEMT)

Available Funding						
Program	**2022**	**2023**	**2024**	**2025**	**2026**	**Total**
Senior Non-Emergency Medical Transportation	$3,012,009	$3,103,766	$3,203,629	$3,288,008	$3,409,012	$16,016,424

ATTACHMENT B

OCTA

May 13, 2021

To: Transit Committee

From: Darrell E. Johnson, Chief Executive Officer

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

Overview

On March 23, 2015, the Orange County Transportation Authority Board of Directors approved an agreement with First Transit, Inc., for the management and operation of contracted fixed-route, Stationlink, and express bus services. The initial term of the agreement expired on May 31, 2019. The first option term was exercised in 2019 and will expire May 31, 2021. To ensure continuity of these services, staff seeks Board of Directors' approval to exercise the second and final, two-year option term and apply revised rates for the option term.

Recommendation

Authorize the Chief Executive Officer to negotiate and execute Amendment No. 13 to Agreement No. C-4-1737 between the Orange County Transportation Authority and First Transit, Inc., in the amount of $87,515,543, to exercise the second two-year option term to provide contracted fixed-route services through May 31, 2023, with adjustment of the end date to June 10, 2023, and permit reimbursement of First Transit, Inc. expenses related to maintaining a state of readiness and eligible for federal funding at amounts not to exceed of $5,000,000 for the first and $3,000,000 for the second year of the option term, increasing the maximum obligation of the agreement to a total contract value of $315,856,805.

Background

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

structure includes both a fixed rate and variable rate that are estimated based on an assumed number of revenue vehicle hours (RVH) to be operated during each year of the contract. This agreement has been amended 12 times to expand the scope of work to include providing iShuttle services and additional Measure M2 Project V-funded circulators on behalf of cities as well as to exercise the first option term and adjust reimbursement rates.

Discussion

The contract was most recently amended in June 2020 and December 2020, to provide financial relief related to the impacts of the coronavirus (COVID-19) pandemic for the period March 22, 2020 through May 31, 2021. Amendment No. 12, which was approved by the Board in February 2021, modified the current fiscal year rates and authorized payment of additional financial relief using federal funds for COVID-19 pandemic-related impacts. All amendments to this agreement are detailed in Attachment A.

Option Term: The maximum term for the agreement that encompasses the second and final option term currently expires on May 31, 2023. Staff seeks Board approval to exercise this option term with the addition of 11 days so the contract term will end on June 10, 2023, which aligns with the planned June 11, 2023 service change. A procurement will be conducted prior to this date to select a contractor to perform these services beginning June 11, 2023, and this 11-day period will facilitate an orderly transition to a new agreement.

Service Levels: OCTA has incrementally increased the amount of service provided by First Transit from 28 percent in March 2015 to 40 percent in June 2016. Service currently provided by First Transit remains at approximately 40 percent of OC Bus service. Staff anticipates this ratio to remain stable during the two-year option term regardless of the number of total revenue vehicle hours provided.

In March 2020, due to the COVID-19 pandemic and the State's stay-at-home order, OC Bus fixed-route service was reduced to Sunday service levels seven days a week, approximately 40 percent of service provided on weekdays prior to the COVID-19 pandemic. This reduced the amount of service provided by First Transit by more than 50 percent. In October 2020, a Saturday service was implemented six days a week, which resulted in a slight increase in the service levels operated by First Transit, increasing to approximately 67 percent of the service provided pre-pandemic. A small increase is expected in June 2021 and staff has developed a service level plan for contracted services through June 10, 2023.

From June 14, 2020 to June 13, 2021, First Transit will provide approximately 415,000 RVH. During the first year of the option-term, it is anticipated some level of additional bus service will be deployed to meet growing demands for service as COVID-19 pandemic restrictions continue to ease and weekday traffic patterns begin to return to pre-COVID-19 pandemic conditions. During the second year of the option term, the current service plan calls for the operation of up to 540,000 RVH by the contract operator, which is 40 percent of the 1.35 million total RVH for OC Bus in the fiscal year (FY) 2021-22 budget currently under development. During the first year of the option term, OCTA staff will begin work on a systemwide evaluation, analyzing current demand for OC Bus, and evaluating options to meet shifting mobility demands in the current service area. During the second year of the option term, OCTA will finalize the plan, develop recommendations to modify the OC Bus service plan, and conduct public outreach as appropriate. Adjustments to the service plan for contracted fixed-route levels of service as allowed in the adopted FY 2021-22 and FY 2022-23 budgets will be made as needed. Concurrently, staff will conduct a procurement for the operation of contract fixed-route services, which will provide the flexibility needed to reflect a revised OC Bus service plan.

Option Term Rates: The current agreement as written does not contain rates reflective of the magnitude of the decrease in service necessitated by the COVID-19 pandemic. Staff and First Transit have worked to develop rates for the final two-year option, from June 1, 2021 through June 10, 2023.

First Transit anticipates additional labor costs associated with the implementation of the State mandated $1.00 increase in the minimum wage, effective January 1, 2022. Those costs are spread over the first and second years. Both years reflect a continued reliance on federal funding to off-set COVID-19 pandemic-related expenses and costs associated with maintaining a state of readiness. Reliance on the federal funding is anticipated to gradually reduce as the OC Bus service levels increase.

Based on 415,000 RVH, the proposed rates result in less than five percent increase in total annual cost in both years of the option term.

OC Bus Rates	Fixed Monthly Rate	Percent Increase	Variable Rate	Percent Increase	Annual Cost	Overall Percent Increase
Current Year	$246,122		$69.90		$31,961,964	
Option Year 1	$255,475	3.80%	$73.40	5.01%	$33,526,700	4.90%
Option Year 2	$265,183	3.80%	$76.92	4.80%	$35,103,996	4.70%

To determine a reasonable level of cost increase to anticipate, staff surveyed transit operators who contract for the operation and maintenance of fixed-route service and have current competitive bid proposal results. Looking at the relationship of percent increase in the overall cost per RVH, the percentage increases range from two and a half percent to six percent.

Rates have also been developed to allow for greater flexibility in meeting growing demand for OC Bus service as the impacts of the COVID-19 pandemic begin to lessen. If the RVH operated by First Transit increases by greater than 20 percent, or 498,001 RVH or more using 415,000 RVH as the base, the variable rate will decrease. If the RVH should decrease by greater than 20 percent, or to a level of 331,999 RVH or less compared to the base of 415,000 RVH, the variable rate will increase. If OC Bus service levels provided by First Transit increase or decrease by greater than 20 percent, the applicable variable rate would become effective on the same date as the service change in which the change becomes effective.

OC Bus Rates	Base Variable Rate	RVH Increase Greater than 20%	RVH Decrease Greater than 20%
Current Year	$69.90	$69.22	$72.96
Option Year 1	$73.40	$72.22	$76.91
Option Year 2	$76.92	$76.51	$80.08

The option term rates continue to be based on operational and maintenance costs, with all costs related to the COVID-19 pandemic handled separately. Costs incurred due to the COVID-19 pandemic will continue to be eligible for reimbursement with Coronavirus Aid, Relief, and Economic Security (CARES) Act funds following a careful review of actual costs incurred by First Transit. First Transit has estimated costs of $6,000,000 and $7,400,000 for the first and second year of the option term, respectively as potentially eligible for CARES Act funds. Initially, First Transit was authorized for the period of March 23, 2020 through June 13, 2020, to request reimbursement of COVID-19 pandemic-related expenses of $1,750,555 (Amendment No. 10). For a 12-month period, that equates to $7,000,000. However, review of COVID-19 pandemic-related expenses to date indicates actual eligible expenses will likely be less than the requested amounts. Staff is recommending inclusion of a $5,000,000 not-to-exceed amount for the first year, and $3,000,000 for the second year, dependent upon CARES Act eligibility.

iShuttle Rates: With the onset of the COVID-19 pandemic and issuance of the State's stay-at-home order, the iShuttle service was suspended in March 2020. The City of Irvine has requested that OCTA resume operation of four of the six routes on July 1, 2021, routes 400A, 401B, 403D and 405F. The remaining two routes (402C and 404E) may be resumed in fall 2021, but resumption will be dependent on service demands. The iShuttle hourly variable rates will match the OC Bus variable rate. The fixed monthly rates are specific to the iShuttle service and will be $25,974 in year one, and $29,478 per month in year two of the option term. Costs associated with this service are tracked and billed separately from the OC Bus service, since these costs are reimbursed by the City of Irvine and have alternative sources of funding. Similar to the OC Bus rates, if the iShuttle RVH increases or decreases by greater than 20 percent, the variable rate will be adjusted. Such a change in the iShuttle variable rate will be effective the same day as the service change that implements an iShuttle RVH increase or decrease of greater than 20 percent.

Procurement Approach

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

On March 23, 2015, the Board approved the award of the agreement with First Transit for a four-year initial term with two, two-year option terms in the amount of $143,487,171, from June 1, 2015 through May 31, 2019. The original agreement was awarded on a competitive basis and was previously amended as described in Attachment A.

The proposed Amendment No. 13 is to exercise the second two-year option term of the agreement through June 10, 2023. This amendment will also include the negotiated rates for the reduced service level as a result of the COVID-19 pandemic during the second option term, as well as the estimated additional pass-through reimbursement of COVID-19 pandemic-related expenses effective June 1, 2021 through June 10, 2023.

OCTA staff from the Contracts Administration and Materials Management, Financial Planning and Analysis, as well as Bus Operations departments have reviewed all the itemized costs of eligible expenses including salaries and benefits for contract employees on leave due to reduced service, bus maintenance costs, and personal protective equipment (PPE) and cleaning supplies provided by First Transit. Based on the reduced service level, the total cost of PPE and cleaning supplies to meet safety requirements, and the level of efforts associated with maintaining the buses, as well as the cost to ensure a

state of readiness is maintained, staff found the hourly rates and the estimated pass-through total amount to be fair and reasonable.

Amending this agreement will increase costs by $95,515,543. The prior maximum contract obligation was $246,142,285. With the decrease in service and underrun of costs of $25,801,023, the net impact is an increase of $69,714,520, bringing the maximum contract obligation to $315,856,805. The amendment will allow continued management, operation, and vehicle maintenance of contracted fixed-route service for two additional years through June 10, 2023.

	Two-Year Option Term
iShuttle, for two years	$ 4,058,447
OC Bus, Year 1, 486,000 RVH and OC Bus, Year 2, 540,000 RVH	$ 83,457,096
Sub-Total Fixed-Route Service:	**$ 87,515,543**
CARES Act Funding for two years	$ 8,000,000
Contract Increase for iShuttle and OC Bus:	**$ 95,515,543**
Prior Contract Value	$ 246,142,285
Net Contract Increase	**$ 69,714,520**
New Maximum Contract Obligation:	**$ 315,856,805**

Fiscal Impact

Funding for this project will be included in OCTA's Proposed FY 2021-22, Operations Division Budget.

Summary

Staff requests Board authorization for the Chief Executive Officer to negotiate and execute Amendment No. 13 to Agreement No. C-4-1737 between OCTA and First Transit in the amount of $95,515,543, to exercise the second two-year option term to provide contracted fixed-route services through June 10, 2023.

Attachment

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

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ATTACHMENT A

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

1. March 23, 2015, Agreement No. C-4-1737, $143,487,171, approved by the Board of Directors (Board).

   - Agreement to provide all management and operation of contracted fixed-route, StationLink, and express bus service.
   - Initial term effective June 1, 2015 through May 31, 2019, with two, two-year option terms.

2. October 26, 2015, Amendment No. 1 to Agreement No. C-4-1737, $0, approved by Contracts Administration and Materials Management Department (CAMM).

   - Amendment to reimburse for costs associated with start-up of the operation.
   - Reimbursement costs for the start-up of the operation were included as part of the original agreement.

3. May 23, 2016, Amendment No. 2 to Agreement No. C-4-1737, $3,476,956, approved by the Board.

   - Amendment to transfer the management and operation of the iShuttle service to First Transit, Inc., on June 13, 2016.

4. November 14, 2016, Amendment No. 3 to Agreement No. C-4-1737, $1,838,402, approved by the Board.

   - Amendment to accommodate the operation of additional community circulator services through the Measure M2, Project V program.

5. April 10, 2018, Amendment No. 4 to Agreement No. C-4-1737, ($286,021), approved by CAMM.

   - Amendment to update the price summary to capture the original contract amount and subsequent addenda.

6. April 26, 2018, Amendment No. 5 to Agreement No. C-4-1737, $0, approved by CAMM.

   - Amendment to revise exhibit A, scope of work, related to assessment of penalties, performance of repair, and/or replacement of major mechanical components.

7. June 25, 2018, Amendment No. 6 to Agreement No. C-4-1737, $383,744, approved by the Board.

   - Amendment to increase service to accommodate the expansion of the iShuttle service.

8. November 2, 2018, Amendment No. 7 to Agreement No. C-4-1737, $0, approved by CAMM.

   - Amendment to update First Transit key personnel assigned to the local management team.

9. November 12, 2018, Amendment No. 8 to Agreement No. C-4-1737, $87,126,726, approved by the Board.

   - Amendment to exercise the first two-year option term to extend the current agreement through May 31, 2021.

10. July 22, 2019, Amendment No. 9 to Agreement No. C-4-1737, $6,544,810, approved by the Board.

    - Amendment to increase the contract value to accommodate a wage increase for coach operators, dispatchers, road supervisors, and trainers.

11. June 22, 2020, Amendment No. 10 to Agreement No. C-4-1737, $1,750,555, approved by the Board.

    - Amendment to allow reimbursement of specific expenses related to the novel coronavirus pandemic effective March 23, 2020 through June 13, 2020.

12. December 14, 2020, Amendment No. 11 to Agreement No. C-4-1737, $1,819,942, approved by the Board.

    - Amendment to allow reimbursement of specific expenses related to the novel coronavirus pandemic effective June 14, 2020 through May 31, 2021.

13. February 22, 2021, Amendment No. 12 to Agreement No. C-4-1737, $0.00, approved by the Board.

    - Amendment to allow additional reimbursement of specific expenses related to the coronavirus (COVID-19) pandemic in the amount of $3,149,737, effective June 14, 2020 through May 31, 2021.
    - Revised the price summary sheet to include the negotiated rates, which reflect service levels during the pandemic effective June 14, 2020 through May 31, 2021.

14. May 24, 2021, Amendment No. 13 to Agreement No. C-4-1737, $69,714,520, pending approval by the Board.

- Amendment to exercise the second two-year option term to extend the current agreement through June 10, 2023.
- Allow additional reimbursement of specific expenses related to the COVID-19 pandemic in the amount of $8,000,000, effective June 1, 2021 through June 10, 2023.
- Revise the price summary sheet to include the negotiated rates, which reflect service levels during the pandemic effective June 1, 2021 through June 10, 2023.

Total committed to First Transit, Inc., Agreement No. C-4-1737: $315,856,805.

OCTA

May 13, 2021

To: Transit Committee

From: Darrell E. Johnson, Chief Executive Officer

Subject: Amendment to Agreement for Same-Day Taxi Service

Overview

On July 23, 2018, the Orange County Transportation Authority Board of Directors approved an agreement with Yellow Cab of Greater Orange County, Inc. to provide same-day taxi service for a two-year initial term with two, one-year option terms. Effective June 1, 2020, the agreement was assigned to Cabco Yellow, Inc., doing business as California Yellow Cab, with prior approval from the Orange County Transportation Authority and consistent with the contract terms. On July 13, 2020, the Board of Directors approved an amendment to exercise the first option term of the agreement which expires on August 31, 2021. An amendment to the contract is necessary to exercise the second option term of the agreement.

Recommendation

Authorize the Chief Executive Officer to negotiate and execute Amendment No. 3 to Agreement No. C-8-1440 between the Orange County Transportation Authority and Cabco Yellow, Inc., doing business as California Yellow Cab, to exercise the second option term of the agreement to continue providing same-day taxi service in the amount of $1,825,309. This amendment will increase the maximum obligation of the agreement to a total contract value of $8,643,120.

Discussion

In October 2004, the Orange County Transportation Authority (OCTA) Board of Directors (Board) adopted the Paratransit Growth Management Plan, which included the implementation of same-day taxi (SDT) service. The SDT service program was designed to mitigate possible negative impacts of certain paratransit growth management strategies implemented in July 2005, such as restricting the service area to be within a three-quarter mile corridor of fixed-route service and eliminating same day medical back-up trips. The SDT service is only

available to individuals who qualify for OC ACCESS under the Americans with Disabilities Act.

Under the SDT service program, riders pay the regular OC ACCESS fare of $3.60, and OCTA provides a subsidy of up to $13.10 for trips between one and five miles. If the taxi fare exceeds $16.70 upon arriving at the destination, the customer is required to pay the additional amount. The SDT service is currently available throughout Orange County during the hours of 6:00 a.m. to 8:00 p.m., daily. Providing SDT service offers OC ACCESS customers an alternative service option, while OCTA yields a significant financial benefit due to the lower cost when compared to the average cost per trip of $49.13 on OC ACCESS. Prior to the coronavirus (COVID-19) pandemic, an average of 11,600 trips per month were provided on SDT. With an average cost per SDT trip of $16.23, this realizes a cost savings of nearly $4.6 million annually had all of these trips been provided on OC ACCESS.

Procurement Approach

The procurement was originally handled in accordance with OCTA's Board-approved policies and procedures for professional and technical services. The Board approved an agreement with Yellow Cab of Greater Orange County, Inc. (YCGOC) to provide SDT service for a two-year initial term and two, one-year option terms. The first option term of the agreement expires on August 31, 2021, as described in Attachment A.

On May 1, 2020, OCTA received notification from YCGOC that it was ceasing all operations in Orange County, effective May 31, 2020, due to the COVID-19 pandemic. To ensure no disruption to SDT service and with prior approval from OCTA consistent with the contract terms, YCGOC entered into an assignment agreement with Cabco Yellow, Inc. (Cabco), doing business as California Yellow Cab, for the purpose of assigning all rights, title, interest, obligations, and liabilities of the agreement from YCGOC to Cabco. Cabco assumed service operations for the SDT service program on June 1, 2020.

On July 13, 2020, the Board approved an amendment to exercise the first option term of the agreement effective September 1, 2020 through August 31, 2021. Cabco has performed well since assuming responsibility for the contract.

Based on the continued benefit to OCTA and the successful performance of Cabco, staff recommends that the second option term be exercised. The proposed Amendment No. 3 is to exercise the second option term of the agreement through August 31, 2022. Amending the agreement will increase

the maximum obligation by $1,825,309, bringing the total contract value to $8,643,120. The rate escalation will remain as originally negotiated. Exercising the amendment will allow Cabco to continue providing SDT service through August 31, 2022.

Fiscal Impact

Funding for the SDT service is included in the Proposed OCTA Fiscal Year 2021-22 Budget, Operations Division, Paratransit Services, Account No. 2136-7315-D1208-33H, and is funded through local funds.

Summary

Staff recommends the Board of Directors authorize the Chief Executive Officer to negotiate and execute Amendment No. 3 to Agreement No. C-8-1440 with Cabco Yellow, Inc., doing business as California Yellow Cab, to exercise the second option term in the amount of $1,825,309, for a total contract value of $8,643,120, to continue providing same-day taxi service through August 31, 2022.

Attachment

A. Cabco Yellow, Inc., doing business as California Yellow Cab, Agreement No. C-8-1440 Fact Sheet

Prepared by:

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Approved by:

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ATTACHMENT A

Cabco Yellow, Inc., doing business as California Yellow Cab
Agreement No. C-8-1440 Fact Sheet

1. July 23, 2018, Agreement No. C-8-1440, $5,023,613, approved by the Board of Directors (Board).

   - Agreement to provide same-day taxi service.
   - Initial term effective September 1, 2018 through August 31, 2020, with two, one-year option terms.

2. June 1, 2020, Amendment No. 1 to Agreement No. C-8-1440, $0, approved by Contracts Administration and Materials Management Department.

   - Amendment to revise the name and address of contractor, as well as key personnel and point of contact due to assignment agreement dated May 28, 2020 between Yellow Cab of Greater Orange County, Inc., and Cabco Yellow, Inc., doing business as California Yellow Cab.

3. July 13, 2020, Amendment No. 2 to Agreement No. C-8-1440, $1,794,198, approved by the Board.

   - Amendment to exercise the first option term of the agreement effective September 1, 2020 through August 31, 2021.

4. May 24, 2021, Amendment No. 3 to Agreement No. C-8-1440, $1,825,309, pending approval by the Board.

   - Amendment to exercise the second option term of the agreement effective September 1, 2021 through August 31, 2022.

Total committed to Cabco Yellow, Inc., doing business as California Yellow Cab, Agreement No. C-8-1440: $8,643,120.

OCTA

May 13, 2021

To: Transit Committee

From: Darrell E. Johnson, Chief Executive Officer

Subject: Low Carbon Transit Operations Program Recommendations for Fiscal Year 2020-21 and Prior Year Funds

Overview

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

Recommendations

A. Approve Resolution No. 2021-042 to authorize the use of fiscal year 2020-21 Low Carbon Transit Operations Program funds, prior year funds, and interest earnings totaling $6,359,899, as follows:
   - $3,703,032 for the "Welcome Back" Fare Reduction Program for OC Bus Riders,
   - $716,152 for the College Pass Program for Orange Coast College,
   - $1,940,715 for the Ten Battery-Electric Buses, Bus Depot Upgrades and Charging Infrastructure Project.

B. Authorize staff to make all necessary amendments to the Federal Transportation Improvement Program, as well as execute any necessary agreements to facilitate the recommendations above.

Background

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

On February 26, 2021, the State Controller's Office (SCO) notified all eligible transit operators that the fiscal year (FY) 2020-21 LCTOP will make $81.854 million available statewide. The Orange County Transportation Authority's (OCTA) estimated share is $4,095,614. Projects submitted for consideration will be approved by Caltrans and the California Air Resources Board by June 30, 2021.

An additional $2.1 million LCTOP funding, along with an estimated $164,285 in interest, which was previously programmed to Metrolink Service Expansion, is also available due to project delays and is at risk of lapsing.

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

Discussion

For FY 2020-21 LCTOP funding, staff is proposing that the apportionment of $4,095,614 be used to support the OCTA Welcome Back Fare Reduction Program for OC Bus Riders (Welcome Back Program), in the amount of $3,379,462. In addition, $716,152 of funding is proposed for the College Pass Program for Orange Coast College. Both projects were developed to encourage OC Bus riders to return to using the OC Bus service and encourage new riders to consider using OC Bus. The Welcome Back Program will include promotional discounts on fares. The College Pass Program for Orange Coast College will extend the opportunity for additional students to use OC Bus service at a reduced fare. These projects and programs are consistent with LCTOP Guidelines and will support OCTA's transit service by encouraging a growth in ridership. Increased use of transit is expected to reduce GHG emissions from single occupant vehicles and reduce vehicle miles traveled. Additional information on these projects and the other projects discussed in this item is provided in Attachment A.

In addition to the recommendations above, staff is also proposing changes to the use of prior year LCTOP funds that were originally programmed to the Metrolink Service Expansion Project (MSEP). The MSEP has been delayed due to the coronavirus (COVID-19) impacts on commuter rail service.

Consistent with the CPP, staff is proposing to redirect $2.1 million in prior year LCTOP funds to alternative eligible projects to maximize the use of state funding available for projects and programs that can still be delivered in the timeframe required for the funds. A portion of these funds, $159,285, along with interest collected from the LCTOP funds, estimated at $164,285 and totaling $323,570, is proposed to provide additional support for the Welcome Back Program noted above. In total, the Welcome Back Program will receive $3,703,032 in LCTOP funds.

The remaining funds from the MSEP, in the amount of $1,940,715, are proposed to support the Battery-Electric Buses, Bus Depot Upgrades and Charging Infrastructure Project (Ten Battery-Electric Buses Project). This project previously received LCTOP and provided partial funding for the purchase of ten battery-electric buses and the associated fueling infrastructure. Use of the remaining funds for this project is needed, because two discretionary state funding sources that were expected to be used for the project are no longer available. In one case, the Hybrid and Zero-Emission Truck and Bus Voucher Incentive Program unexpectedly ran out of funding due to high-demand. In the other case, the plan for use of Volkswagen Settlement for the Battery-Electric Buses Project did not succeed as the buses being replaced were repowered with newer engines than allowed through the program. This left a shortfall of approximately $1,940,715. The redirection of LCTOP funds is proposed to cover this need. Staff will return to the Board with funding recommendations for the MSEP if Metrolink indicates that the project will resume.

The proposed changes are listed below:

Proposed Project for LCTOP Funds	FY 2020-21 LCTOP Funds	Prior Year LCTOP Funds Redirected	Estimated LCTOP Interest	Total LCTOP Funding in this Report
Welcome Back Program	$3,379,462	$159,285	$164,285	$3,703,032
Orange Coast College	$716,152	$-	$-	$716,152
Ten Battery-Electric Buses	$-	$1,940,715	$ -	$1,940,715
Totals	$4,095,614	$2,100,000	$164,285	$6,359,899

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

The Capital Program Funding Report, which is provided in Attachment C, includes a summary of current funding for OCTA's capital projects. For this report, only proposed changes to the Ten Battery-Electric Buses Project are included, as the fare programs are considered operations support projects, and not capital projects.

Next Steps

With Board approval, staff will submit the Board resolutions to Caltrans to direct the use of $4,095,614 in FY 2020-21 LCTOP funds and $2,100,000 in prior year LCTOP funds. Staff will also program the unused interest, currently estimated to be $164,285 to the Welcome Back Program. The use of LCTOP funds is subject to approval by both Caltrans and the California Air Resources Board. Caltrans expects the SCO to begin releasing FY 2020-21 funds to transit agencies for approved projects by June 30, 2021.

Summary

The Board is requested to approve a resolution authorizing the use of FY 2020-21 and prior FY LCTOP funds for transit projects. Additionally, the Board is requested to approve the use of unprogrammed interest accrued from LCTOP funds for the OCTA Welcome Back Fare Reduction Program for OC Bus Riders.

Attachments

A. Orange County Transportation Authority, Low Carbon Transit Operations Program – Project Descriptions
B. Resolution No. 2021-042, Authorization for the Execution of the Certifications and Assurances, and Authorized Agent Forms for the Low Carbon Transit Operations Program and for the Execution of the Low Carbon Transit Operations Program Projects
C. Capital Funding Program Report

Prepared by:

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Approved by:

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ATTACHMENT A

Orange County Transportation Authority
Low Carbon Transit Operations Program – Project Descriptions

"Welcome Back" Fare Reduction Program for OC Bus Riders

As part of a coordinated customer comeback program following coronavirus (COVID-19) pandemic ridership reductions, the proposed Welcome Back fare discount promotion will encourage new riders and previous riders to return to using the service, along with a campaign highlighting the benefits and safety of public transit. The Orange County Transportation Authority (OCTA) proposes to provide the fare reduction program for a promotional period of up to 12 months, subject to rider demand and funding availability. The promotional period is planned to be divided into two-to-three-month phases, not a continuous period.

Through the intermittent promotional periods, one of the fare reduction models that was developed is anticipated to provide up to 44,267 30-day passes at the discounted price of $29 (regular price $69) for a total value of $1,283,743 and up to 184,572 packs of five one-day passes at the discounted price of $10 (regular price $25) for a total value of $1,845,720. Though the fare reduction model used may be modified, OCTA plans to expend all Low Carbon Transit Operations Program (LCTOP) funds. In addition, $249,999 in marketing and outreach costs will be included for a total of $3,379,462.

College Pass Program at Orange Coast College

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

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

As a result of this program, OCTA has seen significant ridership increases over the estimated ridership for this cohort before the incentive project. Based on this success, fiscal year (FY) 2018-19 LCTOP funds were programmed for Fullerton, Golden West, and Santa Ana colleges, and $749,243 in FY 2019-20 LCTOP funds were programmed for Coastline, Cypress, Irvine Valley, and Saddleback colleges. Staff is recommending that

$716,152 in FY 2020-21 LCTOP funds be used to replicate this model for Orange Coast College.

Metrolink Service Expansion Project

In June 2020, the California Department of Transportation approved $2.1 million in FY 2018-19 LCTOP funds for Metrolink Service Expansion Project. Due to the impacts of COVID-19, the proposed 2020 service expansion in Orange County has been delayed indefinitely. To use these funds within the eligible four-year period, it is proposed to use these funds for a shortfall in the Ten Battery-Electric Bus Pilot Project ($1,940,715) approved in FY 2019-20 and towards the proposed FY 2020-21 Welcome Back Fare Reduction Program ($159,285) for OC Bus Riders described above.

Ten Battery-Electric Buses

As detailed in the table below, to date, OCTA had previously programmed $14,003,962 in funding for battery-electric buses and the associated infrastructure upgrades, including $5,597,171 in FY 2018-19 and FY 2019-20 LCTOP funds and interest. Two of the expected state sources (Hybrid and Zero-Emission Truck and Bus Voucher Incentive Program and Volkswagen Settlement) are no longer available for the project and it is proposed that an additional $1,940,715 in FY 2018-19 LCTOP funds previously programmed to the Metrolink Service Expansion Project would be reassigned towards the purchase of a total of ten battery-electric buses under the State of California contract, along with the associated infrastructure upgrades. This action will provide the funding necessary to cover the estimated cost of the electric buses and support systems.

The buses will be 40-foot standard low floor OCTA-equipped battery-electric buses with seating for 37 passengers, or 33 passengers and two wheelchairs, internal and external camera system, wireless and mobile routers, a farebox equipped for mobile ticketing, automated passenger counters, radio system and automatic vehicle location, and a three-position exterior bicycle rack. Additionally, infrastructure and improvements required for fueling the buses include electrical cabling, trenching, dedicated charging stations, smart energy management controllers, as well as utility and depot upgrades.

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

Orange County Transportation Authority
Low Carbon Transit Operations Program – Project Descriptions

The proposed funding plan is provided below:

Programmed Funding ($000's)	LCTOP	SCCP[1]	SGR	HVIP[2]	VW Settlement[2]	Total
Previously Programmed	$ 5,597	$ 4,330	$ 2,135	$ 1,041	$ 900	$ 14,003
Proposed Programming	$ 7,538	$ 4,330	$ 2,135	$ -	$ -	$ 14,003
Difference	$ 1,941	$ -	$ -	$ (1,041)	$ (900)	$ -

1 -SB 1 (Chapter 5, Statutes of 2017) SCCP funds the cost of purchasing five buses.
2 - HVIP subsidy and VW Settlement no longer available.

LCTOP - Low Carbon Transit Operations Program
SCCP - Solutions for Congested Corridors Program
SGR - State of Good Repair Program
HVIP - Hybrid and Zero-Emission Truck and Bus Voucher Incentive Program
VW - Volkswagen

ATTACHMENT B

RESOLUTION NO. 2021-042

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

$4,095,614 IN FISCAL YEAR 2020-21 FUNDS FOR "WELCOME BACK" FARE REDUCTION PROGRAM FOR OC BUS RIDERS ($3,379,462); AND COLLEGE PASS PROGRAM FOR ORANGE COAST COLLEGE ($716,152)

$2,100,000 IN FISCAL YEAR 2018-19 FUNDS FOR "WELCOME BACK" FARE REDUCTION PROGRAM FOR OC BUS RIDERS ($159,285); AND TEN BATTERY-ELECTRIC BUSES, BUS DEPOT UPGRADES, AND CHARGING INFRASTRUCTURE PROJECT ($1,940,715).

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

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

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

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

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

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

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

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

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

NOW, THEREFORE, BE IT FURTHER RESOLVED that the OCTA Board hereby authorizes the submittal of the following project nomination and allocation request to Caltrans in fiscal year (FY) 2020-21 LCTOP funds:

Project Name: Welcome Back Fare Reduction Program for OC Bus Riders; and College Pass Program for Orange Coast College.
Amount of LCTOP funds requested: FY 2020-21 LCTOP funding at $4,095,614.

NOW, THEREFORE, BE IT FURTHER RESOLVED that the OCTA Board hereby authorizes the submittal of program documentation to Caltrans to nominate the following projects for FY 2018-19, LCTOP funds:

Project Name: Welcome Back Fare Reduction Program for OC Bus Riders; and Ten Battery-Electric Buses, Bus Depot Upgrades and Charging Infrastructure Project.
Amount of LCTOP funds requested: FY 2018-19 LCTOP funding at $2,100,000.

Short Description of Projects:

FY 2020-21 LCTOP funds:

- Welcome Back Fare Reduction Program for OC Bus Riders ($3,379,462): In 2020, OC Bus experienced ridership losses due to the impacts of coronavirus. To encourage people to return to the system, OCTA is proposing the Welcome Back Fare Reduction Program for OC Bus Riders. OCTA proposes to provide the fare reduction program, subject to rider demand and funding availability.

  Benefit to a Priority Populations: The program will benefit disadvantaged communities (DAC). OCTA provides service to 71 DAC with 411,282 residents, to 331 low-income communities or households with 1,908,502 residents, and to 112 low-income communities or households within a half-mile of a DAC with 1,929,010 residents.
  Amount to benefit Priority Populations: $1,700,000.
  Contributing Sponsors (if applicable): NA.

- College Pass Program for Orange Coast College ($716,152): The College Fare Program provides incentive and ongoing funding to allow college students to ride OC Bus free. The funds are used to support the loss of fare revenue for the life of the program. After the first year, the students pay a student fee as part of their enrollment to help offset the cost of riding the bus.

  Benefit to a Priority Populations: The program will benefit DAC. Orange Coast College is in a low-income community. OCTA provides service to 71 DAC with 411,282 residents, to 331 low-income communities or households with 1,908,502 residents, and to 112 low-income communities or households within a half-mile of a DAC with 1,929,010 residents.
  Amount to benefit Priority Populations: $400,000.
  Contributing Sponsors (if applicable): City of Laguna Beach is providing $13,725.

FY 2018-19 LCTOP Funds from the Metrolink Expansion Project:

- Welcome Back Fare Reduction Program for OC Bus Riders ($159,285). See above under FY 2020-21 projects.
- Ten Battery-Electric Buses, Bus Depot Upgrades and Charging Infrastructure Project. ($1,940,715): Combined with previously approved funds the FY 2018-19 LCTOP funds will allow the purchase of ten battery-electric buses under the State of California General Services Contract.

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

ADOPTED, SIGNED AND APPROVED this 24th day of May 2021.

AYES:

NOES:

ABSENT:

ATTEST:

_____	_____
Andrea West Interim Clerk of the Board	Andrew Do, Chairman Orange County Transportation Authority

OCTA Resolution No. 2021-042

Capital Funding Program Report

Pending OCTA Board of Directors (Board) Approval - May 24, 2021

Bus Transit Project											
			Federal Funds			State Funds			Local Funds		
Project Title	M Code	Total Funding	STBG/CMAQ	FTA	Other Fed.	STIP	SB1	Other State	M1	M2	Other Local
Go Local - Step 1	S	$5,730							$5,730		
Mobile ticketing equipment	S	$4,036						$4,036			
M2 Project V Community Circulators	V	$53,767								$53,767	
M2 Project W Safe Transit Stops (City)	W	$1,708								$1,708	
M2 Project W Safe Transit Stops (OCTA)	W	$370								$370	
ACCESS and fixed-route radio systems upgrade		$22,465		$4,434	$341			$16,239			$1,451
Associated Transportation Improvements		$556		$556							
Bravo! 529 buses (six)		$3,595	$549					$3,046			
Bus replacement - articulated alternative fuel buses (60')		$31,105	$22,250	$8,855							
Bus replacement (40' and ACCESS)		$149,009	$29,198	$68,139							$51,672
Capital cost of contracting FY2016-17 to FY2023-24 (ACCESS and contracted fixed-route contracts)		$325,734		$162,114							$163,620
Engine rebuild		$16,294		$14,824				$1,470			
Facility modifications, upgrades, and replacement projects		$5,347					$5,347				
FTA Section 5310 Enhanced Mobility of Seniors & Individuals with Disabilities		$3,657		$3,657							
FTA Section 5316 Jobs Access and Reverse Commute		$13,962		$13,962							
FTA Section 5317 New Freedom		$6,388		$6,388							
Goldenwest Transportation Center parking structure		$4,000	$3,400								$600
Goldenwest Transportation Center surface lot		$2,000						$1,200			$800
iShuttle replacement buses (12)		$6,803					$6,123				$680
iShuttle replacement buses (five)		$2,800					$2,520				$280
MSRC County Transportation Commission Partnership Program		$2,319				$176					$2,143
Non-fixed-route paratransit operations assistance - FY 2014-15 to FY 2023-24		$294,861		$102,395							$192,466
OC Mobility Hubs Strategy		$300	$266			$34					
OCTA Transit Security & Operations Center		$55,103	$3,660			$10,382	$31,958	$5,603			$3,500
Preventive maintenance - including salaries and benefits (includes ATN & Laguna Beach)		$162,740		$162,740							
Purchase (201) 40-foot alternative fuel replacement buses (OCTA)		$229,384	$134,670	$47,696							$47,018
Purchase replacement paratransit vans (through FY 2023-24)		$64,290		$50,524							$13,766
Rideshare/vanpool		$11,232	$11,232								
Standby backup generators at Anaheim and IRCC bases		$1,374					$1,374				
Transit Security Program		$3,167						$3,167			
Vanpool Program - capital lease		$12,838	$12,838								
VSS upgrades at OCTA facilities		$1,159		$960				$199			
Zero-emission Bravo! buses (ten battery electric) and bus infrastructure[1, 2]		$14,004					$6,466	$7,538			
Bus Transit Project Totals		**$1,512,097**	**$218,063**	**$647,244**	**$341**	**$10,592**	**$53,788**	**$42,498**	**$5,730**	**$55,845**	**$477,996**

ATTACHMENT C

Capital Funding Program Report

Pending OCTA Board of Directors (Board) Approval - May 24, 2021

Bus Transit Project

			Federal Funds			State Funds			Local Funds		
Project Title	M Code	Total Funding	STBG/CMAQ	FTA	Other Fed.	STIP	SB1	Other State	M1	M2	Other Local

Federal Funding Total	$865,648
State Funding Total	$106,878
Local Funding Total	$539,571
Total Funding (000's)	$1,512,097

Bus Transit 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
Heating ventilation unit replacements		$405		$313			$92				
Zero-emission hydrogen fuel cell buses (10)		$12,978					$5,640	$7,338			
Bus Transit Project Completed Totals		**$13,383**		**$313**			**$5,732**	**$7,338**			

Federal Funding Total	$313
State Funding Total	$13,070
Local Funding Total	$0
Total Funding (000's)	$13,383

Capital Funding Program Report

Pending OCTA Board of Directors (Board) Approval - May 24, 2021

Board Actions:

1. Approve Resolution No. 2021-042 to authorize the use of FY 2020-21 Low Carbon Transit Operations Program funds and prior year funds redirected from the Metrolink Service Expansion project and authorize the use of interest earnings on Low Carbon Transit Operations Program funding including $1,940,715 for the Ten-Battery Electric Buses project.

Project Notes:
2. Additional $66,000 of SB 1 State of Good Repair programmed to reflect applied interest. The current total project cost is $14,003,962.

Acronyms:

ATN - Anaheim Transportation Network

CMAQ - Congestion Mitigation Air Quality Improvement Program

FTA - Federal Transit Administration

FY - Fiscal Year

IRCC - Irvine Construction Circle

M Code - Project Codes in Measure M1 and M2

M1 - Measure M1

M2 - Measure M2

MSRC - Mobile Source Air Pollution Reduction Review Committee

OCTA - Orange County Transportation Authority

SB 1 - Chapter 5, Statutes of 2017

STBG - Surface Transportation Block Grant

STIP - State Transportation Improvement Program

VSS - Video Surveillance System

OCTA

May 13, 2021

To: Transit Committee

From: Darrell E. Johnson, Chief Executive Officer

Subject: June 2021 Bus Service Change

Overview

In response to the coronavirus pandemic, emergency bus service changes were implemented in March 2020, with refinements subsequently implemented in June and October 2020. These service changes have remained in place through the February 2021 bus service change. Based on Federal Transit Administration Title VI requirements and Orange County Transportation Authority policy, the upcoming June 2021 bus service change required a public hearing. This requirement also included an equity analysis for major bus service changes that have been in place for 12 months or longer. The public hearing was conducted on April 26, 2021, and the final June 2021 bus service change has been developed based on input received.

Recommendations

A. Approve the final June 2021 bus service change and direct staff to begin implementation.

B. Receive and file the June 2021 Bus Service Change Public Involvement Program Final Report.

C. Direct the Executive Director of Planning, or his designee, to file a Notice of Exemption from the California Environmental Quality Act related to the bus service change.

Background

The Orange County Transportation Authority (OCTA) implements schedule and route revisions to selected OC Bus routes three times a year, in February, June, and October. The next bus service change is scheduled for implementation on June 13, 2021. OCTA implemented an emergency service change on March 23, 2020. This emergency service change reduced service levels to

balance a reduction in demand for transit service resulting from the federal and state emergency declarations. This included the State's stay-at-home order to help reduce the spread of the coronavirus (COVID-19) and correlating public health guidance.

Based on these factors, service levels were adjusted to provide a baseline level of service for customers needing to make essential trips. Bus service was subsequently increased slightly in June 2020 as demand increased and to help ensure social distancing for passengers and OCTA coach operators. The COVID-19 pandemic continues to have a negative impact on bus ridership.

Based on the continued impacts to ridership, the proposed June 2021 service change, as presented to the Board on February 22, 2021, will generally continue the service that OCTA is currently operating. Additional bus trips and trippers (unscheduled extra buses on busier routes) will continue to be operated, as needed, to address demand for transit and fulfill social distancing requirements. Per OCTA policy, the proposed changes require a public hearing.

As part the February 22, 2021, item and consistent with OCTA policy, the Board directed staff to implement a Public Outreach Program to solicit feedback. A robust Public Outreach Program was then conducted and concluded with a public hearing at the April 26, 2021 Board meeting. Staff is proposing changes to some route recommendations in the June 2021 service change based on public feedback. Additionally, public feedback will also be used to inform future service changes.

Federal Requirements

OC Bus routes have been operating under a public health emergency since the initial service changes went into effect in March 2020. The Federal Transit Administration (FTA) allows transit agencies to implement necessary service changes on a temporary basis during emergencies or unique circumstances, such as the COVID-19 pandemic. However, a service equity analysis is required for temporary major service changes[1] enacted directly or indirectly related to an emergency that continues longer than 12 months or those that are planned as permanent. Further, FTA requires that, pursuant to Title VI, any major service change lasting longer than 12 months must include a service equity analysis. This analysis determines if there are disparate impacts on minority and/or low-income populations who rely on bus service. OCTA performed the required service equity analysis, conducted public outreach, and held the public hearing on April 26, 2021, for the June 2021 service change.

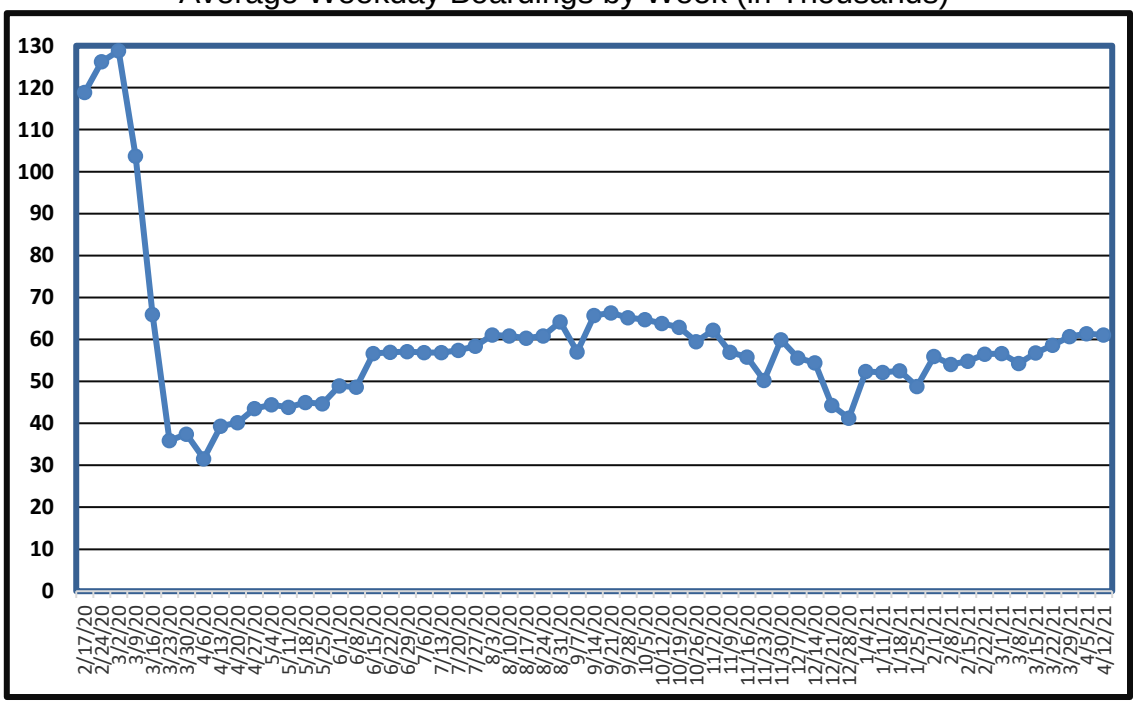
[1] Service changes that alter the length of a bus route by more than 50 percent or change the route or system level bus service hours by 25 percent or more are deemed "major." Refer to Attachment A for details.

The June 2021 service change represents a major reduction in service, compared to the service operated pre-COVID-19. OCTA policy requires that service and fare changes consistently assess impacts of bus service changes and ensure compliance with federal requirements (Attachment A).

Discussion

After the implementation of the State's stay-at-home order in March 2020, weekday OC Bus ridership dropped significantly, from approximately 125,000 boardings per day to the low 30,000s in April 2020. Boardings then steadily recovered to the mid-60,000s in mid-summer. With the rise in COVID-19 positivity rates in the fall, ridership decreased again below 60,000. Recent ridership trends indicate that ridership is still in the low 60,000s. The chart below shows the average weekday ridership from mid-February 2020 through early April 2021.

Average Weekday Boardings by Week (in Thousands)



On March 23, 2020, OCTA reduced fixed-route bus service approximately 40 percent by implementing Sunday service schedules on all routes, seven days a week. The June 2020, and subsequent service changes in October 2020 and February 2021, provided an enhanced Saturday service schedule on weekdays and a regular schedule on Saturdays and Sundays. As presented to the Board at the February 22, 2021 meeting, the draft June 2021 bus service change would continue to deliver enhanced Saturday service levels on weekdays plus some additions in response to public input. Saturday and Sunday service will continue operating at the same service levels as provided since the June 2020

bus service change. Attachment B summarizes the draft service changes for each OC Bus route which includes the following:

- Reduced service frequency on 37 routes,
- No changes to service on 13 routes,
- Continued temporary suspension of eight routes.

Public Outreach Summary

The Board-directed Public Outreach Program began on February 22, 2021, to solicit feedback on the draft June 2021 bus service change. This effort resulted in the receipt of 2,262 questionnaires and comments and concluded with a public hearing at the April 26, 2021 Board meeting.

As part of the customer questionnaire, respondents were asked to identify up to three of their most frequently used OC Bus routes and provide a satisfaction rating for each route. Overall, 69 percent of respondents indicated they were either satisfied or very satisfied with existing routes, 21 percent were neutral, and ten percent were either dissatisfied or very dissatisfied.

While feedback on current OC Bus routes was largely positive, a highlight of customer-requested improvements included:

- Increase service frequency
  - Routes 25, 30, 35, 29, 71.

- Add service span
  - Weekday mornings: Routes 26, 53, 25, 72, 30, 54, 70,
  - Weekday evenings: Routes 42, 87, 25, 83, 26, 38,
  - Weekends: Routes 42, 87, 29, 167, 86.

- Restore service/routes suspended due to COVID-19
  - Routes 560, 57X, 721, 701.

- Improve On-Time Performance
  - Routes 57, 35, 53, 50.

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

Final Service Plan Recommendations

Staff has recommended several changes to the draft June 2021 bus service changes based on customer and stakeholder feedback. Of the 50 bus routes currently operating, adjustments are proposed to 18 based on the public feedback received. These changes will improve the reliability of service by targeting on-time performance and strategically adding bus trips during specific times of the day. Early morning span of service will also be improved. The final recommendations are detailed in Attachment D. Although a number of routes are proposed to receive improvements in response to public feedback, the service being offered on 37 bus routes in June 2021 is still less than what was offered prior to COVID-19. Thirteen bus routes have experienced no changes to service, and eight routes will continue to be suspended, as shown in attachments E, F, and G. Service will increase by about 9,000 annual revenue vehicle hours (RVH), from 1,187,000 to 1,196,000. This is approximately 26 percent below the 1,622,000 annualized RVH operated in February 2020 prior to COVID-19.

Staff anticipates that demand for OC Bus service will remain steady between now and summer 2021 and can be accommodated with proposed service levels. In addition, the proposed service changes for June 2021 will accommodate more demand over current ridership levels. If ridership increases even further, and/or additional service is necessary to allow for social distancing, additional buses (trippers) can be deployed, as needed, following the current practice. If the spread of COVID-19 continues to slow and the vaccine rollout to the population continues, social distancing requirements may be further relaxed, allowing OCTA to further increase capacity on the buses to accommodate more boardings with the same number of RVH.

After implementation in June 2021, staff will reassess the service change based on key variables, such as customer demand, workforce availability, and social distancing. A contingency plan is being developed that will build on the June service plan based on these variables. The plan would increase service by about 154,000 annual RVH to a total of 1,350,000 annual RVH or about 17 percent below pre-COVID-19 service levels, consistent with the proposed OCTA Fiscal Year (FY) 2021-22 Budget. If necessary, this plan could be implemented prior to the next scheduled service change in October 2021. Staff will inform the Board prior to implementation. Additionally, public input received as part of the outreach effort will be considered in the development of bus service changes in FY 2021-22 (October, February, and June).

Title VI and Environmental Justice Analysis

Staff conducted a Title VI and Environmental Justice Analysis of the recommended June 2021 bus service change, per OCTA policy and FTA requirements. The analysis considered the cumulative impacts to minority and low-income communities by comparing the transit service levels pre-COVID-19 with proposed June 2021 route changes. Based on this analysis, it has been determined that the final June 2021 bus service change, taken in its entirety, would not have a disparate impact on minority persons nor a disproportionate burden on low-income persons.

Summary

Staff recommends the Board approve the June 2021 bus service change and continue to use the public feedback received to develop the FY 2021-22 Bus Service Plan. With Board approval, staff will begin implementing the recommendations for the June 2021 bus service change. Customers will be notified of the changes three weeks prior to implementation.

Attachments

A. Service and Fare Change Evaluation Policy
B. Draft June 2021 Bus Service Change Summary
C. June 2021 Bus Service Change, Public Involvement Program, Final Report, May 13, 2021
D. Final June 2021 Bus Service Change
E. Final June 2021 Bus Service Change System Map, Weekday Impacted Routes
F. Final June 2021 Bus Service Change System Map, Routes with No Changes
G. Final June 2021 Bus Service Change System Map, Suspended Routes
H. Final June 2021 Bus Service Change System Map, Customer Feedback

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OCTA

Executive Office

Chief Executive Officer

SERVICE AND FARE CHANGE EVALUATION POLICY

Policy#: EO-520.02SERVICE **Origination Date:** 11/26/2012 **Revised Date:** 06/17/2019

I. PURPOSE

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

II. ORGANIZATIONAL UNITS AFFECTED

A. The Planning Division is responsible for determining if a particular service change meets the definition of a "Major Service Change."

B. The Planning Division is responsible for completing service equity analysis documents as required.

C. The Finance and Administration Division is responsible for completing fare equity analysis documents as required.

D. The External Affairs Division is responsible for engaging the public to actively seek comments, suggestions, and input in the decision-making process for both major service changes and fare changes through community outreach efforts as outlined in the Public Involvement Plan.

E. The Human Resources & Organizational Development Division is responsible for coordinating Federal Transit Administration (FTA) review of service and fare equity analysis documents.

III. POLICY

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

1. Route Alignment Reduction or Elimination

Reducing an existing route by more than 50% of directional route miles or; reducing an existing route by more than 50% of bus stops.

2. Route Alignment Extension or New Route

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

3. Route Level Service Hour Change

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

4. System-Wide Service Hour Change

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

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

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

1. Service Changes

   a) Route Alignment Reduction or Elimination

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

   b) Route Alignment Extension or New Route

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

   c) Route Level Service Hour Change

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

   d) System-Wide Service Hour Change

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

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

2. Fare Change

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

D. Public Involvement – The public was engaged in developing this policy as documented in the Public Involvement Plan. The public will be engaged in any changes to this policy prior to approval. The Public Involvement Plan also documents the outreach activities required prior to a major service or fare change.

E. Board Review – Service and Fare Equity Analysis documents will be presented to the OCTA Board prior to implementation of major service or fare changes. The documents will be presented to the Transit Committee as a receive-and-file report.

IV. DEFINITIONS

A. Disparate Impact – A facially neutral policy or practice that has a disproportionately excluding or adverse effect on the minorities or low-income segments of the service area.

B. Disparate Treatment – An action that results in a circumstance in which minority persons are treated differently than others because of their race, color, national origin, and/or low-income status.

C. Disproportional Burden – The statistical percentage of impacts borne by low income populations as compared to impacts borne by non-low-income populations.

D. Low Income persons have an income of 80% or less of the national per capita income. "Low Income Areas" are residential land use areas within census tracts where the average per capita income is 80% or less of the national per capita income.

E. Low Income Transit Route – A route where at least 20% of the land within one-half mile of the route alignment is a "Low Income Area."

F. Minority Persons and Areas – Minority persons include American Indian and Alaska Native, Asian, Black or African American, Hispanic or Latino, and Native Hawaiian and Other Pacific Islanders as defined in the latest FTA Title VI Circular. "Minority Areas" are residential land use areas within census tracts where the percentage of minority persons is higher than the Orange County average.

G. Minority Transit Route – A route where at least 25% of the land within one-half mile of the route alignment is a "Minority Area."

H. Seasonal Service and Special Events – Changes to bus service levels on routes which occur because of seasonal ridership changes and event activities served by dedicated

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

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

V. PROCEDURE

A. Each service change is evaluated to determine if it is "major" and does not meet an exception in Section VI, therefore requiring an equity analysis. If a service change is not determined to be "major," it will be noted, and no further analysis will be completed. All fare changes require an equity analysis unless it meets an exception in Section VI.

B. Prepare service and fare equity documents as necessary using the current procedures on file with the Planning and/or Finance and Administration Division.

C. Engage in public participation efforts (see Public Involvement Plan for Service and Fare Changes.)

D. Submit completed Service and/or Fare Equity Analysis documents to the FTA via the TrAMS portal.

E. Submit Service and/or Fare Equity Analysis documents to the OCTA Office of Civil Rights.

F. Submit Service and/or Fare Equity Analysis documents to the OCTA Board of Directors as described in Section III.

VI. EXCEPTIONS

A. The following are exemptions to the Major Service Change Policy and do not require an equity analysis:

3. Seasonal service changes

4. Temporary detours and closures

5. Adjustments to lines during their first three years of service including elimination of service

6. Splitting or combining routes where the changes would not otherwise constitute a major service change.

7. Route being taken over by another transit provider with substantially the same headways, fare, transfer options, span of service, and stop locations. The new provider must take all valid OCTA fare media.

8. Special event services operating for a limited period of time (less than seven consecutive months)
9. Shuttle routes designed to act as extensions of commuter rail service, linked to specific commuter rail schedules established by the commuter rail operator
10. Trial service changes instituted for 180 days or less with notification to the FTA Region 9 administrator in advance of implementation
11. Service changes implemented in response to an emergency situation with notification to the FTA Region 9 administrator within five working days

B. The following are exceptions to the Fare Change Policy and do not require an equity analysis:

1. Free fare or reduced fare promotions of less than 60 days
2. Seasonal passes and fares which have been reviewed for equity previously at the same proposed rate

VII. PROVISIONS AND CONDITIONS

Not applicable.

VIII. RELATED DOCUMENTS

A. FTA Circular 4702.1B

B. FTA EJ Circular 4703.1

C. OCTA Public Involvement Plan

D. Service Change Equity Evaluation Process

E. Fare Change Equity Evaluation Process

END OF POLICY

ATTACHMENT B

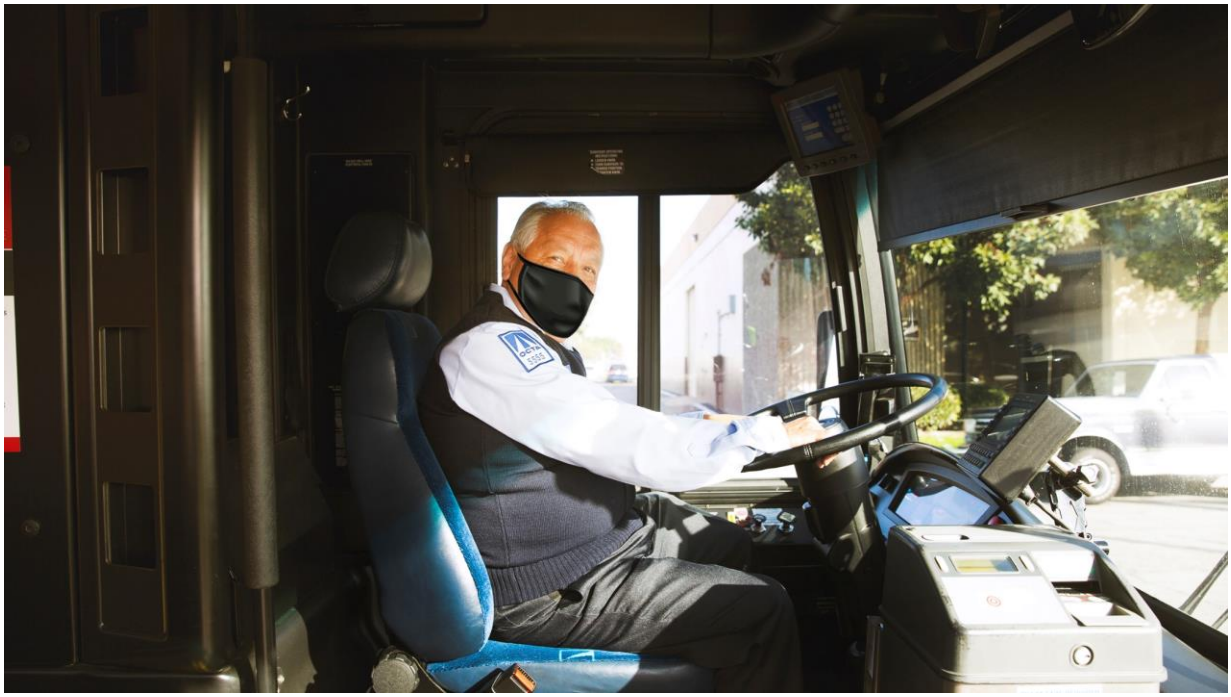
Draft June 2021 Bus Service Change Summary

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

Acronyms
COVID-19 - Coronavirus
SAT - Saturday
SUN - Sunday
WKD - Weekday

ATTACHMENT C

June 2021 Bus Service Change
Public Involvement Program
Final Report
May 13, 2021



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Introduction

The emergence of the coronavirus (COVID-19) has required many modifications to transit operations and enhanced customer safety mitigations, among many other significant nationwide impacts. The Orange County Transportation Authority (OCTA) made several changes to OC Bus service during the State's stay-at-home order to ensure the safety of customers and employees, adjust service to ridership demand, and ensure "essential" service to Orange County during the pandemic.

After more than a year of reduced service due to COVID-19, OCTA will be implementing a June 2021 Service Change to adjust OC Bus service levels, routes, and schedules. While the proposed changes in the June 2021 Service Plan are relatively minor changes to existing OC Bus service that has been provided during COVID-19, Federal Transit Administration Title VI requires that OCTA conduct a public involvement program, including a public hearing, due to the scale of the overall changes that have taken place since March 2020.

Executive Summary

OCTA is committed to ensuring key stakeholders and the public remain engaged and informed about the draft June 2021 Bus Service Plan.

As part of the draft June 2021 Bus Service Plan, OCTA developed a comprehensive outreach strategy. The goal of the outreach effort was to provide the public with information and to ensure customer and public input is heard and used to inform the final recommended service plan being presented to the OCTA Board of Directors (Board) for consideration.

An inclusive public involvement program used a variety of tactics to inform and gather feedback, including virtual public meetings, email updates, bus and newspaper advertisements, social media, press releases, and 50,000 service plan brochures in multiple languages. In addition, OCTA gathered customer feedback through multilingual online and print questionnaires.

Key Findings

High Level of Customer Input

OCTA received significantly more customer feedback during this public involvement program compared to other recent service changes, including 2,108 questionnaire responses and 169 attendees at a series of virtual community meetings. The questionnaire was distributed online, using email and social media, and was also available in print brochures onboard buses and was distributed to community organizations and social service centers. Demographic information collected from respondents is similar to Orange County's overall ethnic makeup, suggesting that the public involvement program was successful in gathering public input from a variety of diverse audiences and hard-to-reach populations.

Positive response to OC Bus Service during COVID-19

When asked about their experiences using OC Bus during the COVID-19 pandemic, 63 percent of responses were positive regarding OC Bus service provided during the COVID-19 pandemic. These comments included:

- OC Bus helped with essential travel (24 percent)
- Riders were able to get to where they needed to go (20 percent)
- Appreciation of COVID-19 safety measures (19 percent)

A total of 18 percent of responses were negative regarding OC Bus service during the pandemic. These comments included:

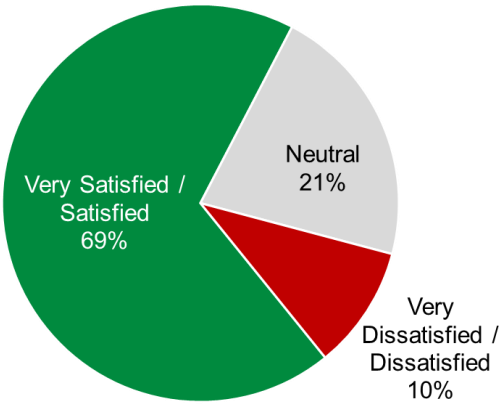
- Customers weren't comfortable riding due to COVID-19 (7 percent)
- There wasn't enough service where needed (7 percent)

- Riders weren't able to get to where they needed to go (4 percent)

Most Customers are Satisfied with Current OC Bus Service

As part of the customer questionnaire, respondents were asked to identify up to three of their most frequently used OC Bus routes and provide a satisfaction rating for each route. Overall, 69 percent of existing route ratings were either satisfied or very satisfied.

The remaining responses were 21 percent neutral and 10 percent either dissatisfied or very dissatisfied.



n = 1,155 responses from 493 respondents

Route Specific Feedback on Current OC Bus Service

While feedback on current OC Bus routes was largely positive (45 percent of responses), improvements requested by customers included:

- Increase service frequency (14 percent)
  Routes 30, 25, 35, 29, 71, 37

- Add additional service (9 percent)
  Weekday Mornings: Routes 26, 54, 72, 25, 53
  Weekday Evenings: Routes 38, 42, 87, 37, 25, 26
  Weekends: Routes 42, 87, 86, 29, 167

- Restore service / routes suspended due to COVID-19 (3 percent)
  Routes 560, 57X, 721, 701

- Improve On-Time Performance (3 percent)
  Routes 57, 35, 50, 53

Customer Requested Transit Enhancements

When asked about future service enhancements, respondents reported their top four enhancements as:

- Increasing service frequency (32 percent)
- Faster travel time (18 percent)
- Longer service span (10 percent)
- Fewer required transfers between routes (10 percent)

All Customer Feedback Considered in Proposed June 2021 Service Plan

All customer comments and requests have been provided to the service planning team to consider for the June 2021 Bus Service Plan or future bus service changes. Customer feedback on OC Bus service during COVID-19, including emergency service changes following the March 2020 stay-at-home order, meets the Federal Transportation Administration's Title VI requirement for a public involvement program for service changes.

Background

OCTA implements schedule and route revisions to selected OC Bus routes three times a year, in February, June, and October. The next bus service change is scheduled for implementation on June 13, 2021.

Due to COVID-19, OCTA implemented an emergency service change on March 23, 2020. This emergency service change reduced service levels to balance a significant reduction in demand for transit because of the federal and state emergency declarations, including the State's stay-at-home order and public health guidance to help reduce the spread of COVID-19. Based on these factors, service levels were adjusted to provide a baseline level of service for customers needing to make essential trips.

Bus service was subsequently increased slightly in June 2020 as demand increased and to help ensure social distancing for passengers and OCTA coach operators. The same service levels were continued with the October 2020 and February 2021 service changes.

Bus service levels have continued to increase slightly in subsequent service changes to adhere to social distancing practices for the safety of passengers and OCTA coach operators.

Based on Federal Transit Administration Title VI requirements, the draft June 2021 bus service change required a public hearing. This requirement is for major bus service changes that are implemented during an emergency and have been in place for 12 months or longer.

Public Information and Outreach Program

On February 22, 2021, the OCTA Board received the draft June 2021 Bus Service Plan and directed staff to implement a public outreach program to solicit feedback.

Though unable to conduct in-person meetings due to COVID-19 restrictions, OCTA adhered to Title VI guidelines by using multifaceted approaches and extensive public outreach to diverse and hard to reach communities.

Tactics

A variety of tactics were implemented to gain public feedback.

Digital Information

- Two emails regarding the plan and virtual community meetings were each sent to 112,550 email addresses
- One “On the Move” e-Newsletter - 10,800 subscriber distribution per issue
- Public information and ads on Facebook

Bus Advertisements and Collateral

- 50,000 Public Notice Multilingual Brochures with a questionnaire in English, Spanish, and Vietnamese
- OCTA website in English, Spanish, and Vietnamese, including an online questionnaire
- Interior Bus Cards (550 each language for a total of 1,650) - English, Spanish, and Vietnamese

Telephone Hotlines

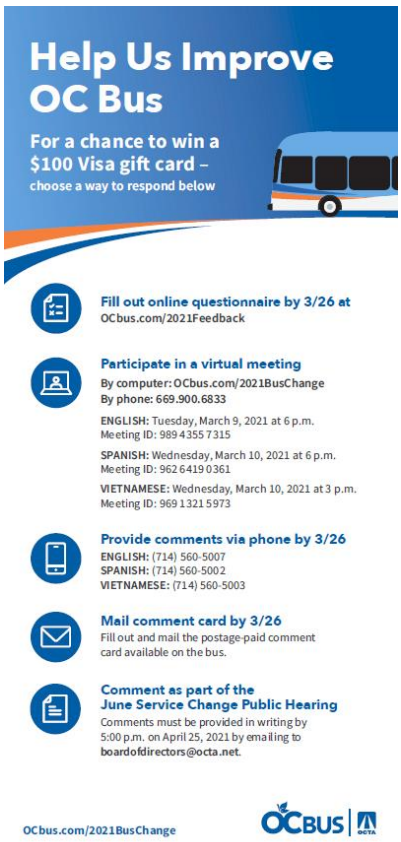
- Hotlines in English, Spanish, and Vietnamese were established for customers without internet access to ask questions about the service change, register for the community meetings, and respond to the questionnaire

Advertisements

- Print Advertisements - seven newspaper ads

OC Register, Excelsior, Người Việt, and Việt Báo Community Meeting Notices

- OC Register, Excelsior, Người Việt, and Việt Báo Public Hearing Notices
- Broadcast Advertisements - six radio and TV ads
- Que Buena Radio, La Ranchera Radio
- Sàigòn Radio, OCC Radio
- Việtface TV, Sàigòn TV



Local Jurisdiction Communication

The public information officers and communication staff from 34 cities and the County of Orange were notified of the service change information and provided a digital toolkit to disseminate information via city communication channels.

Local News Media

A press release was issued to local media notifying the community about the service change and public involvement program.

Public Comments – Email, Phone Calls, and Social Media

Public comments were collected from multiple channels, including phone calls to the Customer Information Center (636-RIDE), emails, and social media comments to OCTA. During the service change outreach period, a total of 71 comments were received.

Virtual Community Meetings (3)

Several meetings took place virtually where customers and the public had the opportunity to discuss the proposed changes and provide input. A total of 169 customers participated in three community meetings.

English Virtual Meeting, March 9, 2021 (77 attendees)

Spanish Virtual Meeting, March 10, 2021 (18 attendees)

Vietnamese Virtual Meeting, March 10, 2021 (74 attendees)

OCTA Advisory Committees

Diversity Community Leaders Group Virtual Meeting, February 4, 2021 (75 attendees)

The draft June 2021 Bus Service Plan was shared at the Diversity Community Leaders Quarterly Meeting on February 4, 2021. While there was no route-specific feedback, the participating diversity community leaders agreed to distribute the information to their respective members and constituents.

Online and Print Questionnaire

A qualitative online and print questionnaire was distributed for customer and public feedback on the draft June 2021 Bus Service Plan. The online questionnaire was available at OCbus.com and was widely publicized in an eblast, social media postings, and other materials. The print version of the questionnaire (with the same questions) was included with a mail-back response card attached to each of the 50,000 service plan brochures that were distributed onboard OC Bus.

The public outreach feedback questionnaire was released on February 23, 2021 and closed on April 26, 2021. During the collection period, OCTA collected a total of 2,108 completed questionnaires, with the majority (96%) of responses coming from the online questionnaire. The questionnaire was offered in English, Spanish and Vietnamese, with 77% of respondents completing the questionnaire in English, 20% Spanish, and 3% in Vietnamese.

Based on questionnaire demographic information, respondent race/ethnicity distribution is similar to the reported values for the Orange County population.

Orange County Race/Ethnicity	**2019 Population Estimates[1]**	**Questionnaire Respondents**
Hispanic or Latino	34%	39%
White (Non-Hispanic)	40%	32%
Asian	22%	23%
Black/African American	2%	3%
American Indian/Alaskan Native	1%	2%
Native Hawaiian/Pacific Islander	0.4%	1%

The English / Spanish and English / Vietnamese questionnaire instruments are included as Appendix A.

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

[1] Source: U.S. Census Bureau, Population Estimates Program (PEP). Population and Housing Unit Estimates, July 1, 2019, (V2019) [Latest Estimate Available]

Public Hearing

April 26, 2021 – Virtual OCTA Board Meeting

In accordance with COVID-19-related changes to public and local government meetings (Executive Order N-25-20), and to ensure public safety, the public hearing for the proposed June 2021 Service Plan was held as a virtual public hearing on April 26, 2021, as part of the regularly scheduled OCTA Board meeting.

Individuals wishing to provide comments for the public hearing were able to submit or email their comments by 5:00 pm on April 25, 2021. A total of five official public hearing comments were received during the public outreach process and have been entered into the record as public hearing comments.

What We Heard

Following extensive public outreach, a total of 2,353 comments were received on the proposed plan, including at virtual community meetings, public hearing, online, and by mail and phone. The table below identifies how those individuals shared their feedback.

Channel	Count
Online/Print Questionnaires	2,108
Virtual Community Meeting Attendees	169
Customer Relations (Calls, Emails, Social Media)	71
Public Hearing Comments	5
Total:	**2,353**

Current Usage of OC Bus

For the purposes of this analysis, all individuals that have responded to the public feedback questionnaire were grouped into the following rider types, based on their travel frequency/usage of OC Bus during the COVID-19 pandemic compared to before the COVID-19 pandemic. Due to rounding, some percentages may not add up to 100%.

- **Current riders (72%)** defined as individuals who previously rode OC Bus before the COVID-19 pandemic and continued to ride during the pandemic, with 16% riding more than before, 14% the same as before, and 28% riding less than before the pandemic.
- **Inactive riders (19%)** defined as individuals who previously rode OC Bus before the COVID-19 pandemic but have not ridden since or during the pandemic.
- **Non-riders (10%)** are individuals who completed the feedback questionnaire, but they haven't ridden OC Bus before or during the pandemic. Unless expressly mentioned, further questionnaire items do not include non-riders' responses.

Figure 1: Respondent rider status and frequency of usage (all respondents)

Respondent Type & Usage	Respondents	% Respondents
Current riders	**1,508**	**72%**
More than before	294	14%
Same as before	590	28%
Less than before	591	28%
Did not ride before COVID-19, but I am riding now	33	2%
Inactive riders	**392**	**19%**
Not at all, but I plan to return	254	12%
Not at all, and I don't know yet if I will return	122	6%
Not at all, and I will not return	16	1%
Non-riders	**208**	**10%**
N/A – I do not use OC Bus	208	10%
Grand Total	**2,108**	**100%**

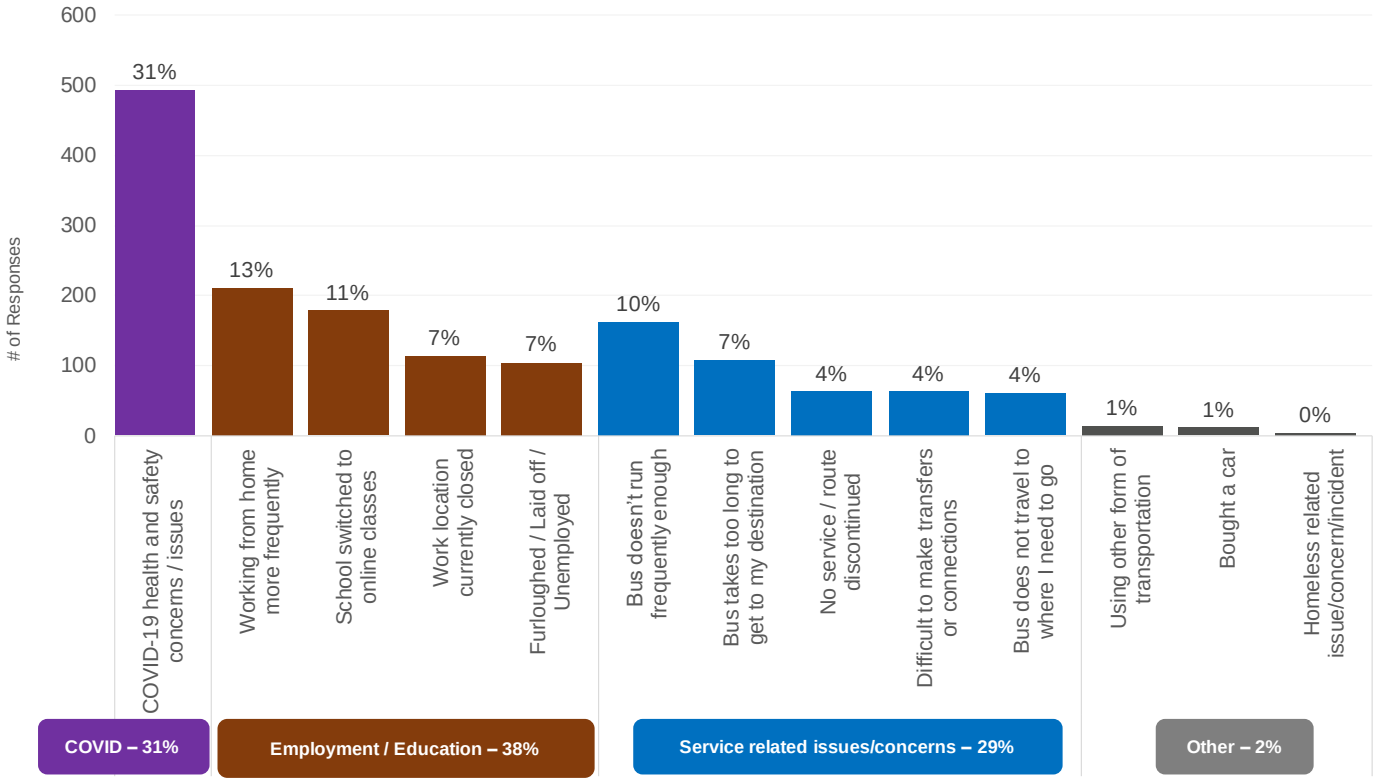
n = 2,108 respondents

Reasons for Riding Less Frequently / Not at All

Inactive riders and those that are currently riding less than before were asked their primary reasons for riding less or not riding during the pandemic. COVID-19 health and safety concerns/issues stood out with 31% of all responses to this question. Also significant was how many questionnaire respondents selected this as a choice. Respondents could select multiple options, but 60% of all respondents selected this as a response, which clearly shows that health and safety is a noticeable concern for customers. Following COVID-19, employment/education-related reasons were also significant, with 38% of all responses, including working from home more frequently (13%), school switching to online classes (11%), work location closures (7%) and furloughed/laid off/unemployed (7%). Over half of respondents (56%) selected employment / education reason for riding less or not riding during the pandemic.

Nearly one-third of respondents selected service-related issues/concerns for riding less or not at all riding, with 29% of total responses including bus doesn't run frequently enough (10%), bus takes too long to get to their final destinations (7%), no bus service or route temporarily discontinued (4%), difficult to make transfers or connections (4%), and bus does not travel to where they need to go (4%).

Figure 2: Primary reasons for riding less or not riding (currently riding less and inactive riders)

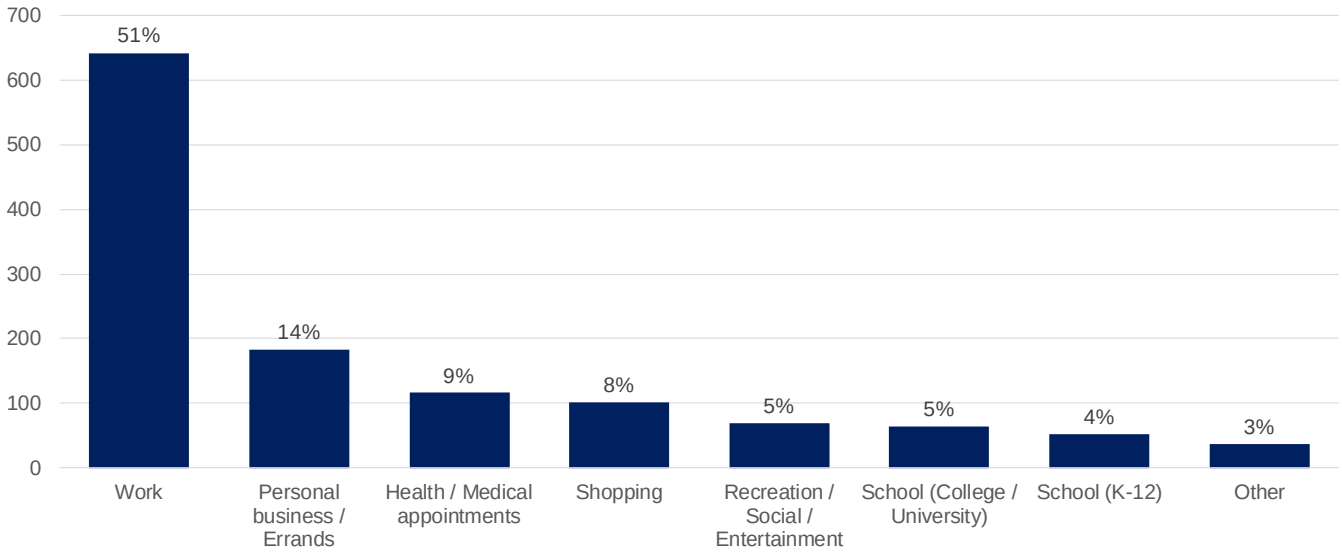


n = 1,588 responses from 808 respondents (multiple responses possible)

Trip Purpose Among Current Riders

Current riders (those who have been riding during the pandemic the same, more, or less than before) rely on OC Bus for essential trips, including commuting to work (51%), personal business/errands (14%), shopping and recreation/social/entertainment (13%), school (K-12/college/university) (9%), and health/medical appointments (9%).

Figure 3: Primary trip purpose (current riders)

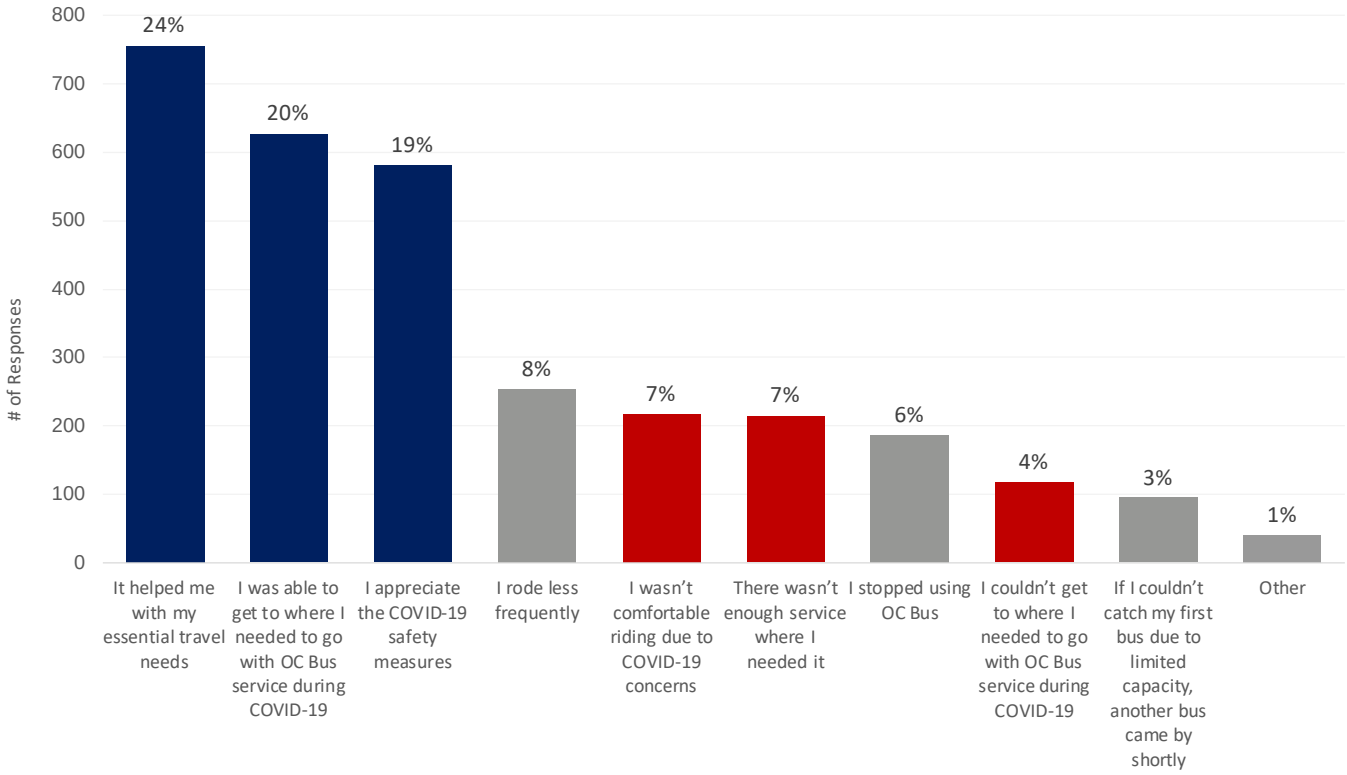


n = 1,263 respondents

Customer Experience with OC Bus during COVID-19

During the pandemic and stay-at-home order, OCTA was able to continue to operate limited, essential service. Respondents were asked what their experience has been with OC Bus service related to COVID-19 changes. Respondents could select multiple options.

Figure 4: OC Bus service experience during COVID-19 (current and inactive riders)



n = 3,090 responses from 1,542 respondents (multiple responses possible)

The top three responses regarding customer experience with OC Bus during COVID-19 were largely positive, with 64% of all responses, including "it helps with my essential travel needs" (24%), "I was able to get to where I needed to go (20%), and "I appreciate the COVID-19 safety measures" (19%). Most respondents (75%) selected at least one of these positive responses.

The negative responses to customer experience with OC Bus during COVID-19, representing 18% of all responses, including "I wasn't comfortable riding due to COVID-19 concerns" (7%), "there wasn't enough service where I needed it" (7%), and "I couldn't get to where I needed to go with OC Bus service during COVID-19" (4%). Nearly one-third of respondents (29%) selected at least one of these negative responses.

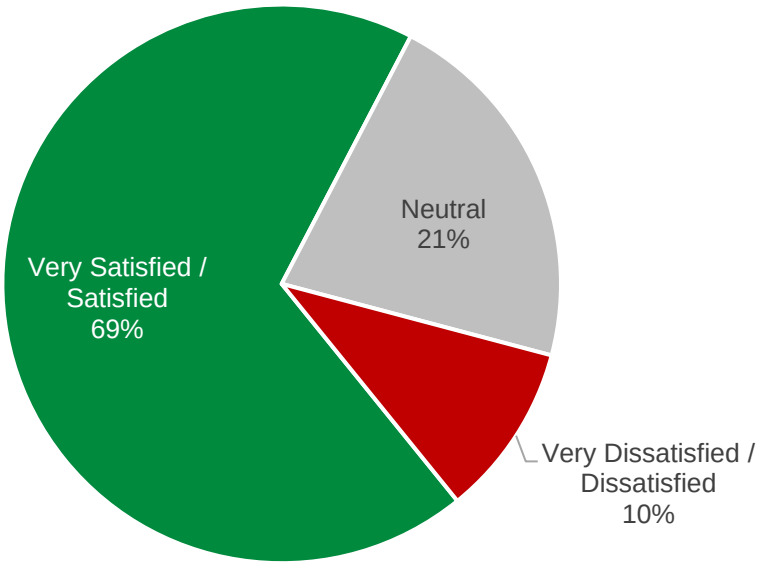
Feedback on Current OC Bus Service

Respondents were asked to respond with up to three of their most frequently used OCTA routes and to tell us how satisfied they were with each route, including any route-specific feedback they would like to share with OCTA.

A total of 493 unique respondents provided route satisfaction ratings. On average, each respondent rated approximately 2.3 routes. Figure 5 shows a summary of all individual route satisfaction rating responses with current service/routes.

Based on the overall percentage of all route rating responses, respondents reported largely positive responses to satisfaction ratings with the current OC Bus service, with almost 70% of route ratings being satisfied or very satisfied, 21% neutral, and only 10% dissatisfied or very dissatisfied.

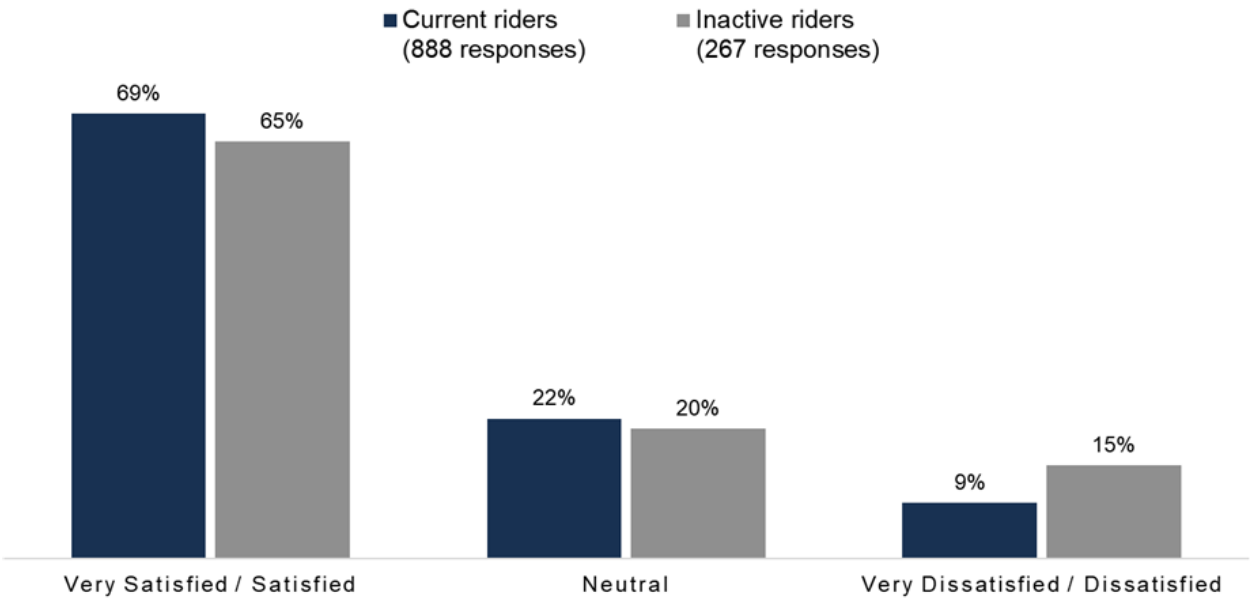
Figure 5: Overall customer satisfaction ratings (current and inactive riders).



n = 1,155 responses from 493 respondents

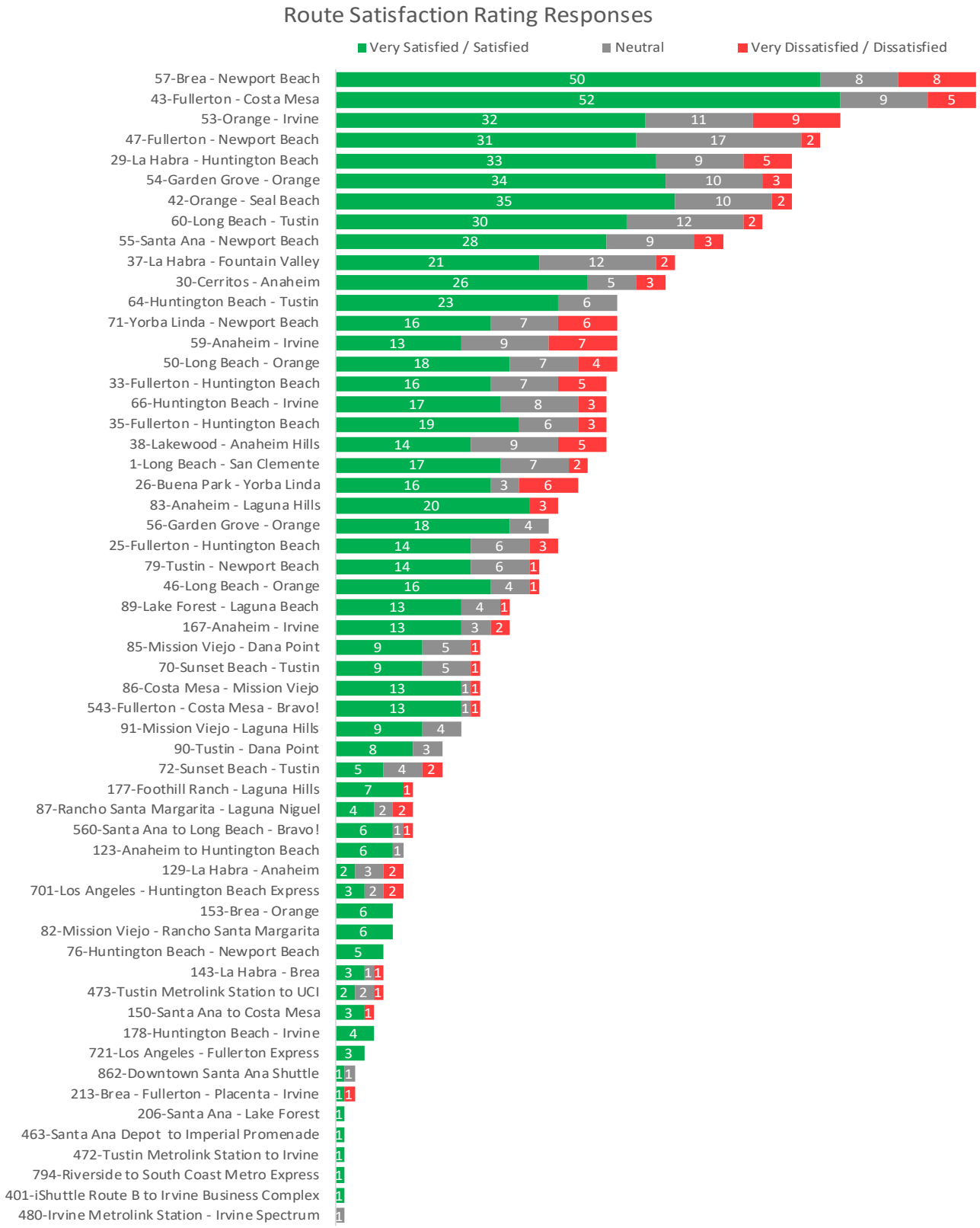
When comparing satisfaction by rider type, questionnaire respondents who reported themselves as “current riders” were slightly more likely to report being “satisfied or very satisfied.” Respondents who reported themselves as “inactive riders,” who had stopped riding OC Bus during the pandemic, were more likely to report being “dissatisfied or very dissatisfied.”

Figure 6: Overall customer satisfaction ratings by rider type (current and inactive riders).



n = 1,155 responses from 493 respondents

Figure 7: Overall customer satisfaction ratings by route (current and inactive riders).



n = 1,155 responses from 493 respondents

Route-specific feedback comments

In addition to asking customer satisfaction with the selected routes, respondents were asked to provide written, free-form feedback comments about current service. A total of 1,286 route-specific comments were received, reviewed, and categorized. The following is a summary of customer comment categorization from most to least frequent response by theme.

Figure 8: Customer route-specific comment categorization by theme (current and inactive riders).

Comment Theme	Comment Category	# of Comments	% of Comments
Satisfaction	Satisfied with service/route	503	39%
	Driver Compliment	51	4%
	Thank you	23	2%
Satisfaction Total		**577**	**45%**
Service enhancements	Increase frequency	178	14%
	Restore service/route (suspended due to COVID-19)	43	3%
	Improve on-time performance	38	3%
	Add/Increase early morning hrs	34	3%
	Overcrowded	33	3%
	Add/Increase late evening hrs	29	2%
	Add/Increase weekend service	25	2%
	Improve travel time	24	2%
	Difficulty connecting between routes	20	2%
	Add/Increase service	19	1%
	Add/Increase weekday service	14	1%
	Too many transfers/connections	5	0%
	Difficulty connecting to other transit services	2	0%
	Improve bus stop amenities	2	0%
	Improve safety/security on the bus	1	0%
Service enhancements Total		**467**	**36%**
General Comments	General comment/suggestion/information	112	9%
General Comments Total		**112**	**9%**
COVID-19	COVID-19 related safety concern/issue/incident	80	6%
COVID-19 Total		**80**	**6%**
Negative	Homeless related issue/concern/incident	20	2%
	Driver Complaint	20	2%
	Dissatisfied with service/route (suspended due to COVID-19)	10	1%
Negative Total		**50**	**4%**
Grand Total		**1,286**	**100%**

n = 1,286 comments from 577 respondents

More than one-third of all comments were service-related issues, concerns, or requests which are summarized in the following table.

General comments or suggestions, which did not relate to OC Bus service, represented 9% of the categorized comments received.

Approximately 6% of all comments were about COVID-19 related safety concerns or issues, including social distancing, cleanliness, mask enforcement, sick passengers, etc.

While feedback on current OC Bus routes was largely positive (45% of responses), customer requested improvements included:

Increase Service Frequency (14%) *Routes 30, 25, 35, 29, 71, 37*	**Add Service Span** (9% overall) Weekday Mornings: *Routes 26, 54, 72, 25, 53* Weekday Evenings: *Routes 38, 42, 87, 37, 25, 26* Weekends: *Routes 42, 87, 86, 29, 167*
Restore Suspended Route (3%) *Routes 560, 57X, 721, 701*	**Improve On-Time Performance** (3%) *Routes 57, 35, 50, 53*

Future Service Enhancements Requested

To help plan what future/post-COVID-19 transit will look like in Orange County, respondents were asked to select up to three of their most important OC Bus service enhancements.

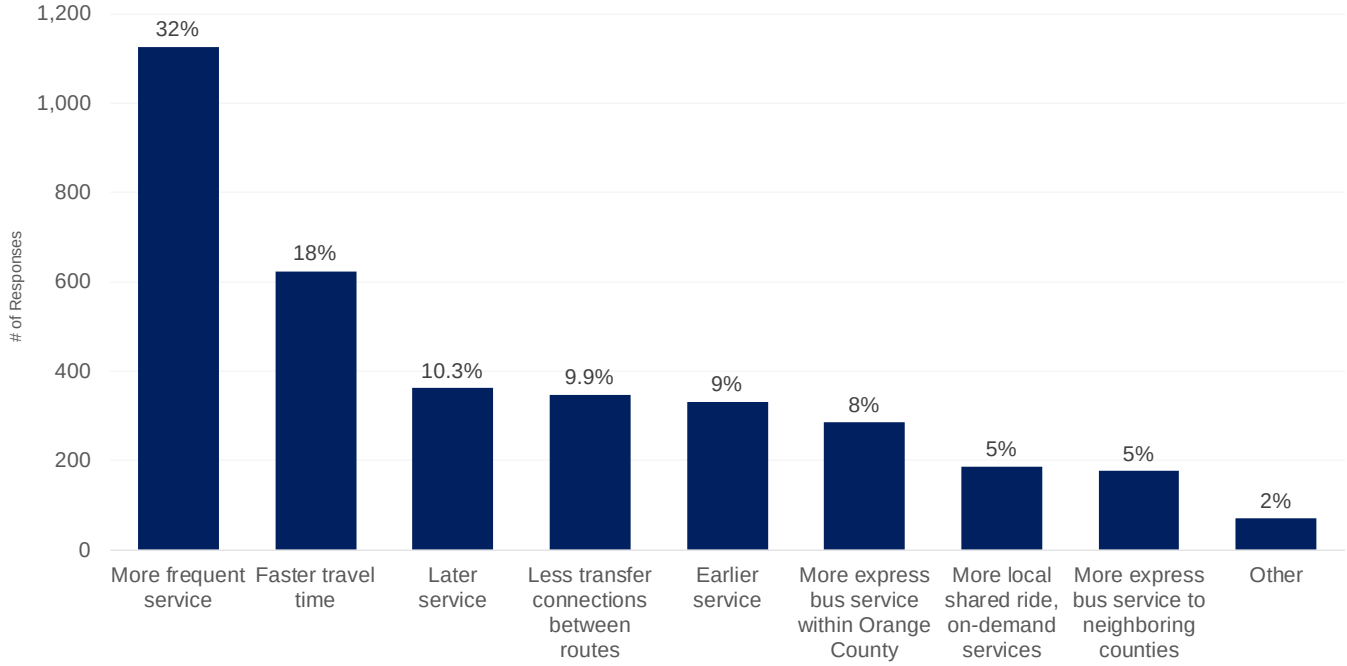
More frequent service was the most common response at 32%, with over 80% of total respondents selecting this enhancement. Approximately 64% of those responses requested more frequent weekday service compared to 36% for weekend service.

Faster travel time was the second most common response at 18%, with nearly half of total respondents selecting it. Over 70% of responses requested faster travel time on weekday service compared to 29% for weekend service.

Later service was the third most common response at 10.3%, with 27% of total respondents selecting it. Half of responses requested later service on weekdays and the rest requested later service on the weekend.

While top three responses make up 60% of all responses, the remaining 40% of responses included *Less transfer connections between routes* (10%), *earlier service* (9%), *more express bus service within Orange County* (8%), *more local shared ride, on-demand services,* and *more express bus service to neighboring counties* at 5% each.

Figure 9: Future service enhancements (current and inactive riders)



n = 3,508 responses from 1,083 respondents (multiple responses possible)

Future Service Amenities Requested

For future planning in terms of OC Bus amenities or enhancements, respondents were asked to select up to three of their most important OC Bus amenities or enhancements.

Real-time information provided at transit centers and major bus stops was the most commonly selected response (26% of all responses). Nearly 70% of respondents selected this enhancement.

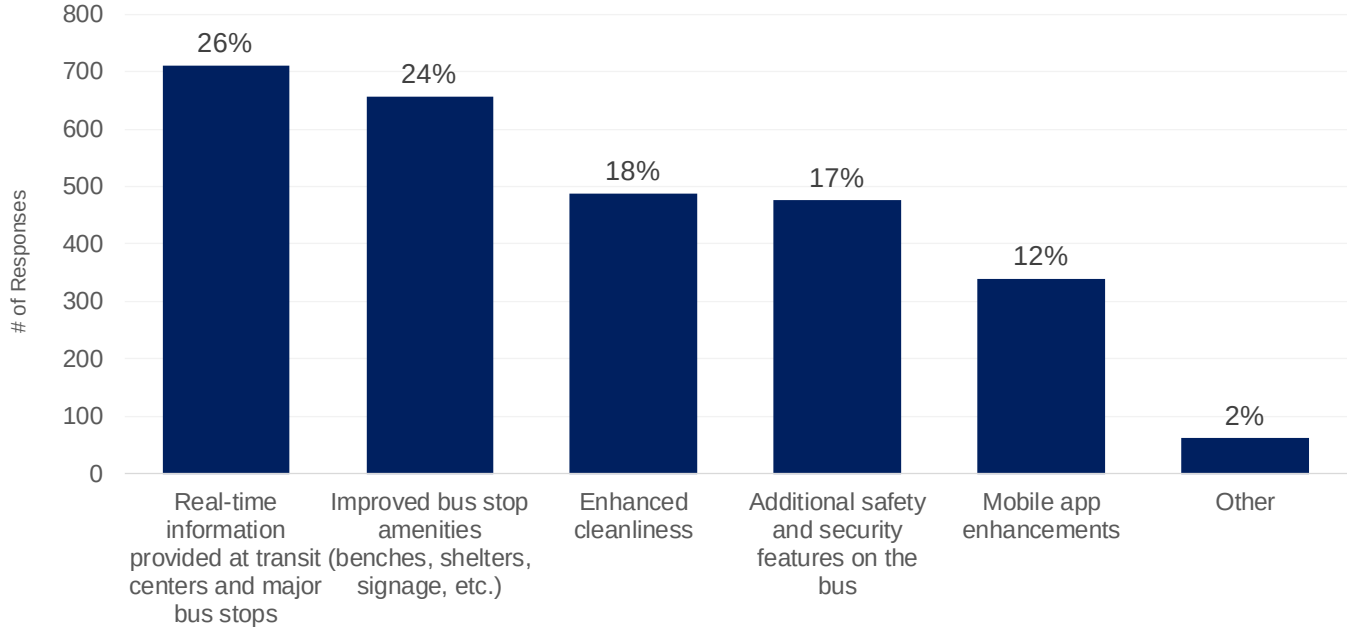
Improved bus stop amenities (benches, shelters, signage, etc.) was the second most commonly selected response (24% of all responses). A total of 62% of total respondents selected this amenity.

Enhanced cleanliness was the third most commonly selected response (18% of all responses), with nearly half total respondents (46%) selecting this enhancement.

The top three responses make up 68% of all responses. Nearly all (96%) of questionnaire respondents selected at least one of these top three enhancements.

The remaining 32% of responses included *additional safety and security features* on the bus (17%), *mobile app enhancements* (12%), or other comments (2%).

Figure 10: OC Bus service amenities (current and inactive riders)



n = 2,732 responses from 1,061 respondents (multiple responses possible)

Public Comments

In addition to the qualitative questionnaire, OCTA collected public input on the June 2021 Service Change Plan from a variety of channels, including:

- Virtual Community Meetings (available using Zoom teleconferencing or by telephone)
- Customer Comments (received by phone, email, or social media)
- Public Hearing Comments

A summary of public comments received from these sources follows, with references or sources included in the appendix.

Generally, public comments received provided positive feedback on the COVID-19 mitigation measures taken by OCTA during the pandemic. During the virtual meetings or in other public comments, customers noted that they appreciated the installation of hand sanitizer stations and face mask dispensers onboard buses. A common concern shared was non-compliance of a few other customers wearing face masks onboard the bus, particularly once the vehicle was in motion. This concern about the risk from other passengers onboard was also reflected in comments and questions regarding OC Bus passenger capacity limits, indicators of how crowded a bus was, and comments on social distancing. A few customers suggested that existing public information signage was helpful, but others suggested marking off seats to help passengers socially distance onboard.

In terms of OC Bus service provided during the pandemic, public comments noted appreciation for the service that OCTA was providing, as well as noting that service had improved over the course of the pandemic. Requested changes to existing service were similar to comments seen in responses to the questionnaire, including:

- Providing additional early morning service, particularly for early morning commutes for work or school
- Providing later evening service, particularly for routes requiring connecting transfers
- Providing additional service to educational institutions with reduced service, including California State University, Fullerton and University of California, Irvine.
- Increasing frequency of service for existing service and/or returning to pre-pandemic service schedules
- Restoring currently discontinued routes, including routes 794, 701, 529 and iShuttle service

Other public comments requested service enhancements or amenities, including:

- Extending existing routes to connect to other counties, such as connections to Los Angeles or San Diego transit lines
- Additional real time information/next bus arrival signage located at bus stops
- Providing the printed OC Bus schedule (Bus Book) onboard buses
- Adding Wi-Fi and USB charging ports to buses
- Providing additional on-board staff or transit ambassadors to assist with safety rules education, security, or route-finding support for new riders in additional languages.

Also, several public comments requested additional public information or advertising to let customers know that the bus is safe to ride. Some of the tactics discussed included:

- Safety-focused public announcements and multilingual advertising for OC Bus using radio, TV, YouTube, and Facebook
- Additional and ongoing advertising for OC Bus using popular ethnic media sources
- Continuing to provide virtual customer meeting options, particularly in multiple languages

Conclusion

On February 22, 2021, OCTA embarked on an extensive public outreach program to gather feedback on OC Bus service during COVID-19 and the draft June 2021 Service Plan.

The multifaceted and multilingual outreach program concluded with a public hearing on April 26, 2021. More than 2,300 respondents provided valuable input that was incorporated into final service change recommendations for the June 2021 service change and future service changes.

Appendices

A. Service Change Questionnaire (English / Spanish & English / Vietnamese)

Copies of the printed versions of the Service Change Questionnaire are available at the following links.

English / Spanish: www.OCTA.net/June2021Questionnaire-ENG-SPN
English / Vietnamese: www.OCTA.net/June2021Questionnaire-ENG-VIET

B. Service Change Questionnaire Results

Introduction

An online and print questionnaire was developed and distributed to gather customer feedback about the draft June 2021 Service Plan and bus service changes made during the coronavirus (COVID-19) pandemic. The questionnaire was offered in English, Spanish, and Vietnamese languages.

As of April 26, 2021, a total of 2,108 respondents completed the questionnaire and provided feedback, with the majority (96%) of respondents having completed the online questionnaire, while 4% of respondents completed the printed questionnaire.

Methodology Considerations

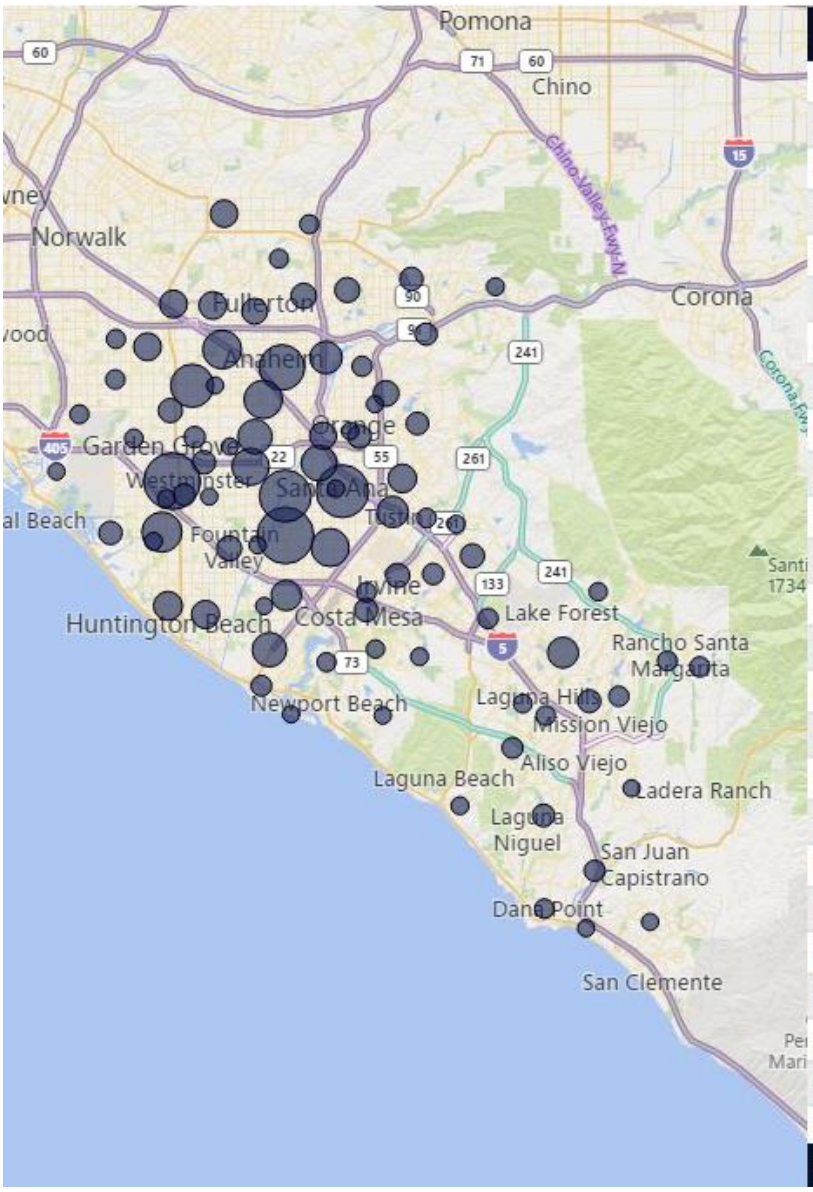
As the customer questionnaire was a self-selecting survey, the results are not considered statistically significant and can't be considered representative of all OC Bus riders. However, this type of qualitative feedback can provide useful information and themes for further investigation or research – including actions to incorporate customer feedback into service change recommendations. Due to rounding, some percentages may not add up to 100%.

Respondent Home Geographic Region

Q1: In what ZIP code is your HOME located?

All respondents (with valid ZIP codes)

The total number of responses included Orange County ZIP codes only. The map shows the distribution of responses by respondent home geographic region in Orange County, determined by respondent HOME ZIP code. Responses outside of Orange County (120 total) are not shown.



Home City	# of Responses
Santa Ana	415
Anaheim	306
Huntington Beach	139
Garden Grove	132
Westminster	105
Irvine	93
Orange	93
Costa Mesa	81
Fullerton	79
Buena Park	56
Tustin	44
Lake Forest	36
La Habra	27
Mission Viejo	25
Fountain Valley	22
Placentia	21
Yorba Linda	20
Stanton	19
Newport Beach	17
Laguna Niguel	15
Midway City	14
Aliso Viejo	11
San Juan Capistrano	11
Trabuco Canyon	9
Rancho Santa Margarita	8
Total	**1854**

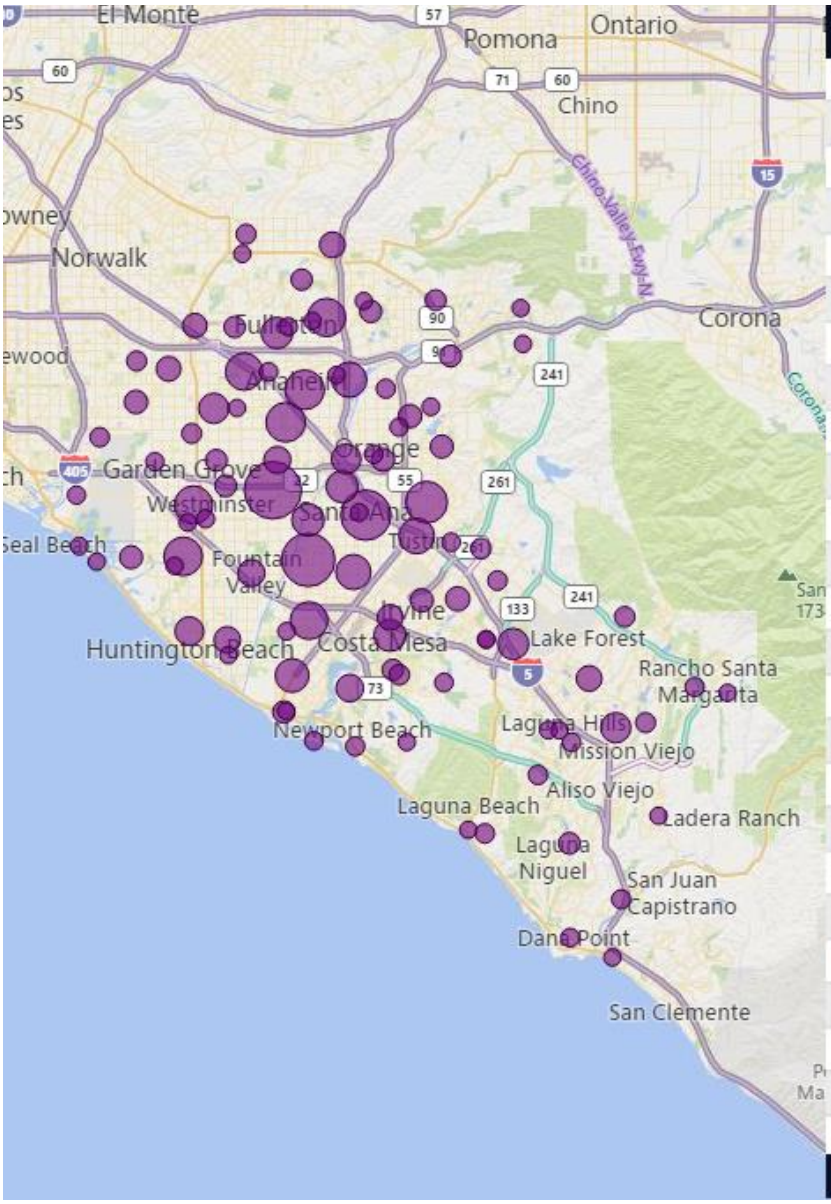
n = 1,854 responses

Respondent Geographic Region - Work/School

Q2: In what ZIP code is your Work / School located?

All respondents (with valid ZIP codes)

The map shows the distribution of responses by respondent geographic region in Orange County, determined by respondent WORK / SCHOOL ZIP code. The total number of responses included Orange County ZIP codes only. Responses outside of Orange County (132 total) are not shown.



Work/School City	# of Responses
Santa Ana	325
Anaheim	237
Irvine	155
Garden Grove	139
Huntington Beach	114
Fullerton	105
Costa Mesa	87
Orange	84
Westminster	50
Tustin	46
Newport Beach	41
Mission Viejo	37
Buena Park	35
Fountain Valley	23
Brea	20
Lake Forest	20
Cypress	15
Placentia	13
Laguna Niguel	11
Yorba Linda	10
Foothill Ranch	8
La Habra	8
La Palma	7
Laguna Beach	7
Stanton	7
Total	**1658**

n = 1,658 responses

Respondent Rider Type

Q3: Compared to your average use before COVID-19, how frequently are you riding OC Bus now?

All respondents

Respondent Type & Usage	Respondents	% Respondents
Current riders	**1,508**	**72%**
More than before	294	14%
Same as before	590	28%
Less than before	591	28%
Did not ride before COVID-19, but I am riding now	33	2%
Inactive riders	**392**	**19%**
Not at all, but I plan to return	254	12%
Not at all, and I don't know yet if I will return	122	6%
Not at all, and I will not return	16	1%
Non-riders	**208**	**10%**
N/A – I do not use OC Bus	208	10%
Grand Total	**2,108**	**100%**

n = 2,108 respondents

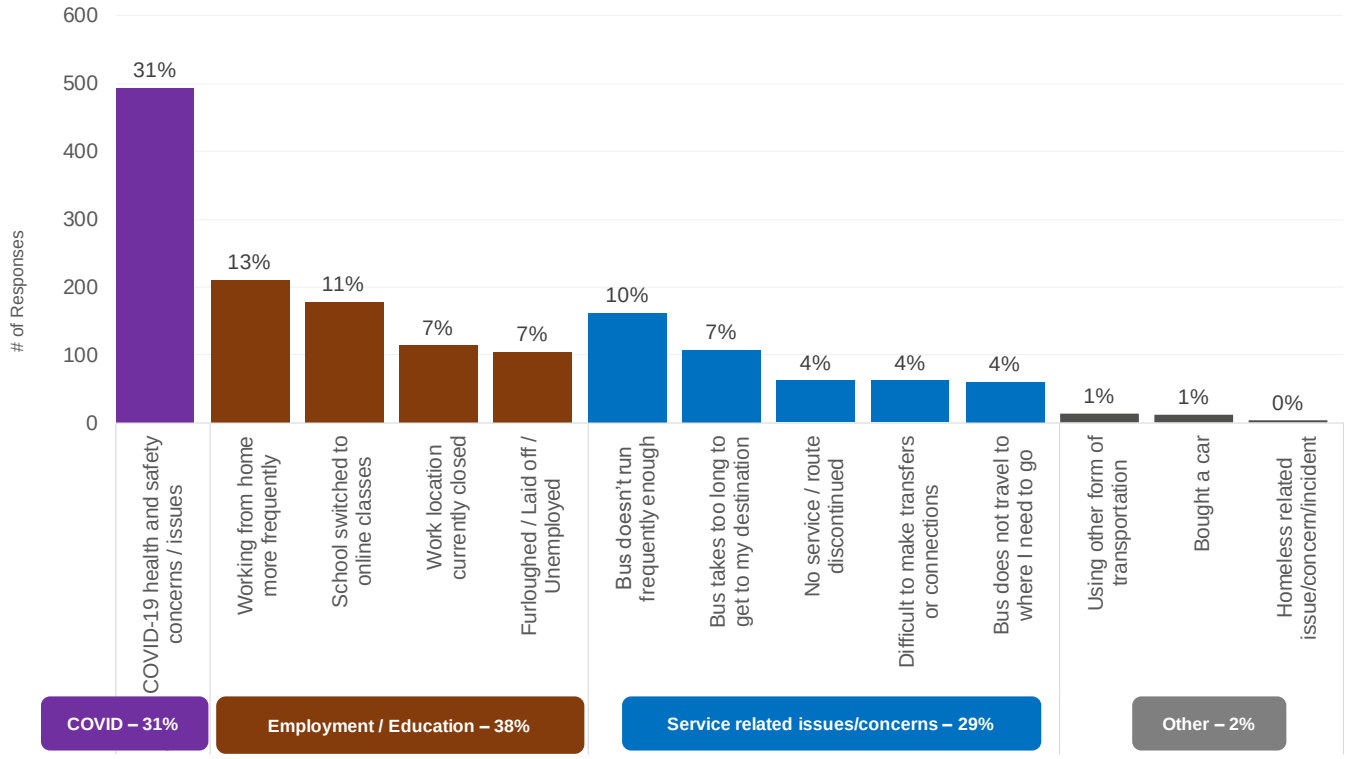
- Current riders (72%) defined as individuals who previously rode OC Bus before the COVID-19 pandemic and continued to ride during the pandemic, with 16% riding more than before, 14% the same as before and 28% riding less than before the pandemic.
- Inactive riders (19%) defined as individuals who previously rode OC Bus before the COVID-19 pandemic but have not ridden since or during the pandemic. Most of these riders anticipate returning, with 65% indicating “I plan to return”, 31% “I don’t know yet if I will return”, and 4% “I will not return” to riding OC Bus.
- Non-riders (10%) are individuals who completed the feedback questionnaire, but they haven’t ridden OC Bus before or during the pandemic.

Respondents who identified themselves as non-riders were not asked questions related to their experience on OC Bus. Instead, these respondents moved directly to demographics questions and an opportunity for general feedback.

Reasons for Riding OC Bus Less or Not Riding

Q4: What are your primary reasons for riding less frequently / not riding? (Select all that apply)

Among respondents using OC Bus Less than before COVID-19 or Not at all using OC Bus during the pandemic.

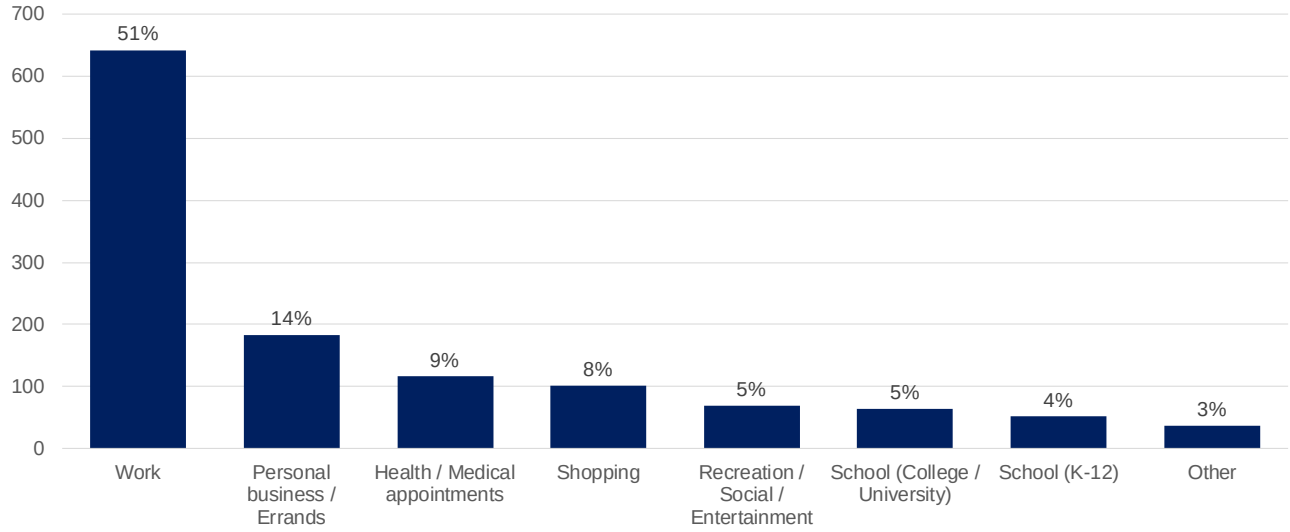


n = 1,588 responses from 808 respondents (multiple responses possible)

Primary Trip Purpose

Q5: What describes your primary trip purpose for which you currently use / plan to use OC Bus?

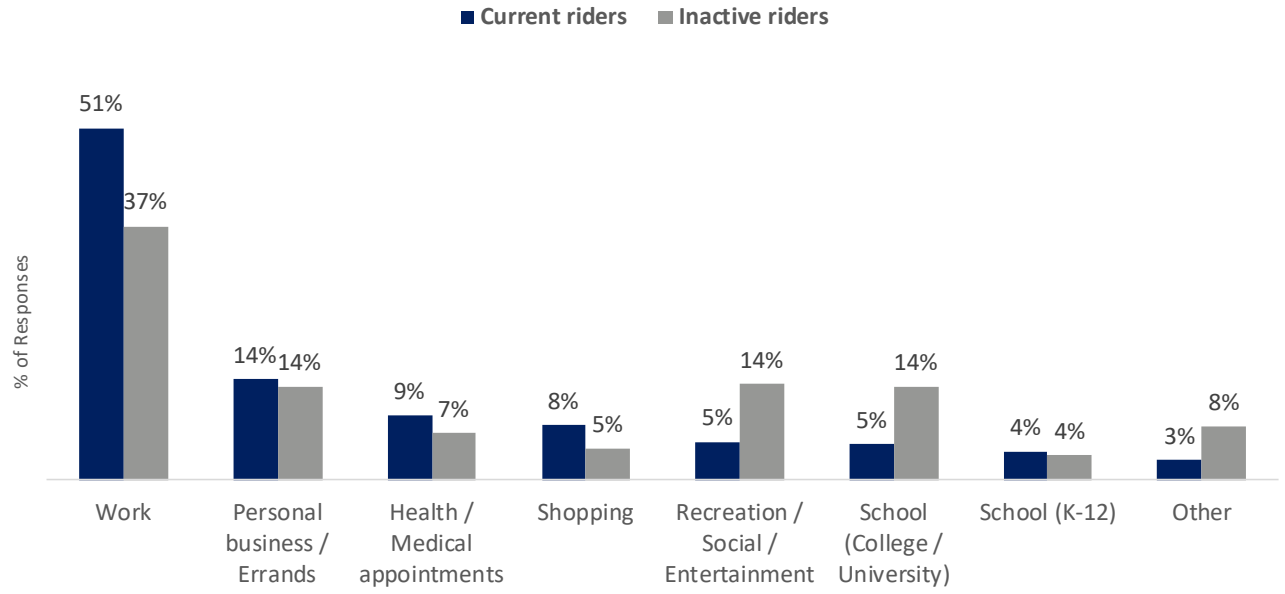
Current riders



n = 1,263 respondents

Among current riders (those who have been riding during the pandemic the same, more, or less than before) rely on OC Bus for essential trips, including commuting to work (51%), personal business/errands (14%), shopping & recreation/social/entertainment (13%), school (K-12/college/university) (9%) and health/medical appointments (9%).

Primary trip purpose segmented by rider type (current and inactive riders)

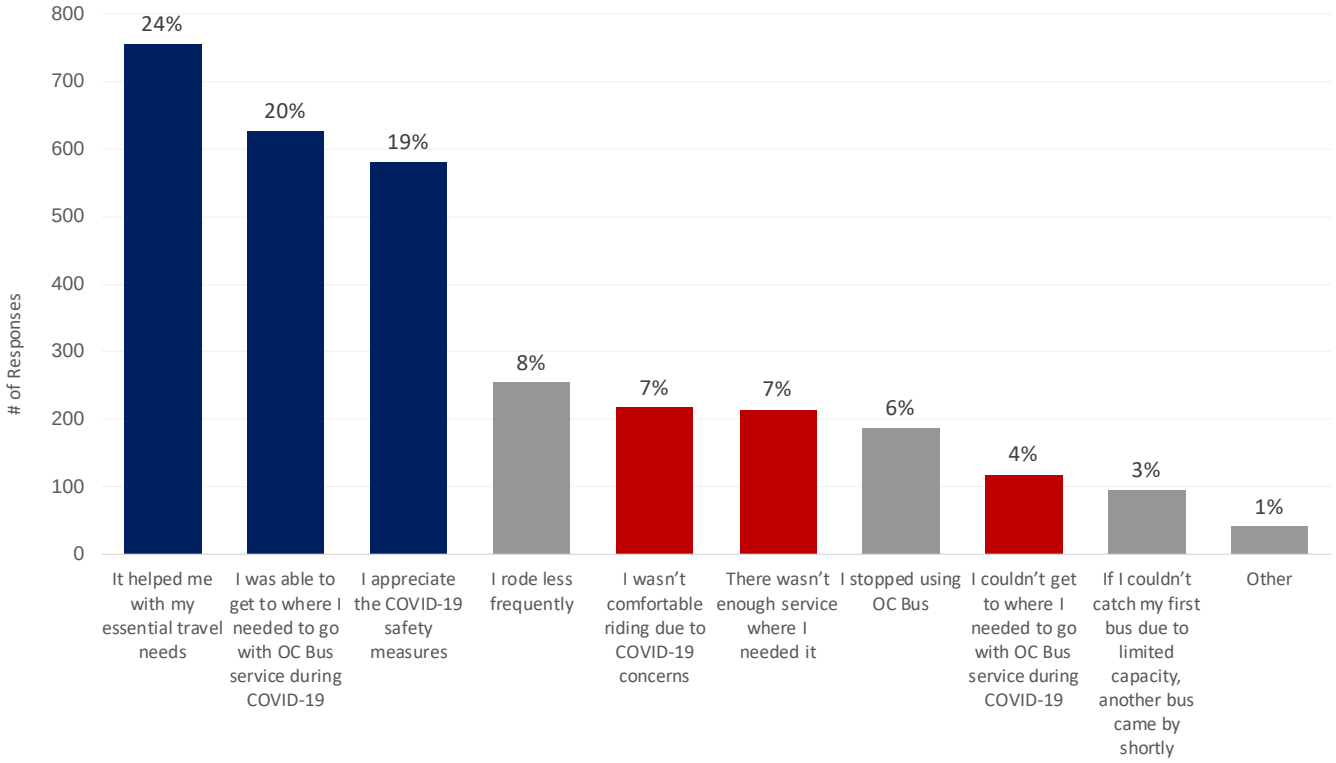


n = 1,568 respondents

OC Bus Service Experience During the Pandemic

Q6: OCTA was able to continue to operate limited, essential service during the pandemic and stay-at-home order. What has been your experience with OC Bus service during the pandemic? (Select up to three (3))

Current and Inactive riders



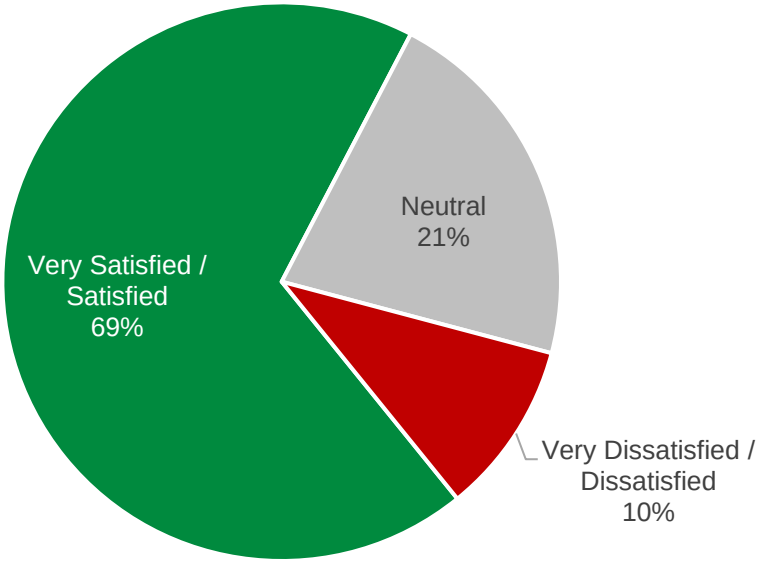
n = 3,090 responses from 1,542 respondents (multiple responses possible)

The "Other" category included comments on COVID-19 safety issues, general feedback/suggestions, driver compliments, and expressions of gratitude.

Customer Satisfaction - Overall

Q7: Please let us know what you think about current OC Bus service on the routes that you use most frequently. (Select up to three (3) routes, with #1 being your most frequently used route)

Current and Inactive riders

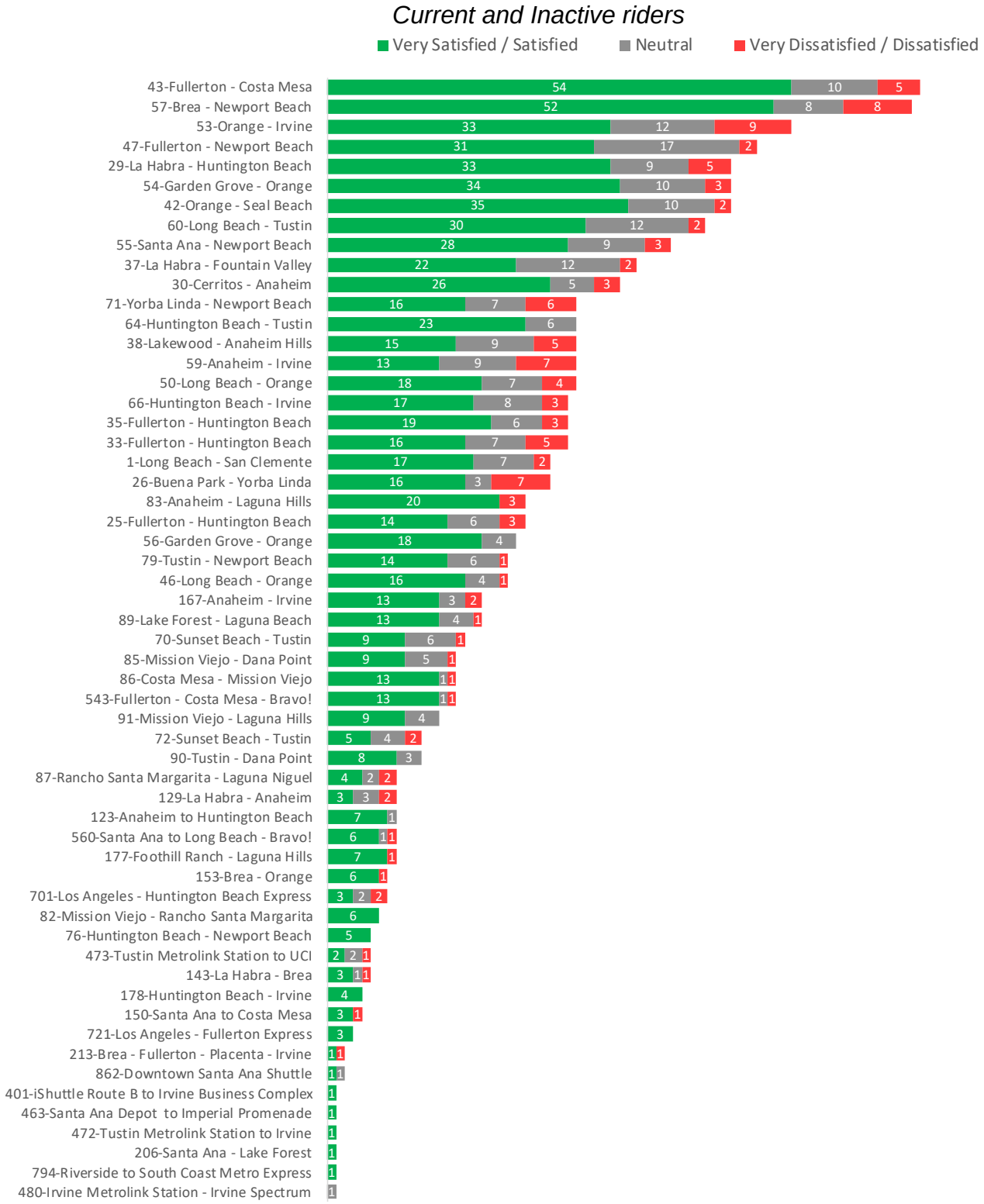


n = 1,155 responses from 493 respondents

Current and inactive riders were asked to respond with up to three of their most frequently used routes and tell us how satisfied they were with the routes. The chart above shows a summary of all individual route satisfaction rating responses with current service/routes.

Customer Satisfaction by Route

Q8: Please rate your satisfaction with the OC Bus route. (Select up to three (3) routes, with #1 being your most frequently used route)



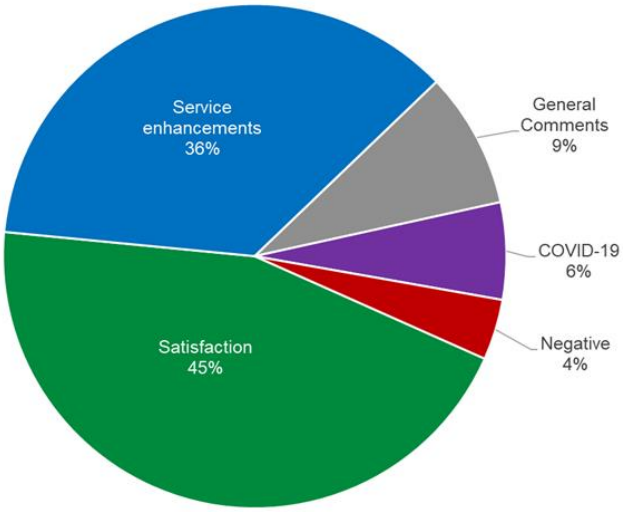
n = 1,155 responses from 493 respondents

Route-Specific Comments - Categorized

Q9: Most frequently used route comments.

Overall summary of route-specific feedback/comments categorization by theme.

Current and Inactive riders



Detailed summary of route-specific feedback categorization by theme.

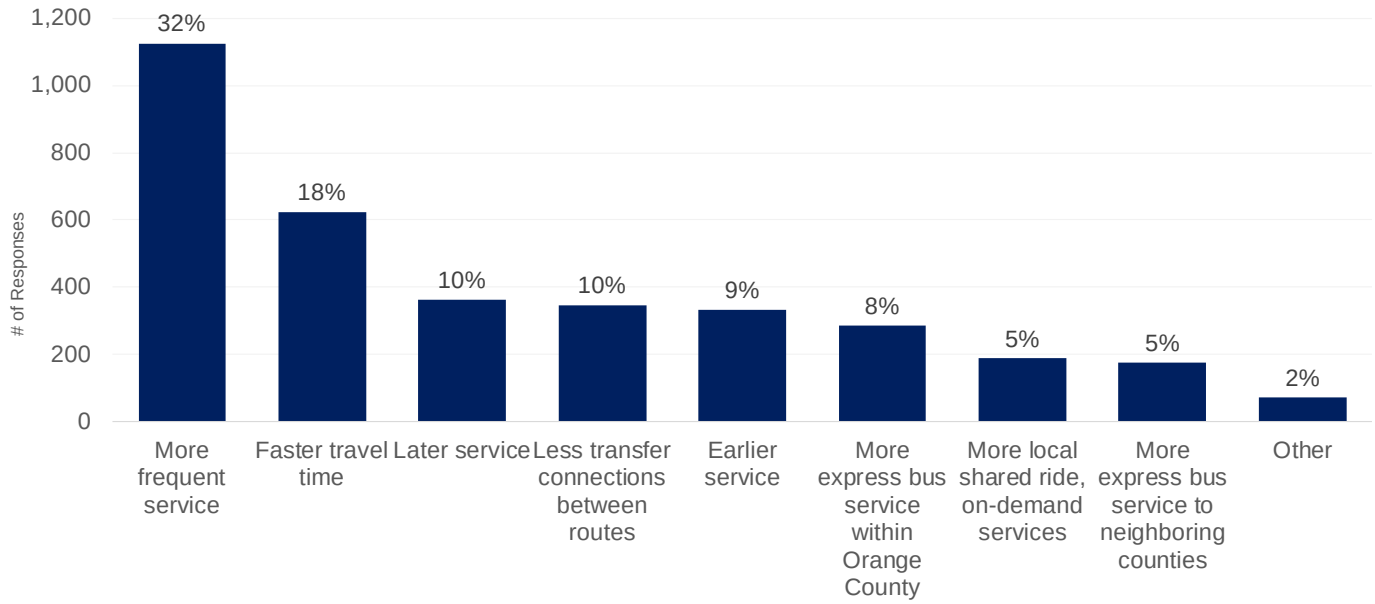
Comment Theme	Comment Category	# of Comments	% of Comments
Satisfaction	Satisfied with service/route	503	39%
	Driver Compliment	51	4%
	Thank you	23	2%
Satisfaction Total		**577**	**45%**
Service enhancements	Increase frequency	178	14%
	Restore service/route (suspended due to COVID-19)	43	3%
	Improve on-time performance	38	3%
	Add/Increase early morning hrs	34	3%
	Overcrowded	33	3%
	Add/Increase late evening hrs	29	2%
	Add/Increase weekend service	25	2%
	Improve travel time	24	2%
	Difficulty connecting between routes	20	2%
	Add/Increase service	19	1%
	Add/Increase weekday service	14	1%
	Too many transfers/connections	5	0%
	Difficulty connecting to other transit services	2	0%
	Improve bus stop amenities	2	0%
	Improve safety/security on the bus	1	0%
Service enhancements Total		**467**	**36%**
General Comments	General comment/suggestion/information	112	9%
General Comments Total		**112**	**9%**
COVID-19	COVID-19 related safety concern/issue/incident	80	6%
COVID-19 Total		**80**	**6%**
Negative	Homeless related issue/concern/incident	20	2%
	Driver Complaint	20	2%
	Dissatisfied with service/route (suspended due to COVID-19)	10	1%
Negative Total		**50**	**4%**
Grand Total		**1,286**	**100%**

n = 1,286 comments from 577 respondents

Future Service Enhancements

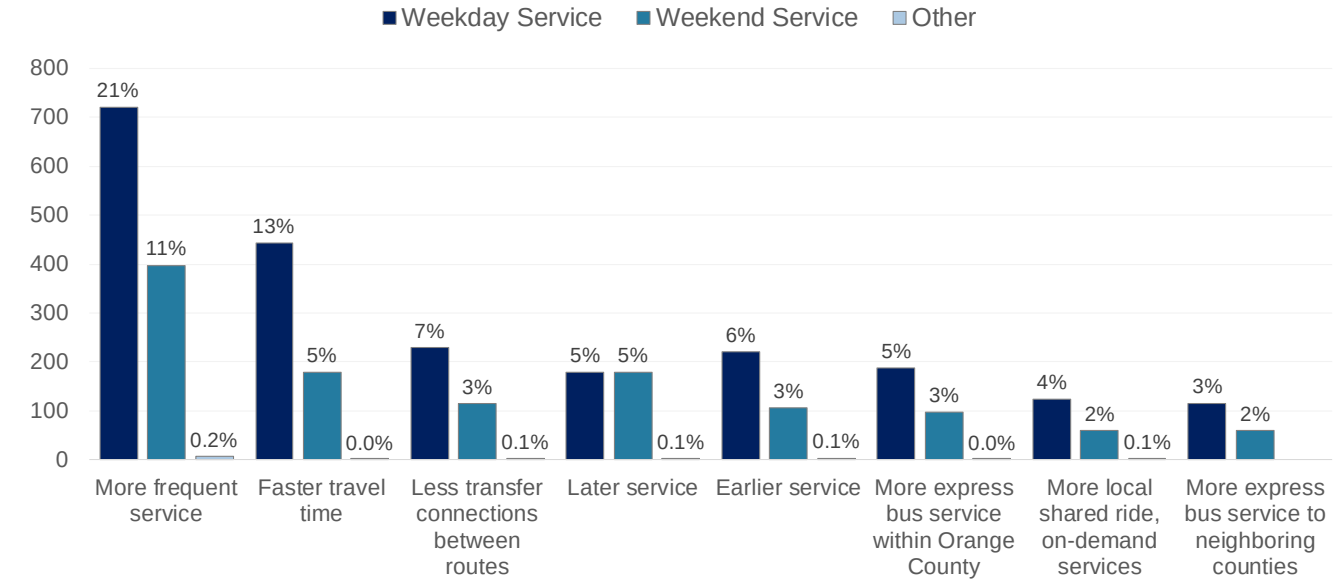
Q10: What would be your top three (3) most important OC Bus service enhancements as a transit rider? (Please check your top three (3) most important service enhancements)

Current and Inactive riders



n = 3,508 responses from 1,083 respondents (multiple responses possible)

Future service enhancements segmented by service type (Weekday service, Weekend service and Other).

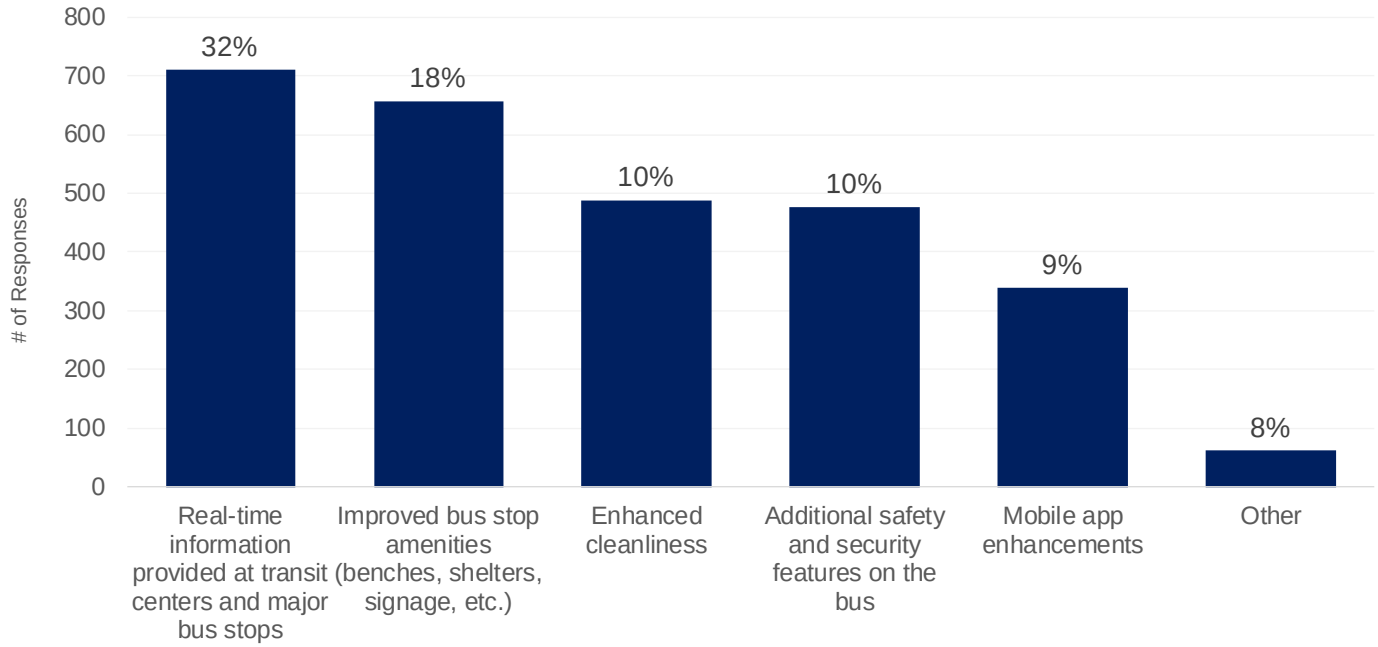


n = 3,508 responses from 1,083 respondents (multiple responses possible)

Future OC Bus Amenities

Q11: What would be your top three (3) most important OC Bus amenities or enhancements? (Please select up to three (3) amenities)

Current and Inactive riders

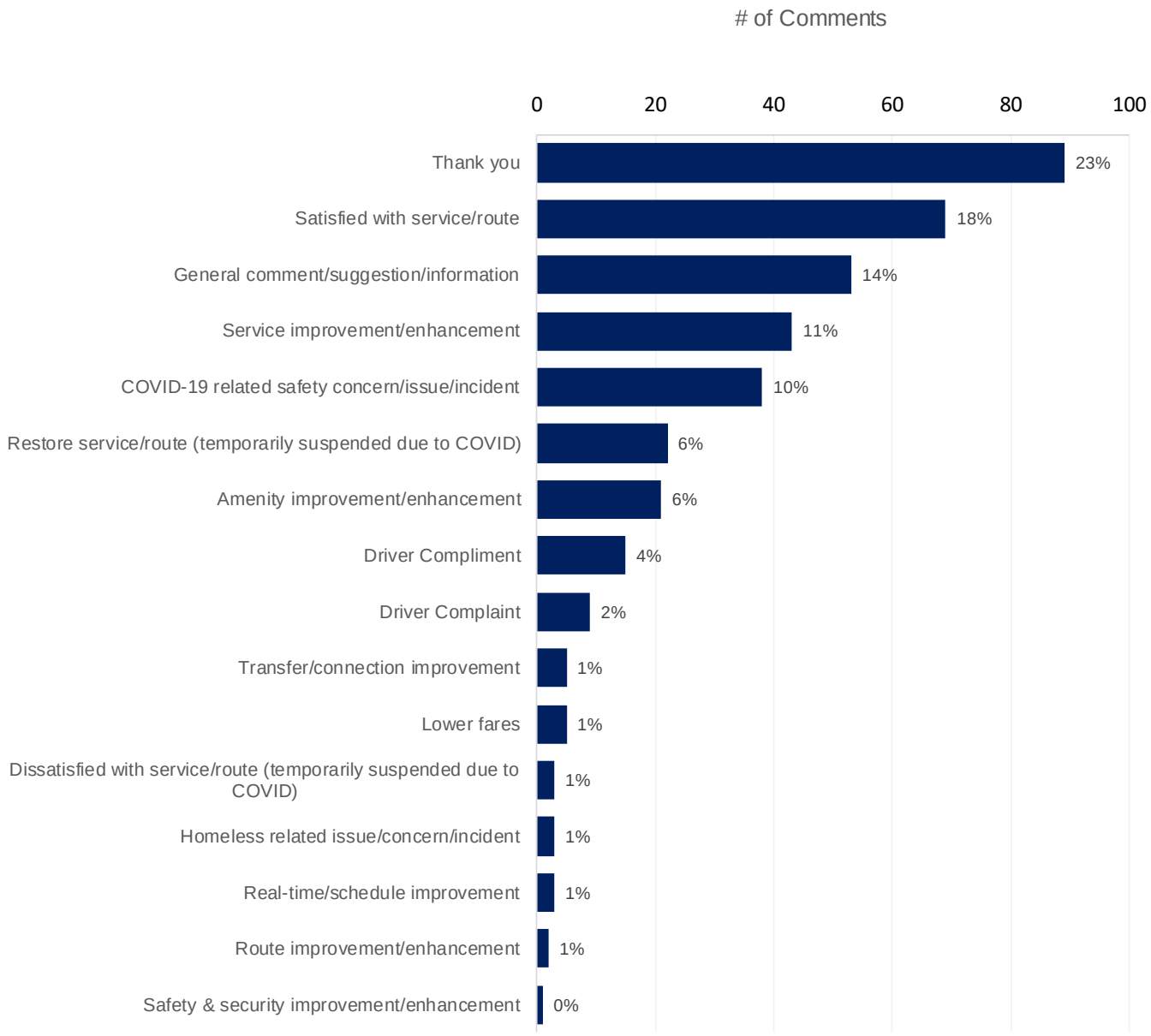


n = 2,732 responses from 1,061 respondents (multiple responses possible)

Other Customer Comments - Categorized

Q12: Any other comments/concerns/questions you would like to share with OCTA?

All respondents



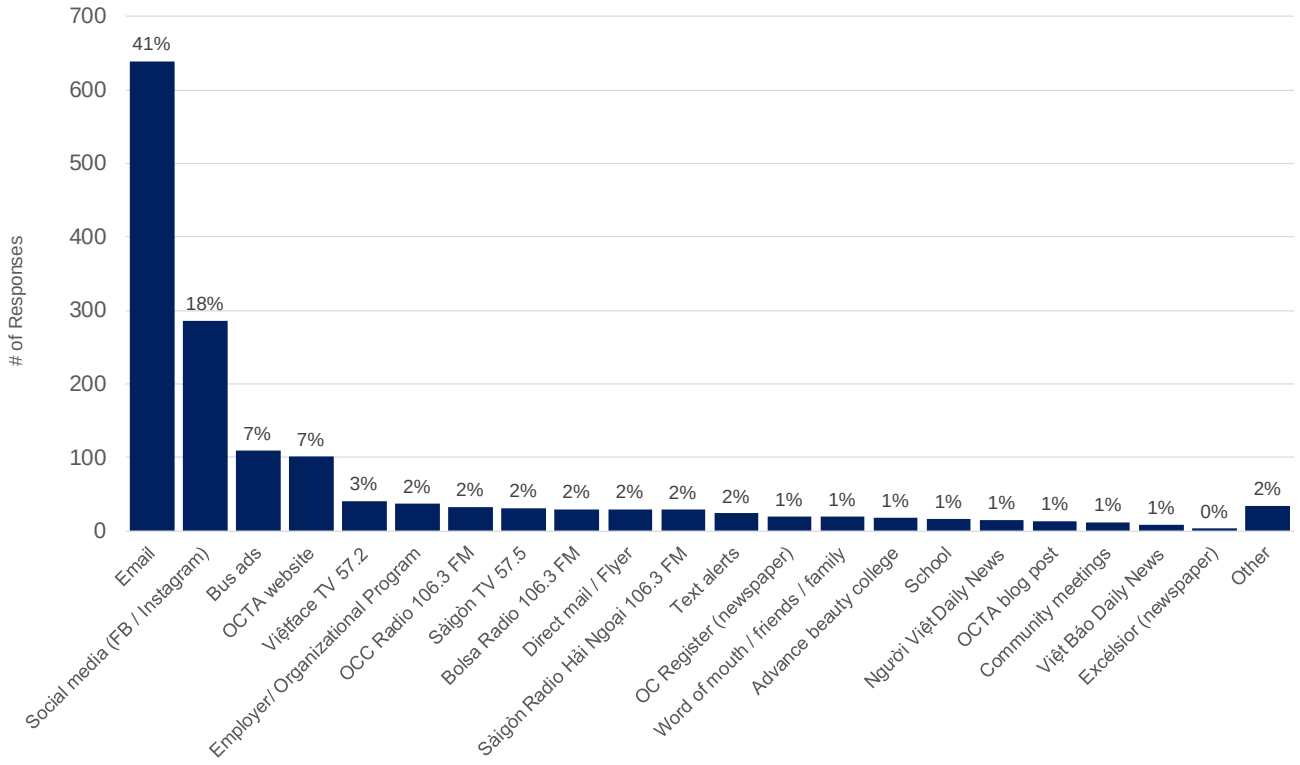
n = 381 comment responses from 345 respondents

This was an open-ended comment response question, which allowed customers to share additional feedback with OCTA, including comments, questions, concerns, and/or improvement suggestions. The chart above is a summary of customer feedback by category and sorted in order from most to least frequent response.

How Did You Hear

Q11: How did you learn about this feedback questionnaire? (Select all that apply)

All Respondents



n = 1,548 responses from 1,206 respondents (multiple selections possible)

For the background and demographic questions, the percentages reported are the actual percent within each demographic category or question who responded to the questionnaire. Percentages may not add to 100% due to rounding.

Age

n = 1,214 respondents		
	Respondents	% Respondents
13-17 years	26	2%
18-24 years	230	19%
25-34 years	228	19%
35-44 years	264	22%
45-59 years	250	21%
60-64 years	89	7%
65 and older	127	10%
Grand Total	**1,214**	**100%**

Gender

n = 1,216 respondents		
	Respondents	% Respondents
Female	618	51%
Male	554	46%
Other	9	1%
Prefer not to answer	35	3%
Grand Total	**1,216**	**100%**

Ethnic Identity

n = 1,217 respondents		
	Respondents	% Respondents
Asian	256	21%
Black / African American	39	3%
Latino / Hispanic	437	36%
Middle Eastern	19	2%
Native American / Alaska Native	18	1%
Pacific Islander	10	1%
White / Caucasian	337	28%
Other	28	2%
Prefer not to answer	73	6%
Grand Total	**1,217**	**100%**

Employment Status

n = 1,215 respondents		
	Respondents	% Respondents
Employed full-time	462	38%
Employed part-time	226	19%
Homemaker	37	3%
Laid-off / furloughed	38	3%
Not employed, but looking for work	66	5%
Prefer not to answer	55	5%
Retired	113	9%
Self-employed	62	5%
Student	156	13%
Grand Total	**1,215**	**100%**

Annual Household Income

n = 1,215 respondents		
	Respondents	% Respondents
Under $10,000	205	17%
$10,000 - $19,999	166	14%
$20,000 - $29,999	160	13%
$30,000 - $49,999	158	13%
$50,000 - $64,999	72	6%
$65,000 - $84,999	77	6%
$85,000 - $99,999	32	3%
$100,000 or more	108	9%
Not sure	58	5%
Prefer not to answer	179	15%
Grand Total	**1,215**	**100%**

Smartphone Ownership

n = 1,210 respondents		
	Respondents	% Respondents
Yes, it's a smartphone	1,097	91%
Yes, but not a smartphone	84	7%
No, neither mobile phone nor smart phone	29	2%
Grand Total	**1,210**	**100%**

Moving out of Orange County

n = 1,213 respondents		
	Respondents	% Respondents
No, definitely not moving	893	74%
Yes, definitely moving	50	4%
Maybe/ thinking about it	208	17%
N/A – I plan to move to Orange County	17	1%
N/A – I do not live in Orange County	45	4%
Grand Total	**1,213**	**100%**

Service Change Questionnaire Open Ended Comments

C. Service Change Comments by Theme

Route-Specific Feedback by Category and Route

Comment categories presented in order of overall frequency.

Feedback on Specific OC Bus Local Routes (Routes 1 to 56):

Total Count of Categorized Comments	OC Bus Local Routes (Routes 1 - 56)																	
Comment Category	1	25	26	29	30	33	35	37	38	42	43	46	47	50	53	54	55	56
Satisfied with service / route	17	9	13	23	9	9	10	10	4	19	33	8	26	15	30	18	26	17
Increase frequency	2	10	5	8	10	5	9	7	3	6	4	6	3	6	2	5	6	5
General comment / suggestion	3	3	1	3	2	1		3	4	1	10	2		2	10	8	3	3
Restore service / route (temp. suspended)				2	1	2			2	1			1	1		2	1	
Improve on-time performance	1	1		1			4		2	1	1		1	3	3		1	
Add / Increase early morning hrs		3	4	1	2	1		2	1						3	3	1	
Overcrowded		1			2		1		2	4	1		2	1	2		2	
Add / Increase late evening hrs		2	2	1			1	2	4	4			1					
Add / Increase weekend service				2			1			3	1	1	1	1		1		
Improve travel time				4	1	1	1			1	1	1						
Difficulty connecting between routes	1					1	1		2		2			1	1		3	
Add / Increase service			1					2			1		1	1		1		2
Add / Increase weekday service			2	1		1	2		1	1						1	1	
Too many transfers / connections											2		1					
Improve bus stop amenities											1							
Difficulty connecting to other transit services														1				

Feedback on Specific OC Bus Local Routes (57 – 99):

Total Count of Categorized Comments	OC Bus Local Routes (Routes 57 - 99)																	
Comment Category	57	59	60	64	66	70	71	72	76	79	82	83	85	86	87	89	90	91
Satisfied with service / route	42	4	27	18	13	6	13	5		5	1	9	1	1		2	1	2
Increase frequency	3	6	1	3	6	2	7	5	4	5	1	2	3	3	2	2	4	
General comment / suggestion	7	2	3		4	1	1		1	4		1	1	2				
Restore service / route (temp. suspended)	3	2	2	1	1	1	2	1		1		1					1	
Improve on-time performance	7	2	2			1	2										2	
Add / Increase early morning hrs			1			2	1	3			1	2						
Overcrowded	3	1	3	2	1		1	1				1					1	
Add / Increase late evening hrs			1	1		1	1					2			2			1
Add / Increase weekend service					1				1			1	1	2	3			1
Improve travel time	2		1	2	2		2	1					1					
Difficulty connecting between routes			1				2	1	1		1							
Add / Increase service	1												1			1	2	
Add / Increase weekday service							1	1										
Too many transfers / connections																		
Improve bus stop amenities								1										
Difficulty connecting to other transit services												1						

Feedback on OC Bus Non-Local Routes (100 – 799):

Total Count of Categorized Comments	OC Bus Non-Local Routes (Routes 100 - 799)																		
Comment Category	123	129	143	150	153	167	177	178	206	213	400	472	473	480	543	560	701	721	794
Satisfied with service / route	2	5	3	6	4	1	4	3	2						4	4		1	
General comment / suggestion	4	3	2			2	1								4		1		
Restore service / route (temp. suspended)				1			1			1	1					4	2	2	1
Increase frequency			1		1	1				1		1	1	1	4		1		
Add / Increase weekend service						2		1								1			
Improve on-time performance							1					1					1		
Add / Increase early morning hrs			1				1										1		
Add / Increase late evening hrs		1															2		
Improve travel time			1		1												1		
Difficulty connecting between routes						1	1												
Add / Increase service						1	1												
Add / Increase weekday service													1		1				
Overcrowded																			1
Too many transfers / connections			1																

D. Service Change Comments

The verbatim customer comments received for route related feedback are available here:
www.OCTA.net/June2021RouteComments

E. "Other" Customer Comments

The verbatim customer comments received for any other "comments/concerns/questions" by respondents are available here:
www.OCTA.net/June2021OtherComments

Virtual Community Meetings

F. Virtual Meeting Transcript (English Language Meeting)

A transcript of the March 9, 2021 virtual community meeting is available at:
www.OCTA.net/2021-03-09-ServiceChangeMeetingTranscript

G. Virtual Meeting Transcript (Spanish Language Meeting)

A translated transcript of the March 10, 2021 Spanish language virtual community meeting is available at:
www.OCTA.net/2021-03-10-Spanish-ServiceChangeMeetingTranscript

H. Virtual Meeting Summary (Vietnamese Language Meeting)

A summary of the March 10, 2021 Vietnamese language virtual community meeting is available at:
www.OCTA.net/2021-03-10-Vietnamese-ServiceChangeMeetingSummary

Public / Customer Comments

I. Customer Comments Received (Email, Phone, Social Media)

All customer comments received related to the June 2021 Service Change are available at:
www.OCTA.net/June2021CustomerComments

J. Public Hearing Comments

All public comments received related to the June 2021 Service Change are available at:
www.OCTA.net/June2021PublicComments

Final June 2021 Bus Service Change

Route	Operator	Service Improvement	Customer Input*	ANNUAL RVH				TRIPS		
				WKD	SAT	SUN	TOTAL	WKD	SAT	SUN
1	DO	Implement summer schedule all days to improve OTP	YES	401.2	77.0	88.0	566.2	-	-	-
25	CO	Improve OTP all days	YES	-	-	-	-	-	-	-
26	CO	Improve AM span; add two EB trips; improve OTP all days	YES	12.8	2.6	2.9	18.3	-	-	-
29	DO	Improve OTP weekdays	YES	514.3	-	-	514.3	-	-	-
33	CO	Improve OTP all days	NO	17.0	3.5	3.9	24.3	-	-	-
37	DO	Long-term detour due to I-405 Freeway Project	NO	-	-	-	-	-	-	-
38	CO	Improve AM span; add one EB and three WB trips; improve OTP	YES	1,712.8	-	-	1,712.8	5	-	-
47	DO	Improve AM span; add three NB and one SB trips; implement summer schedule on weekends: improve OTP	YES	2,069.3	334.5	373.1	2,776.9	4	-	-
50	DO	Add one EB and three WB trips: improve OTP	YES	(68.0)	-	-	(68.0)	4	-	-
53	DO	Improve span; one NB and one SB trip: extend nine EB and nine EB short trips from Main Street and MacArthur Boulevard to Yale Loop and Alton Parkway: improve OTP	YES	544.0	-	-	544.0	2		
54	DO	Improve OTP weekdays	NO	(170.0)	-	-	(170.0)	-		
55	DO	Extend first two NB trips from Fairview Avenue and Arlington Road to Newport Transit Center; add one NB and one SB trips; improve OTP	YES	658.8	-	-	658.8	2	-	-
56	DO	Improve OTP all days	NO	(811.8)	(165.5)	(60.9)	(1,038.2)	-	-	-
57	DO	Improve OTP weekdays and Saturday	YES	157.3	17.3	-	174.6	-	-	-
59	DO	Improve OTP weekdays	YES	-	-	-	-			
60	DO	Extend three trips to Larwin Square in Tustin; add two WB and one EB trips: improve OTP	YES	(382.5)	-	-	(382.5)	3	-	-
64	DO	Improve AM span; add two EB and one WB trips	YES	(1,360.0)	-	-	(1,360.0)	3	-	-
66	DO	Add four WB trips and delete one EB trip; extend 17 trips to Irvine Valley College; improve OTP weekdays	YES	(901.0)	-	-	(901.0)	3		
70	CO	Improve AM span: one EB one WB trip	YES	637.5	-	-	637.5	2	-	-
71	CO	Improve OTP weekdays and Saturday	YES	131.8	26.9	-	158.6	-		
72	DO	Long-term detour due to I-405 Freeway Project: improved AM span; add one EB one WB trip	YES	3,395.8	582.4	626.4	4,604.6	2	-	-
76	DO	Adjust two trips to improve connections with Route 43	NO	-	-	-	-	-	-	-
79	CO	Improve AM span; add one NB and one SB trip; improve OTP all days	YES	612.0	5.2	5.8	623.0	2	-	-
89	CO	Implement summer schedule all days to improve OTP	NO	-	30.3	34.9	65.3	-	-	-
91	CO	Adjust one trip to improve connections with Route 85	NO	-	-	-	-	-	-	-
129	CO	Improve AM span; add one EB trip; improve OTP weekdays	YES	(21.3)	-	-	(21.3)	1	-	-
453	CO	Minor schedule adjustment	NO	(68.0)	-	-	(68.0)	-	-	-
Total				7,082	914	1,074	9,070	33	0	0

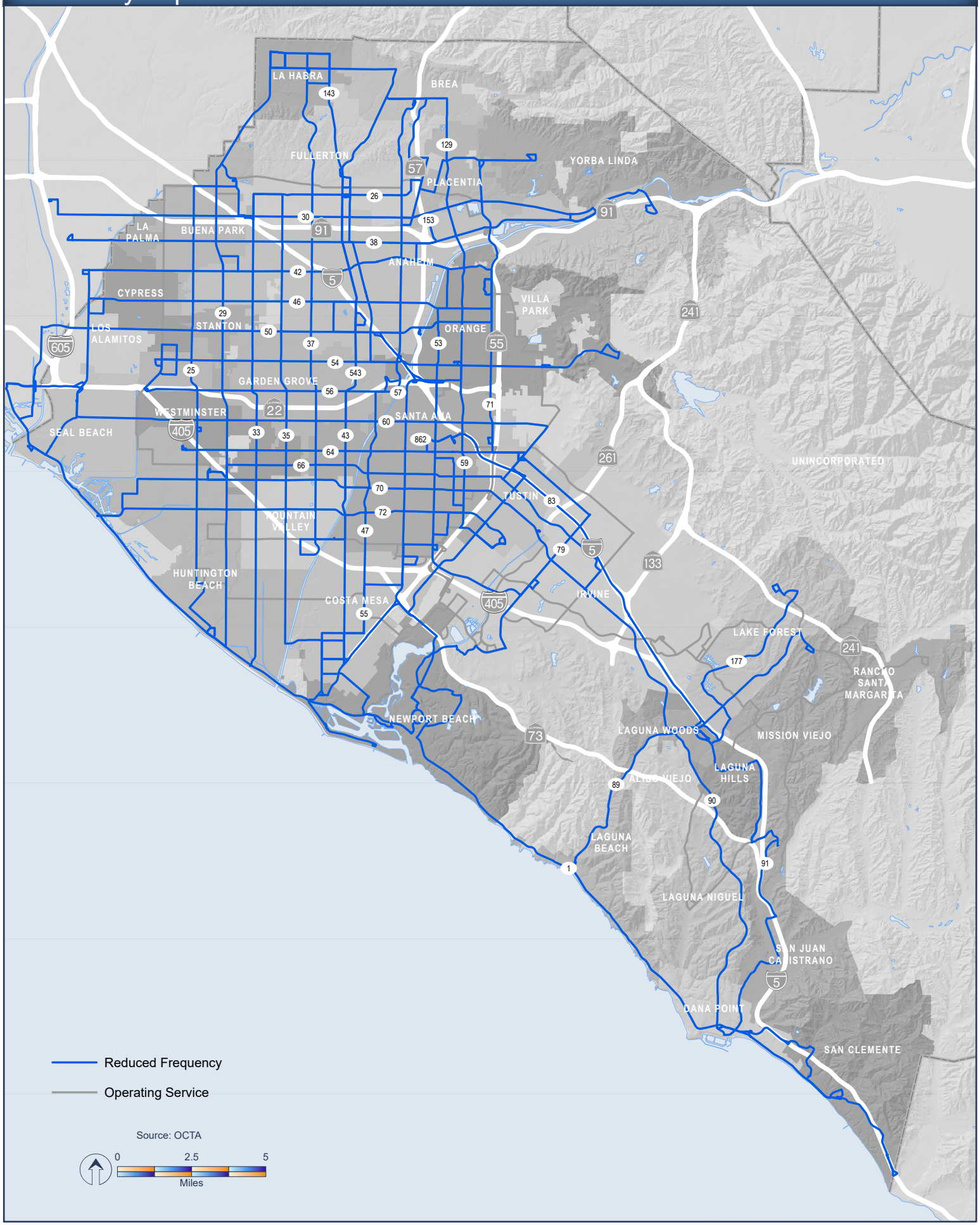
Acronyms

CO - Contact Operator
DO - Directly Operated
EB - Eastbound
I-405 - Interstate 405
NB - Northbound
OTP - On-Time Performance
RVH - Revenue Vehicle Hours
Sat - Saturday
SB - Southbound
SUN - Sunday
WB - Westbound
WKD - Weekday

ATTACHMENT D

Final June 2021 Bus Service Change System Map
Weekday Impacted Routes

ATTACHMENT E



4/15/2021

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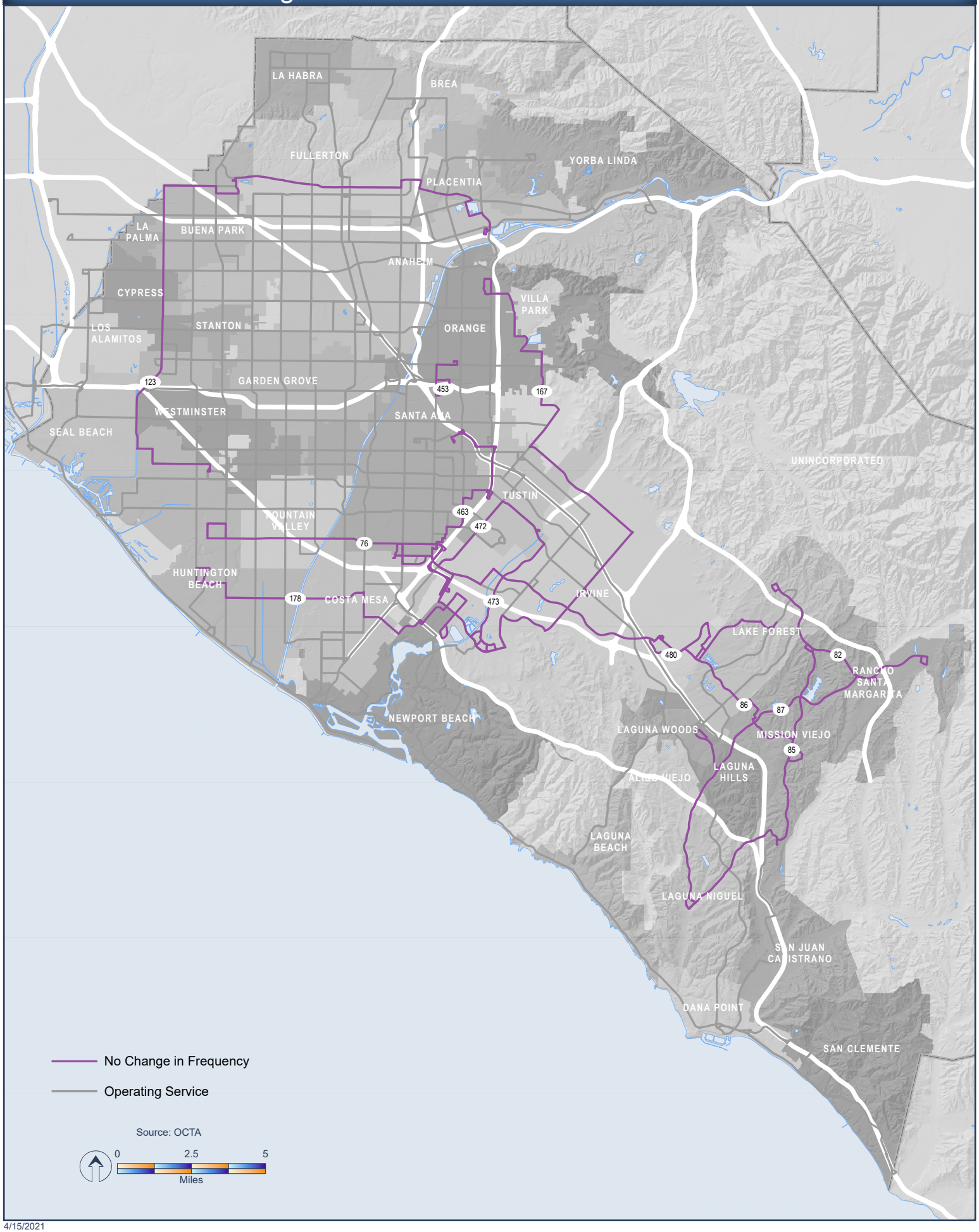
Final June 2021 Bus Service Change System Map
Routes with No Changes

ATTACHMENT F



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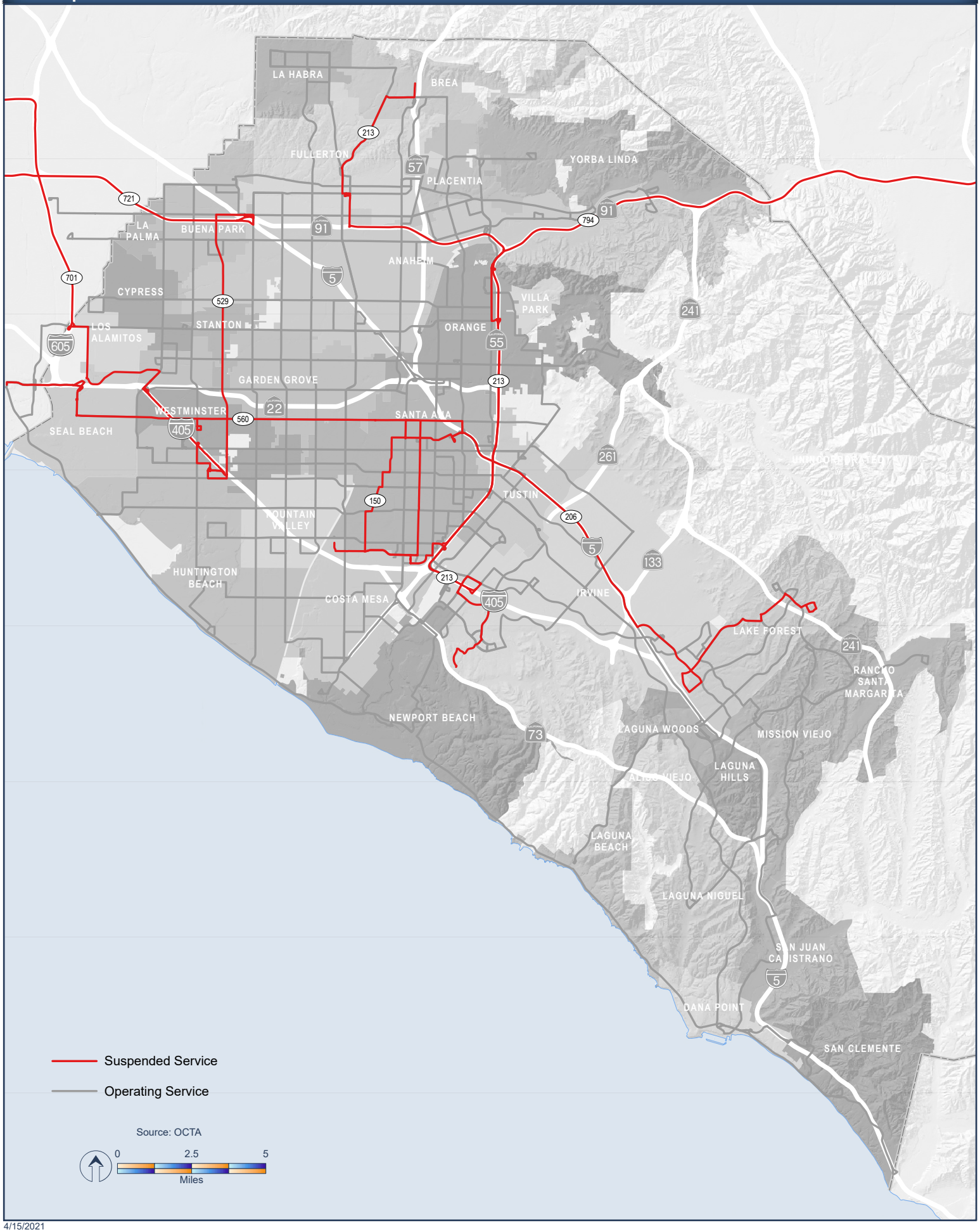
Final June 2021 Bus Service Change System Map
Suspended Routes

ATTACHMENT G



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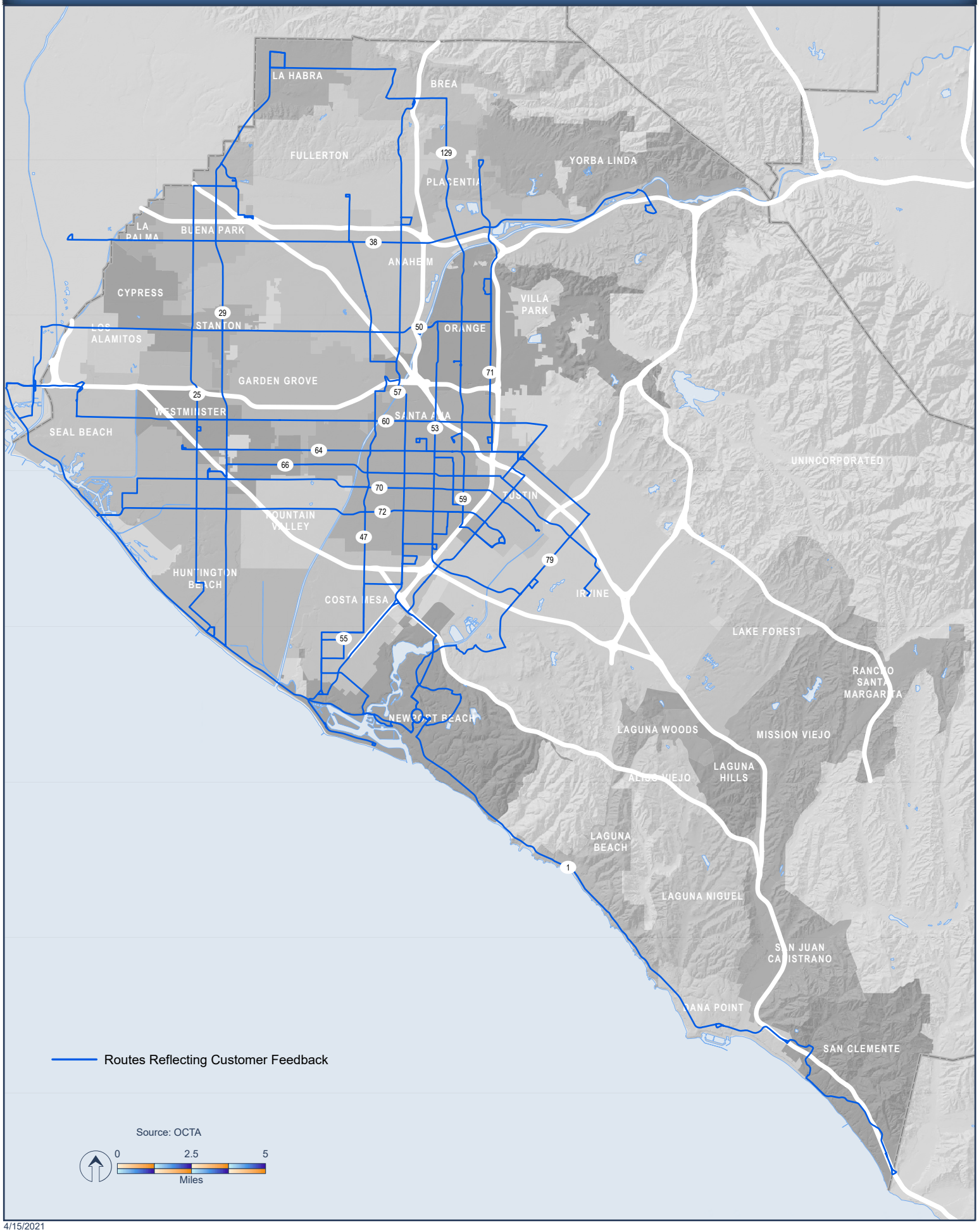
Final June 2021 Bus Service Change System Map
Customer Feedback

ATTACHMENT H



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4/15/2021

June 2021
Bus Service Change

Service Change Approach

- Continue providing essential bus service
- Respond strategically to anticipated demand for bus service (currently at about 50 percent of pre-COVID-19 ridership)
- Incorporate customer feedback
- Adhere to CDC, APTA, State, County, and peer agencies practices and guidelines
- Follow major service change policy

APTA - American Public Transportation Association
CDC -Centers for Disease Control
COVID-19 - Coronavirus

Major Service Change Requirements

- Follows FTA and OCTA policies
- Triggers:
  - Service is adjusted by 25 percent or more
  - Service changes implemented in an emergency that last longer than 12 months
- Requires a public involvement process, public hearing, and equity analysis

Findings indicate no disparate impacts on minority population and no disproportionate burden on low-income population

FTA – Federal Transit Administration
OCTA – Orange County Transportation Authority

Outreach Activities Summary

- Digital Information
- Online and Print Questionnaire
- Bus Advertisements and Collateral
- Telephone Hotlines
- Print Advertisements
- Virtual Community Meetings
- Local Jurisdiction Communication
- Local News Media
- Diversity Community Leaders Group Quarterly Meeting
- Public Hearing at the Board Meeting on April 26, 2021

CHANNEL	COUNT
Online/Print Questionnaires	2,108
Virtual Community Meetings Attendees	169
Customer Relations (Calls, Emails, Social Media)	71
Public Hearing	5
Total	2,353

Board – Board of Directors

What We Heard

Major themes of service improvements requested:

- Increase service frequency
- Add service span
- Restore service/routes suspended due to COVID-19
- Improve service reliability (on-time performance)

Final June 2021 Service Changes

- Expand span of service on nine bus routes
- Ensure schedule reliability (on-time performance) on 20 bus routes
- Improve frequency on seven bus routes
- Continue temporary suspension of eight bus routes
- Implement long-term detours on two bus routes for I-405 construction
- Switch to summer schedule on three bus routes affected by higher traffic in coastal areas

I-405 – Interstate 405

Resources

- Increase 9,100 annual revenue vehicle hours
- Represents 74 percent of pre-pandemic service levels
- Increase three weekday peak buses
- Increase five full-time equivalent coach operators

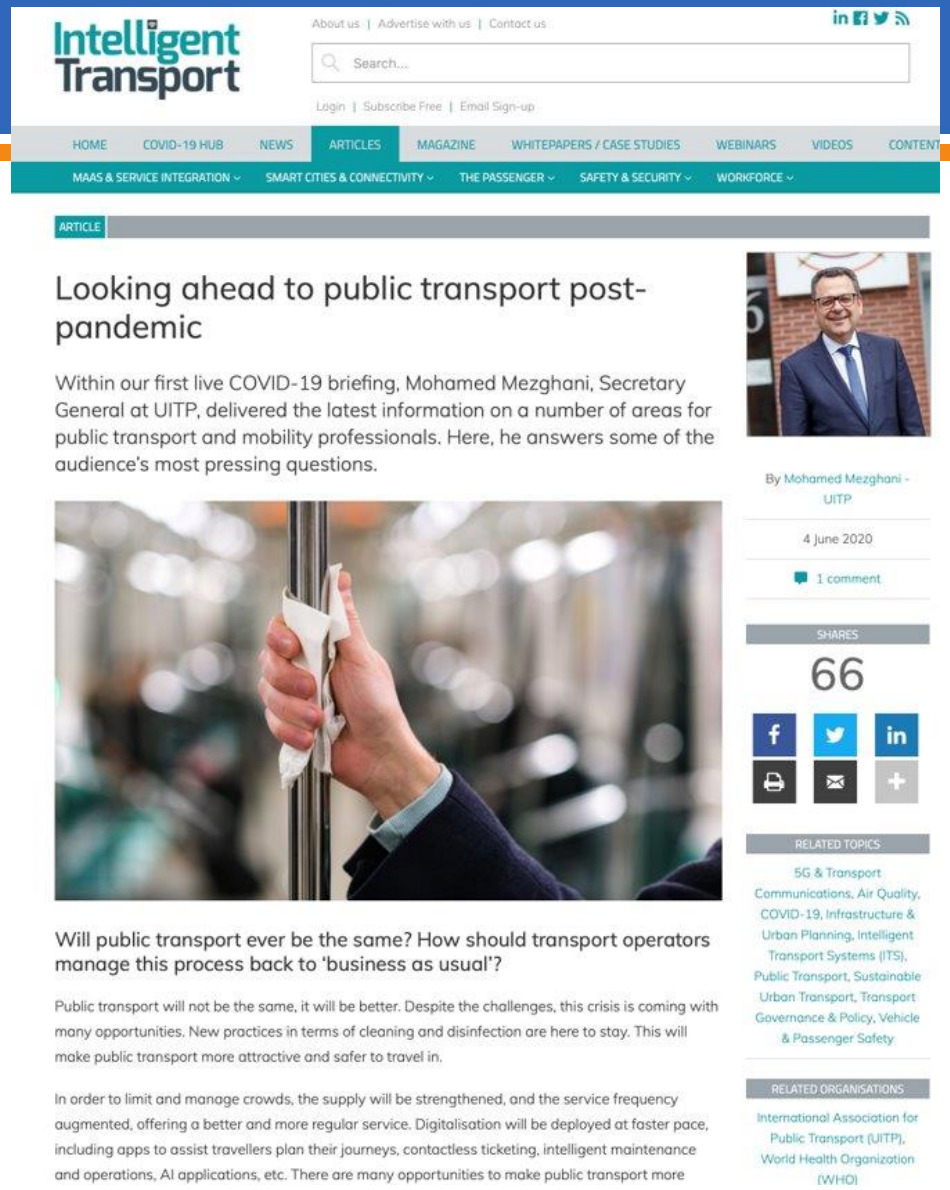
Next Steps

- Request approval from Transit Committee and Board
- Initiate customer communication efforts prior to the June 13, 2021, service change implementation
- Continue to monitor reopenings, ridership changes, and customer feedback
- Prepare for early implementation of next service change, contingent on ridership demand

OC Bus Customer Comeback Campaign

Background

- OCTA continues to provide essential bus service during the COVID-19 pandemic
- After initial drop of about 75 percent in March 2020, ridership has risen to about 50 percent of pre-pandemic levels
- Health and safety concerns, and change in travel habits are among the reasons for low ridership
- Post-pandemic travel behavior shifts call for more transit efficiency, reliability, and innovation to rebuild ridership
- More than 40 percent of OC Bus riders' annual household income is below the poverty line of $33,700



Intelligent Transport

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ARTICLE

Looking ahead to public transport post-pandemic

Within our first live COVID-19 briefing, Mohamed Mezghani, Secretary General at UITP, delivered the latest information on a number of areas for public transport and mobility professionals. Here, he answers some of the audience's most pressing questions.

By Mohamed Mezghani - UITP

4 June 2020

1 comment

SHARES

66

RELATED TOPICS

5G & Transport Communications, Air Quality, COVID-19, Infrastructure & Urban Planning, Intelligent Transport Systems (ITS), Public Transport, Sustainable Urban Transport, Transport Governance & Policy, Vehicle & Passenger Safety

RELATED ORGANISATIONS

International Association for Public Transport (UITP), World Health Organization (WHO)

Will public transport ever be the same? How should transport operators manage this process back to 'business as usual'?

Public transport will not be the same, it will be better. Despite the challenges, this crisis is coming with many opportunities. New practices in terms of cleaning and disinfection are here to stay. This will make public transport more attractive and safer to travel in.

In order to limit and manage crowds, the supply will be strengthened, and the service frequency augmented, offering a better and more regular service. Digitalisation will be deployed at faster pace, including apps to assist travellers plan their journeys, contactless ticketing, intelligent maintenance and operations, AI applications, etc. There are many opportunities to make public transport more

Strategies

- **Develop a phased Campaign**
  - Implement based on ridership demand and service adjustments in the months ahead
- **Highlight Customer-Oriented Service Features**
  - Communicate improvements to service and extensive health and safety enhancements
  - Promote real-time information and contactless mobile payment
- **Add Incentives to Encourage Ridership**
  - Optimize LCTOP grant to provide Welcome-Back incentives: 30-day and five-day pass packs
  - Provide grant-funded free fare to youth 13 and under
- **Grassroots Outreach**
  - Deploy a Mobility Response Team to assist schools, employers, and organizations
  - Employ Multilingual Travel Training Program
  - Seek partnership opportunities with community-based organizations
- **Retention**
  - Continue and expand the College Pass Program
  - Launch Loyalty Rewards Program

LCTOP – Low Carbon Transit Operation Program

Customer-Driven Campaign Development

Customers indicated concerns of COVID-19-related safety as the main reason they stopped riding OC Bus or are riding less

Conducted Customer Focus Groups

Key Feedback

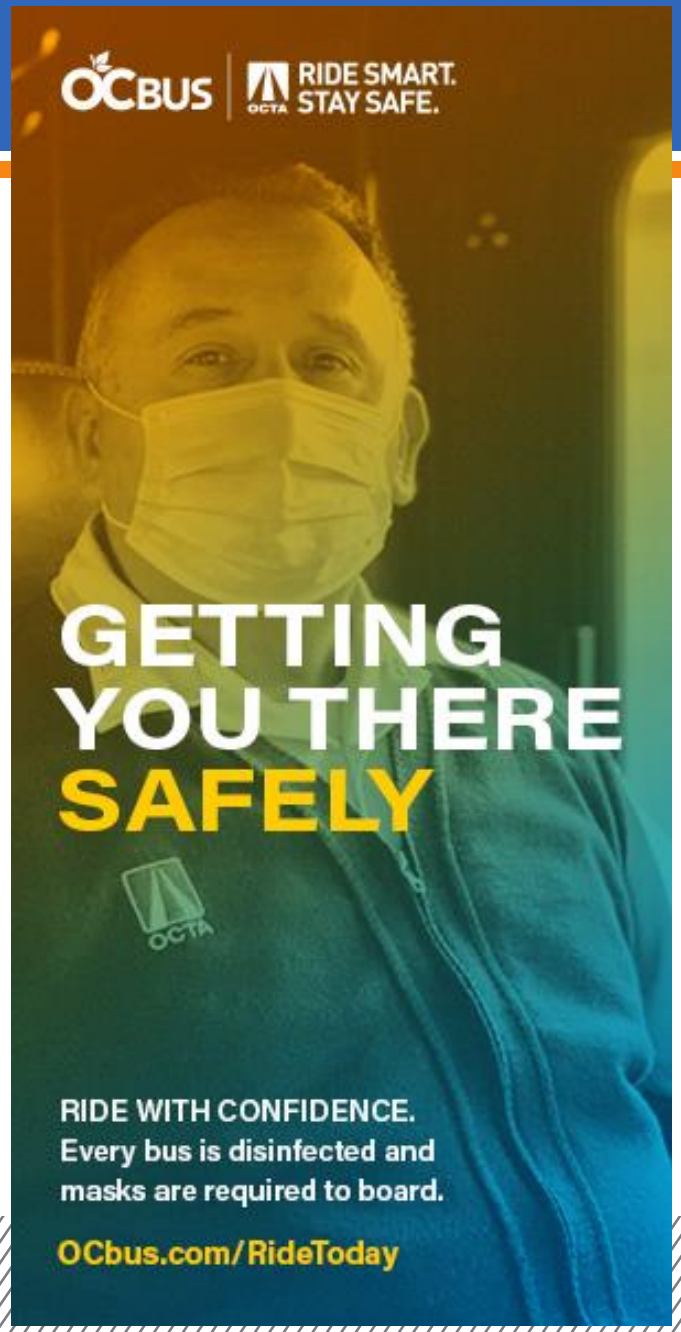
- The word “Safety” is pivotal
- Images of bus cleaning/disinfection
- Featuring real OCTA Coach Operators

Additional comments

- Positive/bright images
- Warm “Welcome Back” message

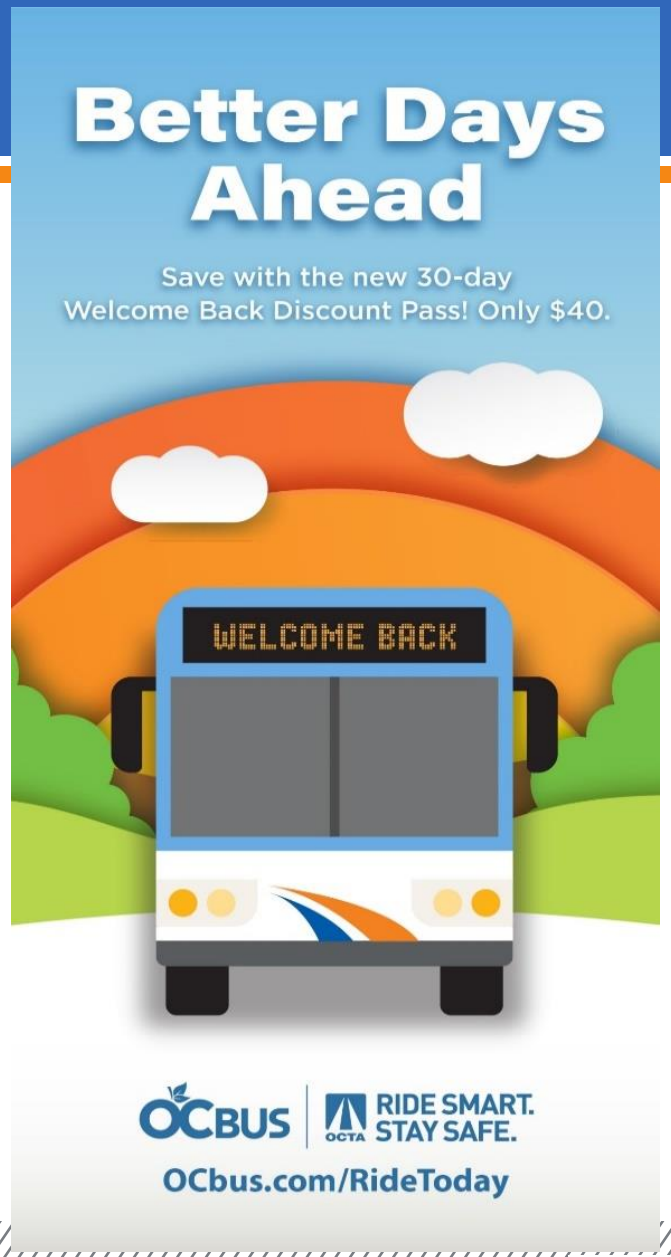
June Service Change Communication

Additional Safety/Service Communications

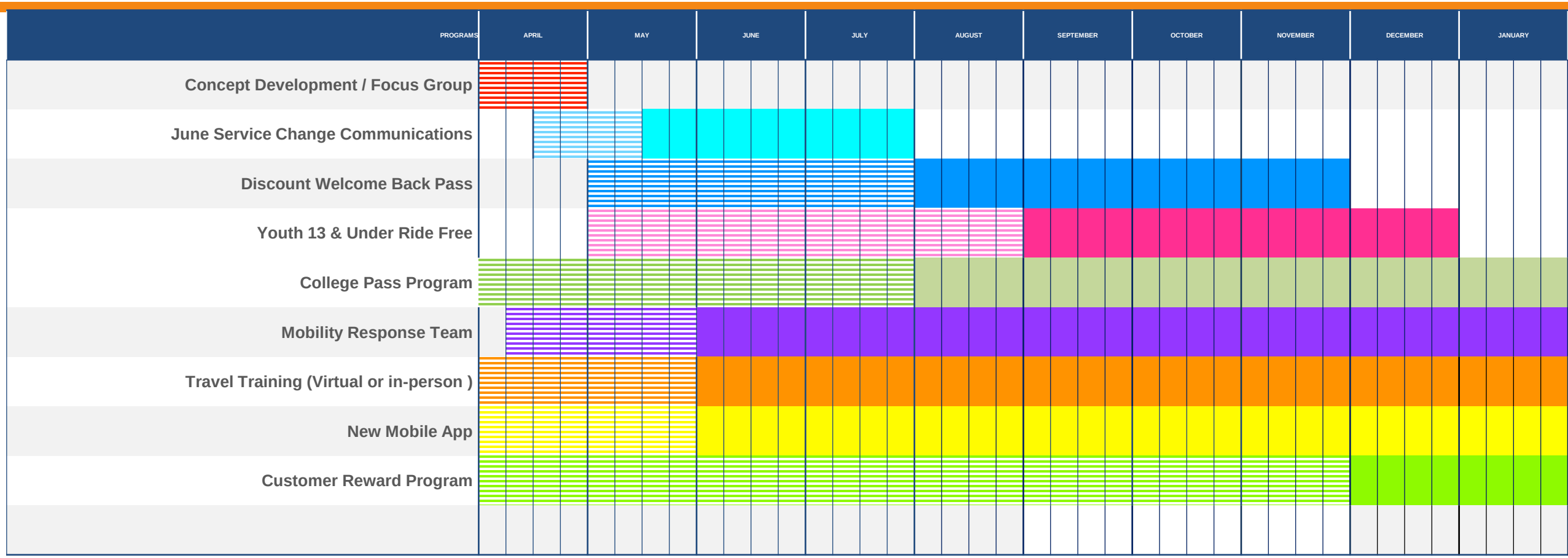


Targeted In-language Ads

Welcome Back Pass Promotion



Program Timeline



Development

Launch/Execution

OCTA

May 13, 2021

To: Transit Committee

From: Darrell E. Johnson, Chief Executive Officer

Subject: Contract Change Orders for Over-Excavation of Unsuitable Soils and Utility Conflicts for the Construction of the OC Streetcar Project

Overview

On September 24, 2018, the Orange County Transportation Authority Board of Directors approved Agreement No. C-7-1904 with Walsh Construction Company II, LLC, for construction of the OC Streetcar project. Contract change orders are required for work to address over-excavation of unsuitable soils and utility conflicts.

Recommendations

A. Authorize the Chief Executive Officer to negotiate and execute Contract Change Order No. 52.1 to Agreement No. C-7-1904 with Walsh Construction Company II, LLC, in the amount of $540,000, for over-excavation of unsuitable soils for the construction of the OC Streetcar project.

B. Authorize the Chief Executive Officer to negotiate and execute Contract Change Order No. 4.3 to Agreement No. C-7-1904 with Walsh Construction Company II, LLC, in the amount of $2,000,000, for work to address utility conflicts for the construction of the OC Streetcar project.

Discussion

On September 24, 2018, the Orange County Transportation Authority (OCTA) Board of Directors (Board) awarded the contract to construct the OC Streetcar project (Project) to Walsh Construction Company II, LLC (Walsh). The Notice to Proceed with construction was issued to Walsh on March 4, 2019. Since then, 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, and installation of embedded track on westbound Santa Ana Boulevard from Bristol Street to

Raitt Street. Construction and installation was also completed for the maintenance and storage facility (MSF) building floor slabs, the first platform station at Fairview Street, and most of the overhead contact system (OCS) poles.

Over-Excavation of Unsuitable Soils

During the excavation for the embedded track and upon exploratory investigations, much of the embedded track alignment was deemed to have unsuitable subgrade soils. Unsuitable soil occurs when there is too much clay and it is not able to support expected traffic loads. The significant amount of this condition was unanticipated because the unsuitable soils are located several feet below the existing pavement surface and were not identified in several subsurface bores during the design phase. Removal of unsuitable soil includes over excavation, loading, disposal, and backfill with imported material, along with associated dust, erosion, and sediment control.

The original bid item allowance of $200,000, has already been exhausted on approved time and expense (T&E) work and paid through the pay application process.

To advance the Project without further delay, it was prudent to proceed with interim Contract Change Order (CCO) No. 52, in the amount of $210,000, to continue removal of unsuitable soils for current operations. For the remainder of the work, an independent cost estimate has been determined by the construction management (CM) team to be $540,000. Proposed supplemental CCO No. 52.1 will augment CCO No. 52 by $540,000, for the remaining work to address over-excavation of unsuitable soils and requires Board approval. This CCO will be paid on a T&E basis to the contractor after labor and equipment quantities are confirmed through daily extra work reports prepared by Walsh and approved by the CM team.

Utility Conflicts

During the waterline, sewer, and storm drain improvements work, Walsh encountered many unknown utilities that were neither shown on the contract plans or on City of Santa Ana and private utility record maps. Additionally, Walsh continues to encounter underground utilities that are not in the locations reflected on utility records and contract plans. When unidentified utilities are encountered, or when utilities are at a different location, Walsh notifies the CM team and requests direction to resolve the conflict. Additional potholing is necessary to confirm the utility type and location prior to determining if the utility requires relocation or removal, or if the design requires modifications.

On April 15, 2019, CCO No. 4 was issued to Walsh, in the amount of $200,000, for work to address unknown utilities. As the work began on Fourth Street between Bush Street and Mortimer Street for an approximate distance of three city blocks, unknown and mislocated utilities were encountered. This required additional effort by Walsh to address the utility conflicts through T&E work.

On November 25, 2019, Supplemental CCO No. 4.1 was approved by the Board, in the amount of $833,000, and issued to Walsh to address additional utility conflicts so that waterline, sewer, and storm drain work could continue without further delay. As the work on Fourth Street continued for an approximate distance of half a mile, utility conflicts encountered by Walsh were more complex than anticipated, requiring extensive redesign work and additional construction effort to eliminate the conflicts.

Supplemental CCO No. 4.2, in the amount of $2,426,000, was approved by the Board on April 13, 2020, and issued to Walsh for continued work to address utility conflicts. As Walsh progressed waterline, sewer, and storm drain work on Santa Ana Boulevard for an approximate distance of 1.2 miles and continued work on Fourth Street, utility conflicts encountered were more complex than anticipated, requiring significant redesign work and additional construction effort to eliminate the conflicts.

Upon completion of sewer, waterline, and storm drain work, Walsh submitted all T&E documentations. Since the effort to address numerous utility conflicts was extensive and involved Walsh and its subcontractors, it was difficult to track and document T&E work timely. After all documentations were reviewed and validated by the CM team, it was determined that Walsh's expenditure may exceed the total CCO amount by up to $2,000,000. Proposed supplemental CCO No. 4.3, which will augment CCO Nos. 4, 4.1, 4.2 by $2,000,000, to address unknown utility conflicts, requires Board approval. This CCO will be paid on a T&E basis to the contractor after labor and equipment quantities are confirmed through daily extra work reports prepared by Walsh and approved by the CM team.

Walsh has also requested a time extension to be determined at a later date since the Project schedule may be impacted by CCO No. 4.3. It was agreed that the request would be deferred until the required time impact evaluation is provided and reviewed by OCTA to determine if the Project critical path schedule was impacted. Staff will return to the Board for approval of any required supplemental costs related to the change when the final impacts have been agreed to by both OCTA and Walsh.

The cost of the work associated with CCO Nos. 52.1 and 4.3 will be funded from the Project supplemental contingency as approved by the Board on March 22, 2021.

The CM team is currently completing deductive CCO No. 60, in the amount of $1,842,680, related to work not required as a result of waterline and storm drain redesign to avoid utility conflicts. This amount will be placed in the Project supplemental contingency.

Procurement Approach

The initial procurement was handled in accordance with OCTA's Board-approved procedures for public works projects. These procedures, which conform to both federal and state requirements, require that contracts are awarded to the lowest responsive, responsible bidder after a sealed bidding process. On September 24, 2018, the Board authorized Agreement No. C-7-1904 with Walsh, in the amount of $220,538,649, for construction of the Project.

Proposed CCO No. 52.1, in the amount of $540,000, and CCO No. 4.3, in the amount of $2,000,000, will increase the cumulative value of the contract by $2,540,000, to $243,075,825, as shown in Attachment A.

Board approval is required for CCO Nos. 52.1 and 4.3, pursuant to the State of California Public Contracting Code Section 20142.

Fiscal Impact

The additional work for this Project is included in OCTA's Fiscal Year 2020-21 Budget, Capital Programs Division, accounts 0051-9017-TS010-Z42 and 0051-9017-TS010-Z43 and is funded with Federal Transit Administration Section 5309 New Starts and local Measure M2 funds.

Summary

Staff recommends Board authorization for the Chief Executive Officer to negotiate and execute CCO No. 52.1, in the amount of $540,000, for over-excavation of unsuitable soils, and CCO No. 4.3, in the amount of $2,000,000, for utility conflicts for the Project to Agreement No. C-7-1904 with Walsh.

Attachment

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

Prepared by:

Ross Lew, P.E.
Program Manager
(714) 560-5775

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

Approved by:

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

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

CCO No.	Title	Status	Date Executed	Cost
1	Demolition, Removals, and Disposal at the Maintenance and Storage Facility (MSF) Property	Approved	6/20/2019	$199,749.00
1.1	Demolition, Removals, and Disposal at the MSF Property Additional Funding	Approved	6/25/2019	$113,884.77
1.2	Time Impact Evaluation (TIE) I - Schedule Impacts Associated with Change Directive (CD)-001 and CD-003	Approved	6/17/2020	$0.00
2	Removal and Disposal of Contaminated Materials at the MSF Property	Approved	6/25/2019	$200,000.00
2.1	Removal and Disposal of Contaminated Materials at the MSF Property Additional Funding	Approved	8/15/2019	$160,000.00
2.3	MSF Removal of Additional Hazardous Materials	Pending		$0.00
3	Removal and Disposal of Contaminated Materials within the Orange County Transit District-Owned Pacific Electric Right-of-Way	Approved	9/12/2019	$1,600,000.00
3.1	Removal and Disposal of Contaminated Materials Within the Orange County Transit District-Owned PEROW and Other Project Areas	Approved	2/25/2020	$7,278,795.00
4	Required Work to Address Utility Conflicts	Approved	8/27/2019	$200,000.00
4.1	Required Work to Address Utility Conflicts Additional Funding	Approved	2/25/2020	$833,300.00
4.2	Required Work to Address Utility Conflicts Additional Funding	Approved	6/9/2020	$2,426,000.00
4.3	Required Work to Address Utility Conflicts Additional Funding	Pending		$2,000,000.00
5	Tree Removal and Trimming	Approved	6/9/2020	$129,215.52
7	Orange County Sanitation District Specifications Revisions	Approved	6/9/2020	$82,445.00
8	Maintenance Path Profile	Approved	6/9/2020	$6,055.00
9	Vapor Barrier Installation	Approved	12/22/2020	$395,717.00
10	Ultrasonic Testing	Approved	6/9/2020	$0
11	Opticom Vehicles	Approved	6/9/2020	$40,120.00
12	Santa Ana River Bridge Precast Girders	Approved	8/27/2020	$88,877.00
13	Retaining Wall 544 Reinforcing Steel	Approved	9/3/2020	$2,321.30
14	MSF Retaining Wall 508	Approved	12/14/2020	$125,341.00
15	Overhead Contact System (OCS) and Traffic Signal Utility Conflicts	Approved	6/17/2020	$195,723.00
16	Hand digging and Survey for OCS and Traffic Signal Pole Foundation	Approved	6/23/2020	$198,808.00
16.1	Hand digging and Survey for OCS, Traffic Signal, and Streetlight Pole Foundations	Approved	6/26/2020	$1,400,000.00

ATTACHMENT A

16.2	Hand digging and Survey for OCS, Traffic Signal, and Streetlight Pole Foundations	Approved	4/15/2021	$1,400,000.00
17	Westminster Bridge OCS Diaphragm	Approved	10/30/2020	$1,682.00
18	Removal of Man-Made Objects	Approved	11/23/2020	$300,000.00
19	Removal of Boulders	Approved	11/17/2020	$160,000.00
20	Removal of Chain Link Fence	Approved	3/9/2021	$7,316.90
21	Changes to Turnout Geometry	Approved	10/5/2020	$0
22	Railroad Crossing Gate Bells	Approved	10/5/2020	$0
23	Santa Ana River Bridge, OCS Pole, and OCS Down Guy Diaphragms	Approved	1/19/2021	$7,419.00
24	OCS Sectionalization – Siemens portion	Approved	10/5/2020	$158,941.00
24.1	OCS Sectionalization	Pending		$722,253.92
26	Revisions to Station Color Schedule, Glass and Pylon	Approved	4/19/2021	$176,419.84
27	Street Lighting	Approved	11/19/2020	$12,347.91
28	Extension of Time- TIE 004 and 007	Approved	12/8/2020	$0.00
29	Santa Ana River Bridge (SARB) OCS Pole and OCS Down Guy Diaphragms	Approved	11/19/2020	$34,216.80
30	Electrical Continuity Testing	Approved	2/1/2021	$23,928.10
30.1	Electrical Continuity Testing	Approved	3/16/2021	$320,164.40
32	Asbestos Survey	Pending		$25,000.00
35	No Sunshade for Variable Message Sign	Approved	12/22/2020	$0.00
36	Progress Payment 007 and 010 Interest	Pending		$0.00
37	Station Platform Power	Pending		$58,414.15
38	Modify OCS Foundation Schedule	Pending		$32,733.04
39	OCS Revisions Based on Field Walks	Pending		$28,088.32
40	MSF Remote Yard Gates	Pending		$32,307.66
43	End of Life Equipment	Pending		$372,136.38
44	Design of Temporary Traffic Signals Segment 2A 1 and 2	Pending		$41,967.00
45	Thickened Asphalt Contrete (AC) Pavement	Approved	1/19/2021	$60,000.00
47	Archaeological Security and Data Recovery at MSF	Approved	1/19/2021	$110,000.00
48	Thickened AC Pavement	Pending		$1,177,362.00
49	Retaining Wall 501 Encroachment	Pending		$181,802.77
50	MSF Street and Yard Utility Conflicts	Pending		$200,000.00
52	Over Excavation of Unsuitable Soils	Pending		$210,000.00
52.1	Over Excavation of Unsuitable Soils	Pending		$540,000.00
53	SARB Bridge Decking	Pending		$9,002.94
56	Exploratory Potholing Allowance	Pending		$200,000.00
60	Base Contract Utility Credits Binder	Pending		($1,842,680.00)
63	Graffiti Removal	Pending		$100,000.00

Subtotal Executed CCOs	$18,448,787.54
Subtotal Pending CCOs	$5,931,068.18
Subtotal Credit CCOs	($1,842,680.00)
TOTAL CCOs	$22,537,175.72
ORIGINAL VALUE	$220,538,649.00
PROPOSED REVISED VALUE	$243,075,824.72

OC Bus Service Update

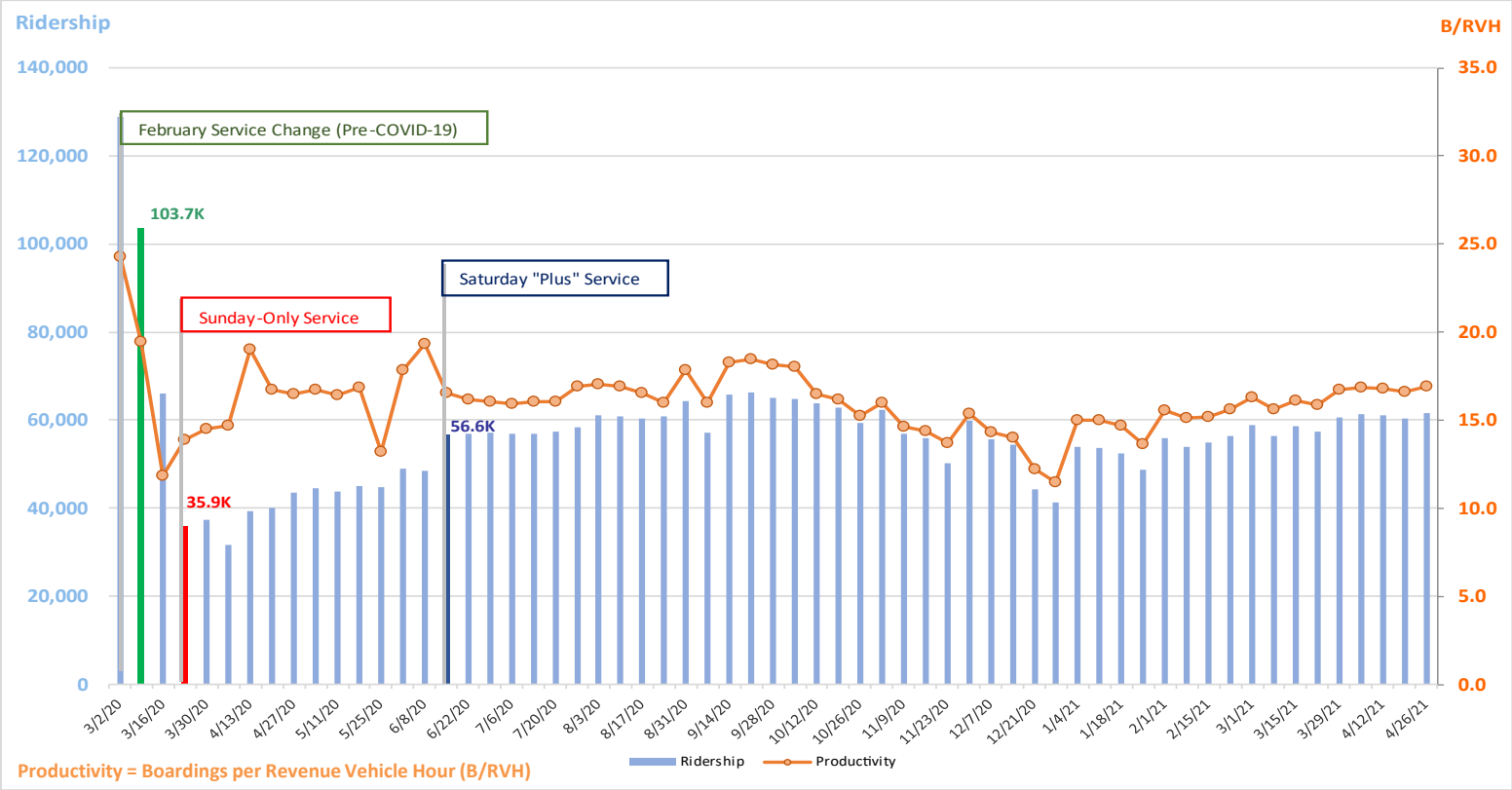
OC BUS TRENDS DURING THE CORONAVIRUS (COVID-19) PANDEMIC

Key Metrics:

- Ridership
  - Trending at 61,015 average weekday riders (50 percent of the pre-COVID-19 pandemic average weekday ridership of 120,000); productivity is at 16.8 boardings per revenue vehicle hour (b/rvh) or 67 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

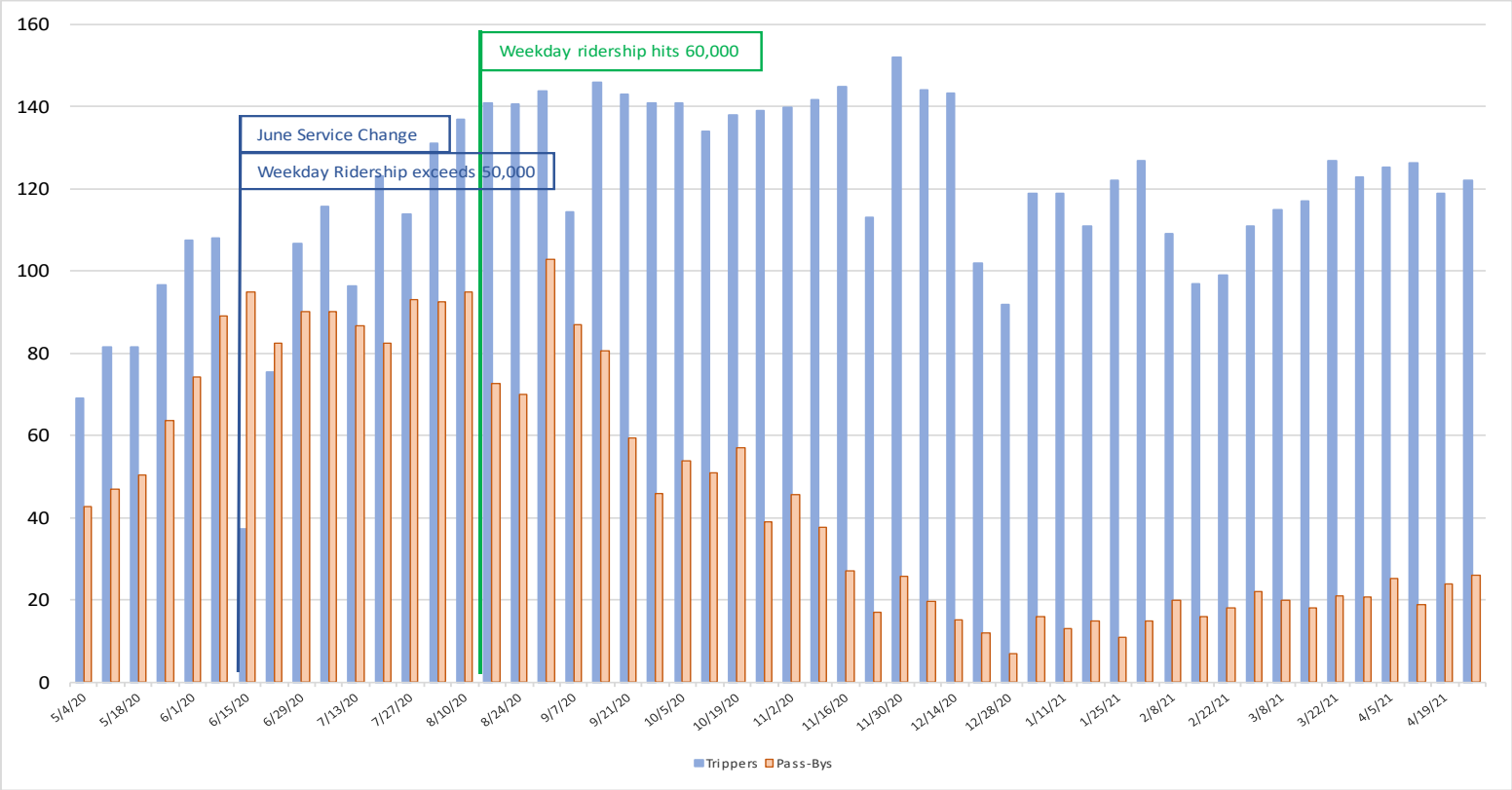
OC BUS RIDERSHIP AND PRODUCTIVITY

(AVERAGE WEEKDAY)



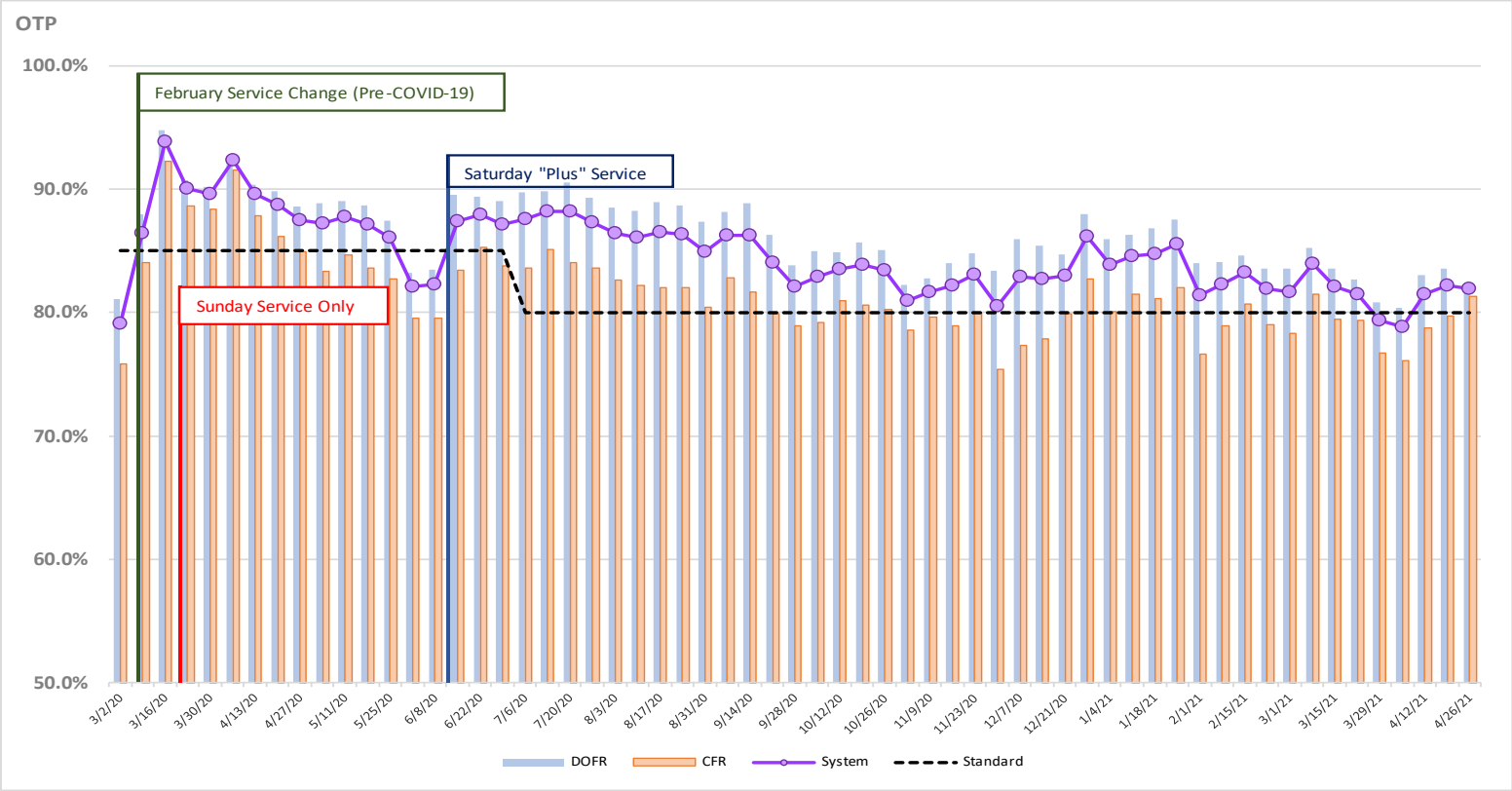
OC BUS TRENDS: TRIPPERS AND PASS-BYS

(AVERAGE WEEKDAY)



OC BUS TRENDS: ON-TIME PERFORMANCE

(AVERAGE WEEKDAY)

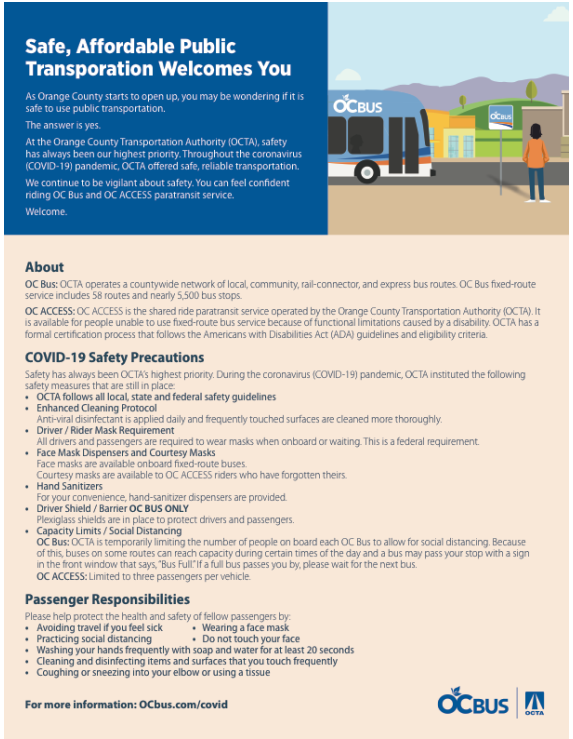


CUSTOMER COMMUNICATION AND FEEDBACK

COVID-19 Safety Measures

Safety/Customer Communications

- Communication to senior centers and other organizations about safety enhancements implemented on OC Bus and OC ACCESS, along with how customers can do their part. Materials were distributed in English, Spanish, and Vietnamese.



Safe, Affordable Public Transporation Welcomes You

As Orange County starts to open up, you may be wondering if it is safe to use public transportation.

The answer is yes.

At the Orange County Transportation Authority (OCTA), safety has always been our highest priority. Throughout the coronavirus (COVID-19) pandemic, OCTA offered safe, reliable transportation.

We continue to be vigilant about safety. You can feel confident riding OC Bus and OC ACCESS paratransit service.

Welcome.

About

OC Bus: OCTA operates a countywide network of local, community, rail-connector, and express bus routes. OC Bus fixed-route service includes 58 routes and nearly 5,500 bus stops.

OC ACCESS: OC ACCESS is the shared ride paratransit service operated by the Orange County Transportation Authority (OCTA). It is available for people unable to use fixed-route bus service because of functional limitations caused by a disability. OCTA has a formal certification process that follows the Americans with Disabilities Act (ADA) guidelines and eligibility criteria.

COVID-19 Safety Precautions

Safety has always been OCTA's highest priority. During the coronavirus (COVID-19) pandemic, OCTA instituted the following safety measures that are still in place:

- **OCTA follows all local, state and federal safety guidelines**
- **Enhanced Cleaning Protocol**
  Anti-viral disinfectant is applied daily and frequently touched surfaces are cleaned more thoroughly.
- **Driver / Rider Mask Requirement**
  All drivers and passengers are required to wear masks when onboard or waiting. This is a federal requirement.
- **Face Mask Dispensers and Courtesy Masks**
  Face masks are available onboard fixed-route buses.
  Courtesy masks are available to OC ACCESS riders who have forgotten theirs.
- **Hand Sanitizers**
  For your convenience, hand-sanitizer dispensers are provided.
- **Driver Shield / Barrier OC BUS ONLY**
  Plexiglass shields are in place to protect drivers and passengers.
- **Capacity Limits / Social Distancing**
  OC Bus: OCTA is temporarily limiting the number of people on board each OC Bus to allow for social distancing. Because of this, buses on some routes can reach capacity during certain times of the day and a bus may pass your stop with a sign in the front window that says, "Bus Full." If a full bus passes you by, please wait for the next bus.
  OC ACCESS: Limited to three passengers per vehicle.

Passenger Responsibilities

Please help protect the health and safety of fellow passengers by:

- **Avoiding travel if you feel sick**
- **Practicing social distancing**
- **Wearing a face mask**
- **Do not touch your face**
- **Washing your hands frequently with soap and water for at least 20 seconds**
- **Cleaning and disinfecting items and surfaces that you touch frequently**
- **Coughing or sneezing into your elbow or using a tissue**

For more information: OCbus.com/covid

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Customer Comments

Bus Pass-bys

- Complaints on pass-bys increased to an average of 8.3 complaints per week in April compared to 6.6 complaints in March.

Overcrowding

- Passenger overcrowding complaints decreased to an average of one complaint per week in April from two complaints per week in March.

NEXT STEPS

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

Future of Transit Workshops Preview

Proposed Agendas

- Purpose: Preparation for Future Decisions on Transit Investments
- Workshop 1 (May 24)
  - Transit Types
  - OC System Overview
  - System Analysis
  - U.S. and Regional Ridership Trends
  - Who's Riding?
  - Travel Purposes
  - What Riders and Non-Riders Want
  - High-Quality Transit Improvements
- Workshop 2 (June 28)
  - High-Quality Transit Corridor Planning and Potential Next Steps