



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, October 14, 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 business days prior to this meeting to enable OCTA to make reasonable arrangements to assure accessibility to this meeting.

Agenda Descriptions

The agenda descriptions are intended to give members of the public a general summary of items of business to be transacted or discusses. The posting of the recommended actions does not indicate what action will be taken. The Committee Members 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.

Public Availability of Agenda Materials

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: OCTA Headquarters, 600 South Main Street, Orange, California.

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

On September 16, 2021, Governor Gavin Newsom signed into law AB-361 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 due to the state and local State of Emergency resulting from the threat of Novel Coronavirus (COVID-19).

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):

Members of the public may address the Committee regarding any item two ways:

Real Time Comment

To provide a real time public comment during the meeting, please access the Zoom at:

<https://us02web.zoom.us/j/82173189650>

Dial In: 669-900-6833

Webinar ID: 821 7318 9650

Speakers will be recognized by the Chairman at the time the agenda item is to be considered. A speaker's comments shall be limited to three minutes. Anyone causing disruption can be removed from the meeting at the discretion of the Chair.

Written Comment

Written public comments may also be submitted by emailing them to ClerkOffice@octa.net, and must be sent **90 minutes prior to the start time of the meeting**. 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 Committee. Public comments will be made available to the public upon request.

Call to Order

Roll Call

Pledge of Allegiance

Director Do

1. Public Comments

Special Calendar

There are no Special Calendar matters.



Consent Calendar (Items 2 and 3)

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

2. Approval of Minutes

Approval of the minutes of the Transit Committee meeting of September 9, 2021.

3. Bus Operations Performance Measurements Report for the Fourth Quarter of Fiscal Year 2020-21

Johnny Dunning, Jr./Jennifer L. Bergener

Overview

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

Recommendation

Receive and file as an information item.

Regular Calendar

4. OC Streetcar Quarterly Update

Ross Lew/James G. Beil

Overview

The Orange County Transportation Authority is implementing the OC Streetcar project, and updates are provided to the Board of Directors on a quarterly basis. This report provides an update on OC Streetcar project activities from July 2021 through September 2021.

Recommendation

Receive and file as an information item.



5. Contract Change Orders for Construction of the OC Streetcar Project
Ross Lew/James G. Beil

Overview

On September 24, 2018, the Orange County Transportation Authority Board of Directors authorized 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 utility conflicts, traction power substation site plan revisions, Southern California Edison metering switchgears, optical backbone network system redundancy, traffic signal interconnects, maintenance storage facility permit drawings and revisions, and utility conflicts.

Recommendations

- A. Authorize the Chief Executive Officer to negotiate and execute Contract Change Order No. 4.4 to Agreement No. C-7-1904 with Walsh Construction Company II, LLC, in the amount of \$3,500,000, to address utility conflicts.
- B. Authorize the Chief Executive Officer to negotiate and execute Contract Change Order No. 54 to Agreement No. C-7-1904 with Walsh Construction Company II, LLC, in the amount of \$1,200,000, for traction power substation site plan revisions.
- C. Authorize the Chief Executive Officer to negotiate and execute Contract Change Order No. 64.2 to Agreement No. C-7-1904 with Walsh Construction Company II, LLC, in the amount of \$1,200,000, for Southern California Edison metering switchgears.
- D. Authorize the Chief Executive Officer to negotiate and execute Contract Change Order No. 69 to Agreement No. C-7-1904 with Walsh Construction Company II, LLC, in the amount of \$600,000, for optical backbone network system redundancy.
- E. Authorize the Chief Executive Officer to negotiate and execute Contract Change Order No. 79 to Agreement No. C-7-1904 with Walsh Construction Company II, LLC, in the amount of \$3,000,000, for maintenance and storage facility permit drawings and revisions.



6. Anaheim Canyon Metrolink Station Improvement Project Update
Lora Cross/James G. Beil

Overview

The Orange County Transportation Authority, in coordination with the City of Anaheim and Southern California Regional Rail Authority, has begun the construction phase of the Anaheim Canyon Metrolink Station Improvement Project. This report provides an update on the status of the project.

Recommendation

Receive and file as an information item.

7. Agreement for Bus Stop Maintenance Services
Jeffrey N. Tatro/Jennifer L. Bergener

Overview

On May 24, 2021, the Board of Directors authorized the release of a request for proposals for bus stop maintenance services. A single proposal was received and evaluated in accordance with Orange County Transportation Authority procurement procedures for professional and technical services. Board of Directors' approval is requested to execute a new agreement for these services.

Recommendations

- A. Approve the selection of ShelterClean Services, Inc., as the firm to perform bus stop maintenance services at fixed-route service bus stop locations.
- B. Authorize the Chief Executive Officer to negotiate and execute Agreement No. C-1-3408 between the Orange County Transportation Authority and ShelterClean Services, Inc., in the amount of \$1,647,044, to perform bus stop maintenance services at fixed-route service bus stop locations, for a three-year initial term commencing on December 1, 2021, with two, two-year option terms.



Discussion Items

8. OC Bus and OC ACCESS Services Update

Johnny Dunning, Jr./Jennifer L. Bergener

Staff will provide an update on the OC Bus and OC ACCESS Services.

9. Chief Executive Officer's Report

10. Committee Members' Reports

11. Closed Session

There are no Closed Session items scheduled.

12. Adjournment

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



Committee Members Present

Tim Shaw, Chairman
Harry S. Sidhu, Vice Chairman

**Committee Members Present
Via Teleconference**

Doug Chaffee
Andrew Do
Steve Jones
Tam Nguyen
Vicente Sarmiento

Staff Present

Darrell E. Johnson, Chief Executive Officer
Jennifer L. Bergener, Deputy Chief Executive Officer
Sahara Meisenheimer, Clerk of the Board Specialist
Gina Ramirez, Clerk of the Board Specialist, Senior

Via Teleconference

James Donich, General Counsel
OCTA Staff

Committee Members Absent

None

Call to Order

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

Roll Call

Sahara Meisenheimer, Clerk of the Board Specialist, conducted an attendance roll call and announced a quorum of the Committee.

Pledge of Allegiance

Director Chaffee led in the Pledge of Allegiance.

1. Public Comments

There were no Public Comments received.

Special Calendar

There were no Special Calendar matters.

Consent Calendar (Items 2 through 6)

2. Approval of Minutes

A motion was made by Committee Vice Chairman Sidhu, seconded by Director Sarmiento, and following a roll call vote, declared passed 7-0, to approve the minutes of the Transit Committee meeting of August 12, 2021.

3. Grant Award Acceptance for the 2022 Orange County Fair Express Bus Service

Committee Chairman Shaw commented that this will help fund service to OC Fair in 2022 and thanked the Mobile Source Air Pollution Reduction Review Committee for the funding work and honored Director Winterbottom.

A motion was made by Committee Vice Chairman Sidhu, seconded by Director Sarmiento, and following a roll call vote, declared passed 7-0, to authorize the Chief Executive Officer, or designee, to accept the Mobile Source Air Pollution Reduction Review Committee Major Event Center Transportation Program award for \$289,054, and to negotiate and execute grant-related agreements and documents with the Mobile Source Air Pollution Reduction Review Committee.

4. October 2021 Bus Service Change

A motion was made by Committee Vice Chairman Sidhu, seconded by Director Sarmiento, and following a roll call vote, declared passed 7-0, to receive and file as an information item.

5. Metrolink Fiscal Year 2020-21 Performance Report

A motion was made by Committee Vice Chairman Sidhu, seconded by Director Sarmiento, and following a roll call vote, declared passed 7-0, to receive and file as an information item.

6. Agreement for Compressed Natural Gas Fueling Facility Operation and Maintenance

A motion was made by Committee Vice Chairman Sidhu, seconded by Director Sarmiento, and following a roll call vote, declared passed 7-0, to:

- A. Approve the selection of Trillium USA Company, LLC, doing business as Trillium, as the firm to provide compressed natural gas fueling facility operation and maintenance.
- B. Authorize the Chief Executive Officer to negotiate and execute Agreement No. C-1-3317 between the Orange County Transportation Authority and Trillium USA Company, LLC, doing business as Trillium, in the amount of \$1,845,540, to provide compressed natural gas fueling facility operation and maintenance for a three-year initial term beginning December 1, 2021, with two, one-year option terms.

Regular Calendar**7. Agreement for OC ACCESS Paratransit and OC Flex Microtransit Services**

Committee Chairman Shaw recused himself from participating in this item due to the Levine Act.

The Clerk of the Board reported that a public comment was received from Roz Esposito via email on September 7, 2021 at 12:12 p.m. and was emailed to the Committee Members on September 9, 2021 at 8:24 a.m. prior to the meeting. The comment will be retained as part of the record of today's meeting.

Jack Garate, Department Manager, Paratransit Services, provided a PowerPoint presentation on this item.

Committee Vice Chairman Sidhu inquired about the staff oversight that First Transit, Inc. (First Transit) would provide to improve on-time performance.

Mr. Garate responded that the Orange County Transportation Authority (OCTA) expects there to be greater oversight due to the service serving OCTA's most vulnerable population of riders.

Andrew Oftelie, Chief Financial Officer, stated that this contract provides the contractor and a subcontractor on services.

Committee Vice Chairman Sidhu commented that First Transit proposed new technology at a lower price and inquired about the results and pricing.

Mr. Oftelie commented that in terms of technology related to a cost center, one vendor proposed an outsourced cost center while the other proposed an in-house cost center. There were also differences in insurance costs.

Director Do summarized the following concerns raised during discussion at the previous Committee meeting:

- Staffing, oversight, and technology.
- Cost differential between MV Transportation, Inc. (MV) and First Transit.
- How First Transit would accommodate for changes to the current service post coronavirus (COVID-19).
- Maintaining the current level versus improving the service level.

7. (Continued)

Committee Vice Chairman Sidhu stated both MV and First Transit can do the job. However, First Transit prosed utilizing new technology tools to increase real-time reporting and obtain a higher customer satisfaction.

Director Sarmiento expressed his concerns on the following:

- Ability of firm selected to be able to meet the needs of the population served.
- Staffing, project organization, and related increased costs.
- Direct relationship between the delivery of service and the actual cost of the contract.

A motion was made by Director Do, seconded by Director Jones, and following a roll call vote, declared passed 5-1, to:

- A. Approve the selection of First Transit, Inc., as the firm to provide the management, operations, and maintenance of the OC ACCESS paratransit and OC Flex microtransit services.
- B. Authorize the Chief Executive Officer to negotiate and execute Agreement No. C-0-2150 between the Orange County Transportation Authority and First Transit, Inc., in the amount of \$242,579,221, to provide the management, operations, and maintenance of the OC ACCESS paratransit and OC Flex microtransit services for an initial four-year term commencing on January 1, 2022, with two, two-year option terms.

Director Sarmiento voted in opposition.

Due to the Levine Act, Director Shaw did not vote or participate on this item.

Discussion Items

8. OC Bus and OC ACCESS Services Update

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

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

9. Chief Executive Officer's Report

Darrell E. Johnson, Chief Executive Officer, reported the following:

OC Streetcar Open House

- Last night, approximately 15 people attended a virtual open house to provide construction updates and keep the community informed about the OC Streetcar project.
- A recording of the open house will be posted to the OCTA website for the public to view.

Youth Ride Free Pass

- Earlier this month the Youth Ride Free pilot program was launched for a six-month promotional period.
- This program allows all youth 18 and under to ride the OC Bus system for free.
- So far more than 200,000 passes have been provided for distribution to approximately 550 schools throughout the county who continue to be great partners in helping with this program.
- More than 2,300 boardings have been recorded with this pass which introduces new riders to public transit and provides another transportation option for the youth of Orange County.

10. Committee Members' Reports

Committee Chairman Shaw shared two videos from his trip to Denver, Colorado showing the Regional Transportation District's bus rapid transit service to Denver International Airport.

11. Closed Session

There were no Closed Session items scheduled.



12. Adjournment

The meeting adjourned at 9:52 a.m.

The next regularly scheduled meeting of this Committee will be held at **9:00 a.m. on Thursday, October 14, 2021**, at the Orange County Transportation Authority Headquarters, Conference Room 07, 550 South Main Street, Orange, California.

ATTEST

Tim Shaw
Committee Chairman

Sahara Meisenheimer
Clerk of the Board Specialist



October 14, 2021

To: Transit Committee

From: Darrell E. Johnson, Chief Executive Officer

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

Overview

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

Recommendation

Receive and file as an information item.

Background

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

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

a Sunday-only schedule seven days a week effective March 23, 2020. To support ridership returning to the system, at the service change in June 2020, a Saturday schedule was implemented six days a week. To provide some connectivity beyond the core service area, eight additional routes that typically only operate on weekdays were also included in the June 2020 service plan, with a total of 50 of the 58 total routes being operated. This level of service was sustained through the entirety of fiscal year (FY) 2020-21, ending June 30, 2021.

Discussion

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

This report includes performance through the fourth quarter, including the months of April, May, and June of FY 2020-21. The performance during the fourth quarter continues to reflect the impact of the COVID-19 pandemic in many of the metrics.

- Safety – DOFR OC Bus service performed below the accident frequency standard of one preventable accident per 100,000 service miles. To address this trend, OCTA Operations staff continue to focus on and stress safety in the bus loading/unloading zones and vehicle operation that impacts passenger safety inside the vehicle (passenger falls). Specific actions include conducting roundtable discussions with coach operators to discuss “what if” scenarios, identifying problem locations where fixed-object strikes frequently occur, and reinforcing accident prevention during post-accident retraining and during annual refresher training. CFR OC Bus service and OC ACCESS service both performed above standard.
- Customer Service – Customer service is measured by evaluating the number of valid customer complaints received compared to boardings. Through the fourth quarter, all modes of service performed above the respective standards.
- Reliability – The OTP for OC Bus and OC ACCESS through the fourth quarter was above standard and continued to perform well, primarily a result of a decrease in local traffic and lower traffic volumes overall due to the COVID-19 pandemic. The OTP for DOFR and CFR was

84.0 percent and 80.4 percent, respectively. The OTP for OC ACCESS was 98.0 percent, 4.0 percent above the standard.

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

The report also includes:

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

Summary

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

Attachment

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

Prepared by:



Johnny Dunning, Jr.
Department Manager, Scheduling and
Bus Operations Support
(714) 560-5710

Approved by:



Beth McCormick
Executive Director, Operations
(714) 560-5964



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

Bus Operations Performance Measurements Report



Fourth Quarter
Fiscal Year 2020-21

About This Report

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

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

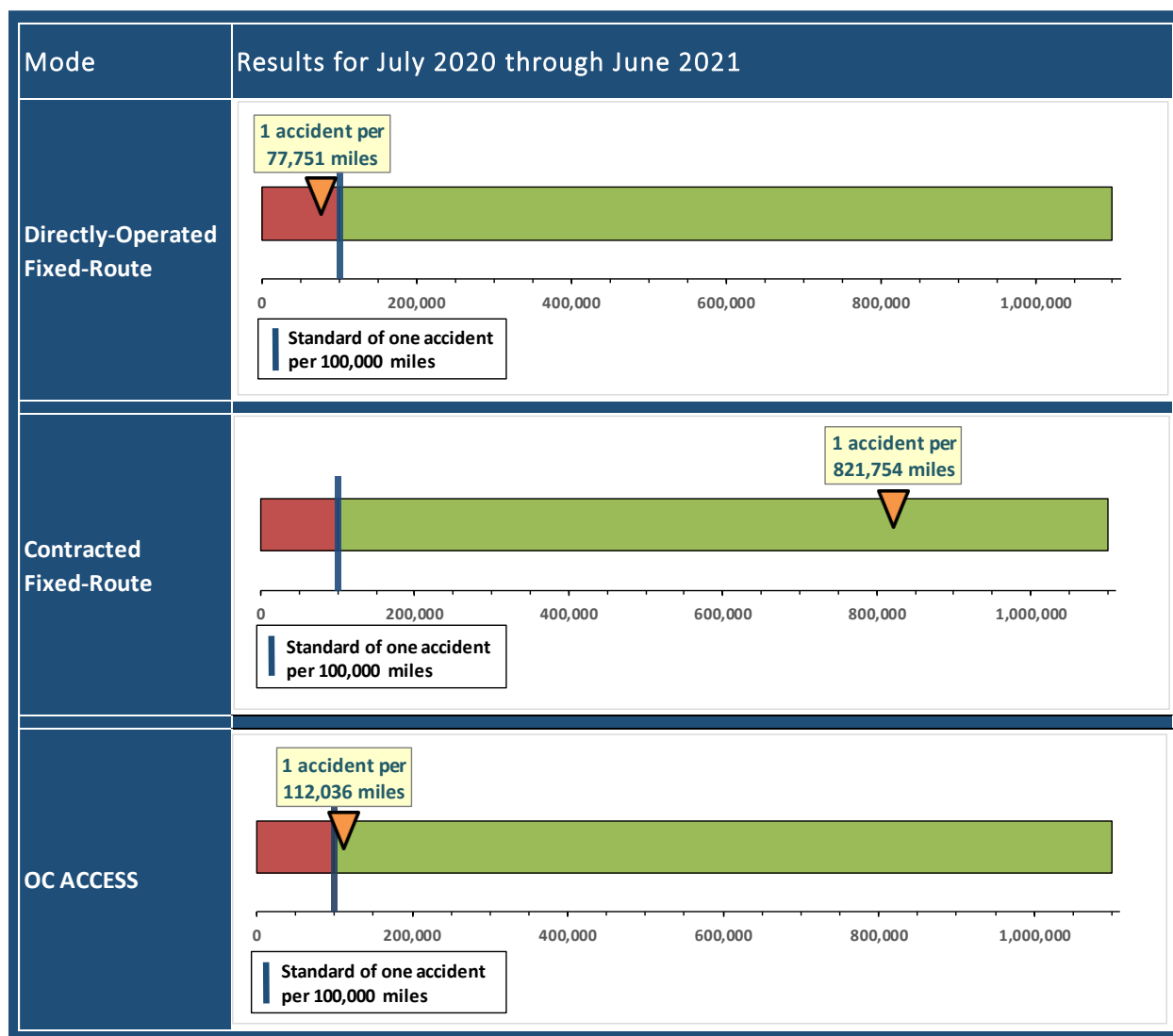
It is important to note that effective March 23, 2020, OCTA operated a reduced “Sunday” service schedule for OC Bus on in direct response to the coronavirus (COVID-19) pandemic. In June 2020, OCTA implemented the current “Saturday-Plus” service schedule, as the prolonged impact of the COVID-19 pandemic on ridership continues to be significant on both OC Bus and OC ACCESS. This is reflected in the performance to be discussed in this report.

FY2020-21 Q4 SUMMARY

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

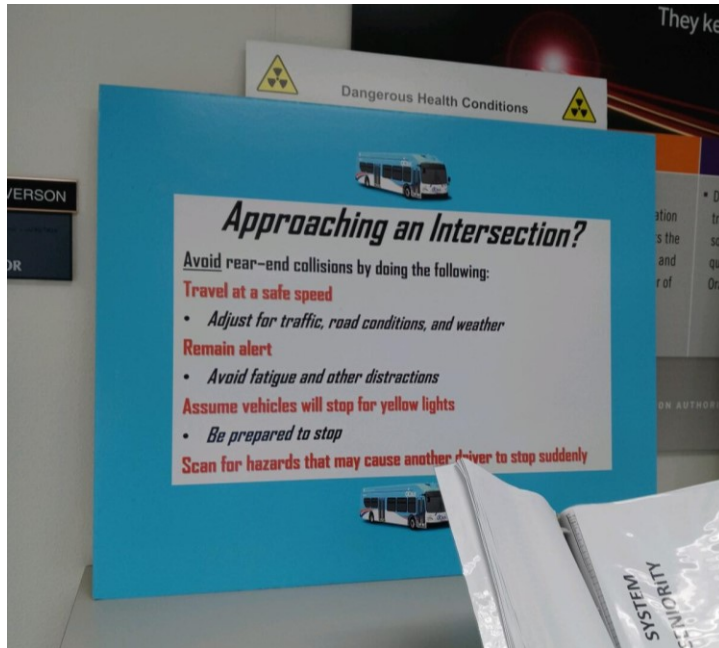
Safety: Preventable Vehicle Accidents

OCTA is committed to the safe delivery of the OC Bus service. The safety standard for DOFR, CFR, and OC ACCESS services is no more than one vehicle accident per 100,000 miles. Preventable vehicle accidents are defined as incidents when physical contact occurs between vehicles used for public transit and other vehicles, objects, or pedestrians, and where a coach operator failed to do everything reasonable to prevent the accident. On-board passenger falls on fixed-route service that are determined to be preventable are also included among these accidents. Through the fourth quarter (Q4) of fiscal year (FY) 2021, CFR and OC ACCESS continued to perform above the safety standard while DOFR did not meet the standard of operating more than 100,000 miles between preventable accidents.



DOFR OC Bus continued to perform below the accident frequency standard and OCTA Operations staff continue to focus on and stress the importance of safety, conduct safety-related campaigns, and promote the safe driving award program. During the past quarter, training continued to focus on safety as approximately 50 percent of the accidents between April and June were a result of the operator failing to check or properly judge vehicle clearances resulting in contact with another vehicle, a pole, or a sign.

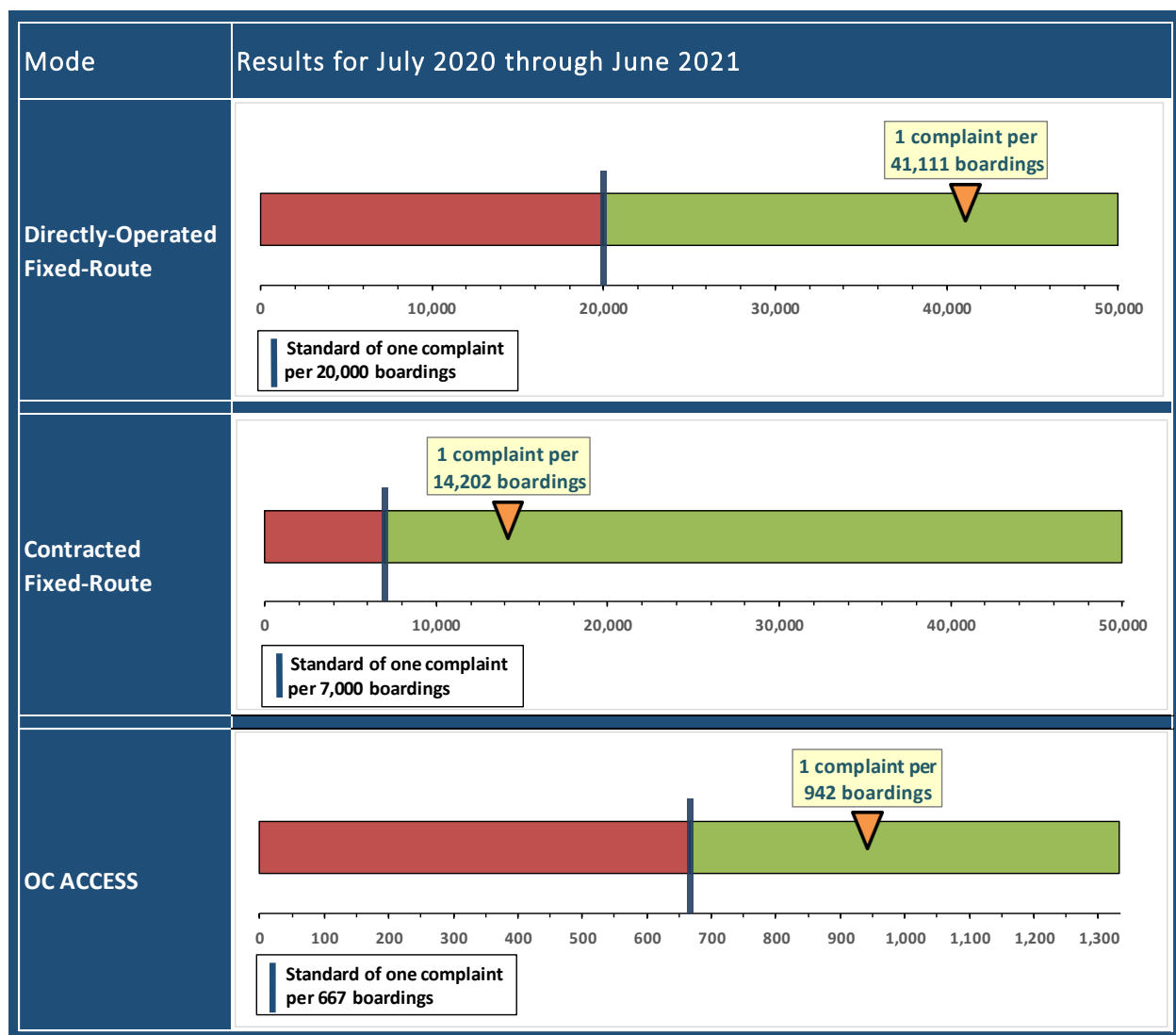
Another 20 percent of the quarterly accidents that were preventable resulted in passenger falls and could be attributed to sudden starts and stops. Operations staff have conducted roundtable discussions with coach operators to discuss “what if” scenarios, identify problem locations where fixed-object strikes frequently occur, and reinforce accident prevention when accidents occur and during annual refresher training. Below are posters on display at the Garden Grove base to remind coach operators of key safety techniques.



Courtesy: Customer Complaints

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

Through Q4 of FY 2020-21, all modes of service continue to perform well, exceeding the courtesy standard with less than one valid complaint per 20,000, 7,000, and 667 boardings, respectively.



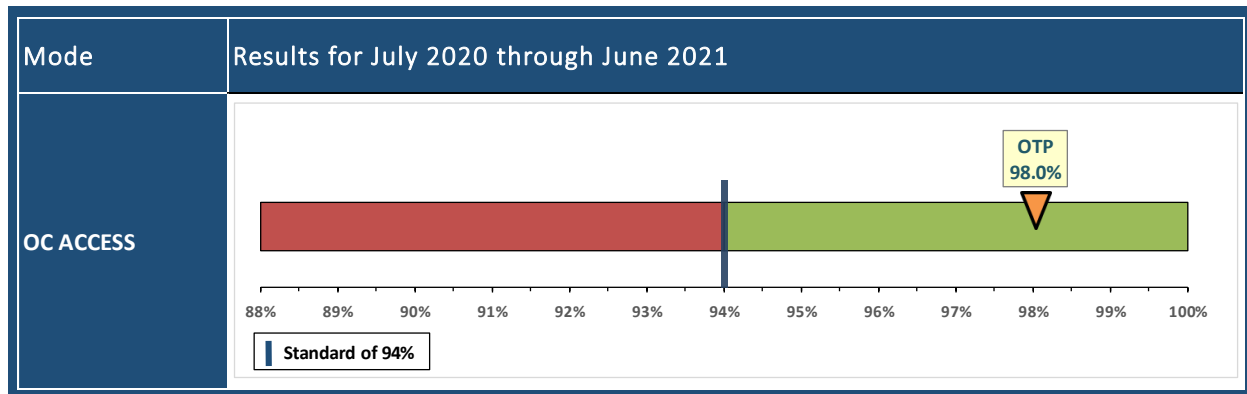
Reliability: On-Time Performance

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

The OTP for OC Bus and OC ACCESS services exceeded the standard during Q4 of FY 2020-21. Systemwide OTP was 82.8 percent, 0.5 percent lower compared to last quarter. DOFR and CFR both maintained performance above the standard despite decreases of 0.5 percent and 0.3 percent, respectively.

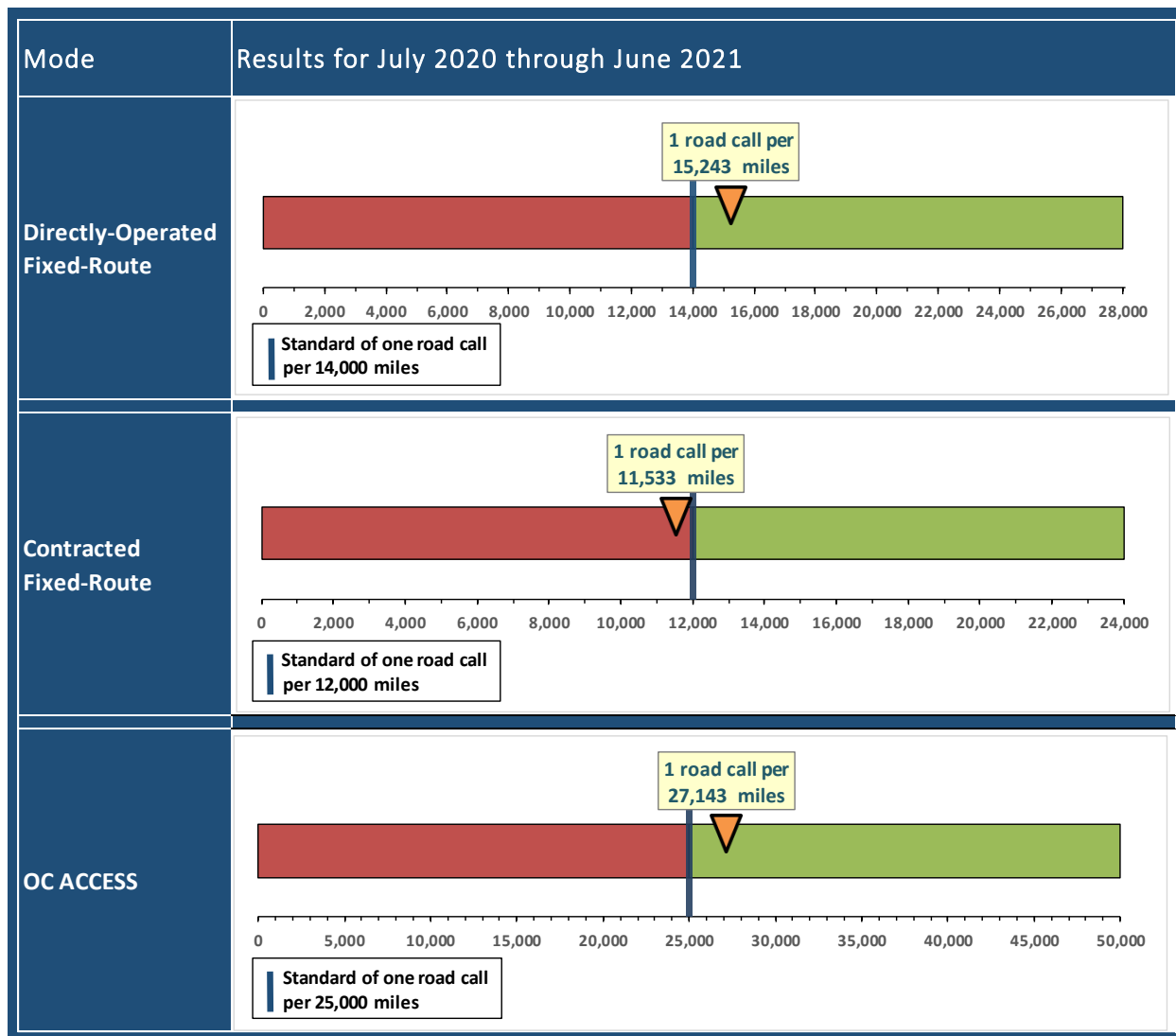


The OTP for OC ACCESS also came in above standard with a rate of 98.0 percent, 0.5 percent lower than the rate reported last quarter and 4.0 percent above the standard.



Reliability: Miles Between Road Calls

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

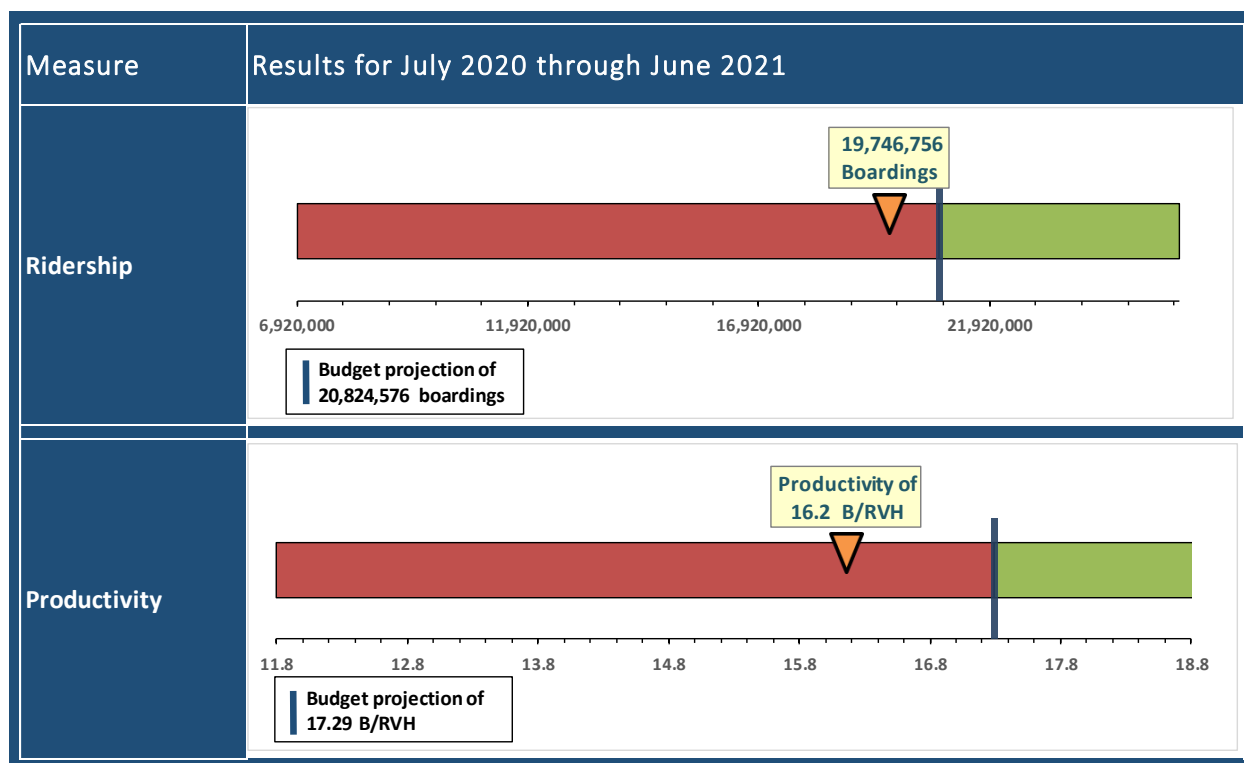


Through Q4 of FY 2020-21, DOFR OC Bus service and OC ACCESS both continue to exceed the MBRC standard while CFR OC Bus remains below the standard. MBRC mileage for CFR buses were below the standard for this period primarily due to several major engine and transmission failures and electrical issues related to drivetrain control modules and sensors. The contractor has initiated several maintenance campaigns to improve vehicle performance and staff continues to monitor all failures in an effort to improve vehicle performance and reduce valid mechanical road calls.

Ridership and Productivity – OC Bus

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

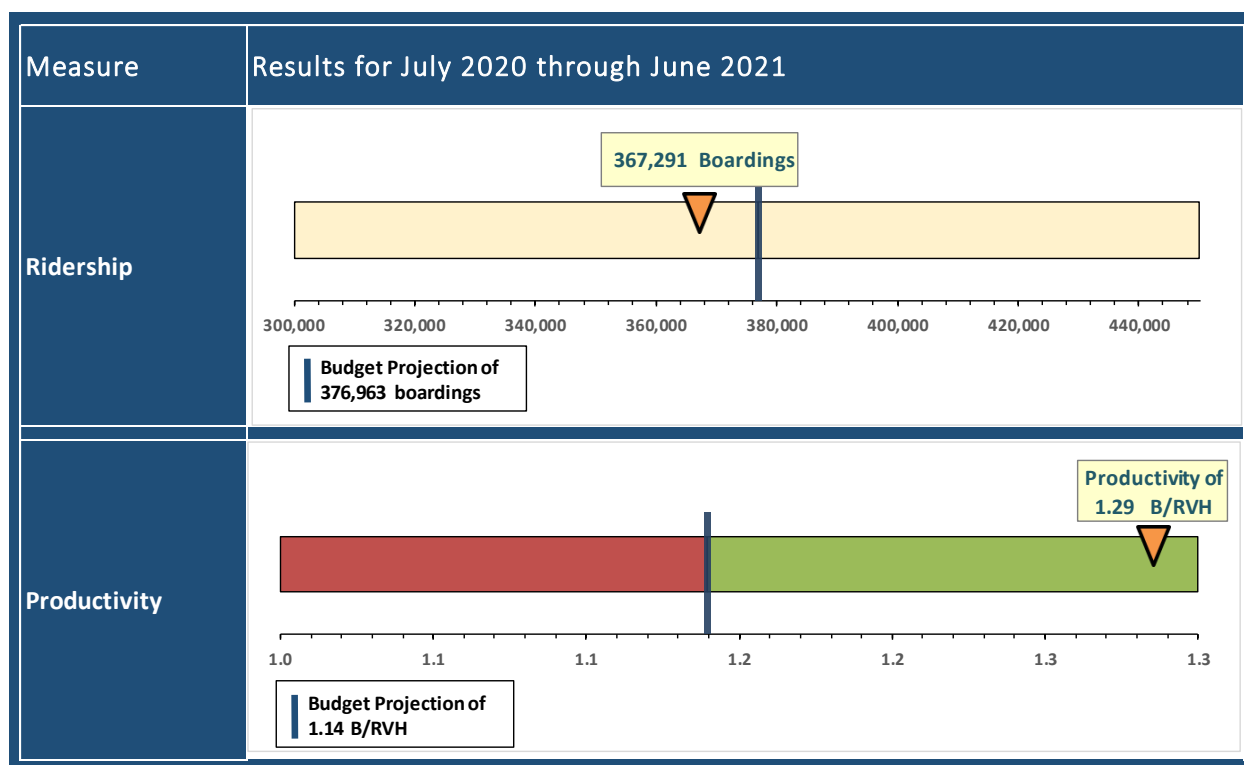
The COVID-19 pandemic continues to have a negative impact overall on ridership and productivity for all services. While some schools and businesses did begin to open and provide in-person services and operation during this quarter, through June, OC Bus began to see a gentle increase in ridership from approximately 61,000 to 68,000 average daily riders week over week from April through June. Compared to the annual ridership for FY 2019-20, annual ridership in FY 2020-21 was lower, as expected. Looking at data through Q4 of FY 2020-21, OC Bus ridership was 19.75 million, down 5.2 percent from the budgeted projection of 20.82 million. Productivity for OC Bus service was also lower than budgeted projections, trending around 16 boardings per revenue vehicle hour.



Ridership and Productivity – OC ACCESS

(Primary Service Provider and Supplemental Taxi Service)

Through Q4 of FY 2020-21, total ridership of 367,291 for OC ACCESS was below budgeted projections by 2.6 percent while productivity of 1.29 B/RVH is above the 1.14 B/RVH projection by 13.2 percent. As with the fixed-route service, ridership for OC ACCESS continued to be impacted by the COVID-19 pandemic. With recommendations for persons 65 years of age or older or those with underlying health issues to stay home and the closure of many adult day programs, many individuals who typically use OC ACCESS service made fewer trips, resulting in the drop in average daily ridership of 80 percent. Due to lower need for OC ACCESS service, fewer RVH were provided compared to the budgeted amount, resulting in a B/RVH higher than the budgeted figure.



Contractor Performance: Fixed-Route

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

Through Q4 of FY 2020-21, the overall performance of the contracted OC Bus service as determined by the performance categories outlined in the contract was below standard for preventive maintenance, road calls, and missed trips.

Table 1 provides the penalties and incentives assessed to the contractor by quarter for FY 2020-21. The incentives paid in Q4 relate to courtesy and accident frequency ratio, which totaled \$25,400. The total penalties assessed to the contractor during the quarter total \$24,600. This brings the year-to-date total payment to OCTA to \$28,639.

Table 1:	Performance Categories	FY21 Q1	FY21 Q2	FY21 Q3	FY21 Q4	FYTD 21
Penalties	On-Time Performance	\$ (1,000)	\$ (3,000)	\$ -	\$ -	\$ (4,000)
	Valid Complaints: Per 7,000 boardings	\$ -	\$ -	\$ -	\$ -	\$ -
	Unreported Accident	\$ (5,000)	\$ (5,000)	\$ (20,000)	\$ -	\$ (30,000)
	Accident Frequency Ratio	\$ -	\$ -	\$ -	\$ -	\$ -
	Key Positions	\$ -	\$ -	\$ (24,097)	\$ -	\$ (24,097)
	CHP Terminal Inspections	\$ -	\$ -	\$ -	\$ -	\$ -
	Reports	\$ -	\$ -	\$ -	\$ -	\$ -
	Preventive Maintenance	\$ -	\$ -	\$ (8,339)	\$ (14,000)	\$ (22,339)
	Road Calls	\$ (2,900)	\$ (400)	\$ (1,800)	\$ (1,600)	\$ (6,700)
	Vehicle Damage: Per vehicle per day	\$ -	\$ -	\$ -	\$ -	\$ -
	Missed Trips	\$ (16,000)	\$ (17,000)	\$ (13,000)	\$ (9,000)	\$ (55,000)
	Total	\$ (24,900)	\$ (25,400)	\$ (67,237)	\$ (24,600)	\$ (142,137)
Incentives	On-Time Performance	\$ -	\$ -	\$ 1,000	\$ -	\$ 1,000
	Valid Complaints: Per 7,000 boardings	\$ 10,400	\$ 6,600	\$ 6,000	\$ 10,400	\$ 33,400
	Accident Frequency Ratio	\$ 10,000	\$ 15,000	\$ 15,000	\$ 15,000	\$ 55,000
	Total	\$ 20,400	\$ 21,600	\$ 22,000	\$ 25,400	\$ 89,400
Adjustment	Unreported Accident (Prior Period)	\$ -	\$ -	\$ -	\$ -	\$ -
	Waived Penalties (Key Positions)	\$ -	\$ -	\$ 24,097	\$ -	\$ 24,097
	Waived Incentives	\$ -	\$ -	\$ -	\$ -	\$ -
	Total	\$ -	\$ -	\$ 24,097	\$ -	\$ 24,097
All	Total	\$ (4,500)	\$ (3,800)	\$ (21,139)	\$ 800	\$ (28,639)

Contractor Performance: OC ACCESS

(Primary Service Provider)

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

As presented in this report, the overall performance of the contractor providing OC ACCESS service through Q4 of FY 2020-21 is above standard with respect to courtesy, safety, and on-time performance. Table 2 below lists, by quarter, the penalties and incentives assessed to the OC ACCESS contractor as established in the agreement. The penalties assessed during Q4 totaled \$91,100 for performance in passenger productivity, customer comments, call center hold times, excessively late trips, missed trips and an unreported accident. Due to the circumstances of the COVID-19 pandemic, the incentive for excessively late trips and the penalties related to passenger productivity were waived resulting in a net payment to OCTA of \$61,100 in Q4. This brings the year-to-date total payment to OCTA to \$134,700.

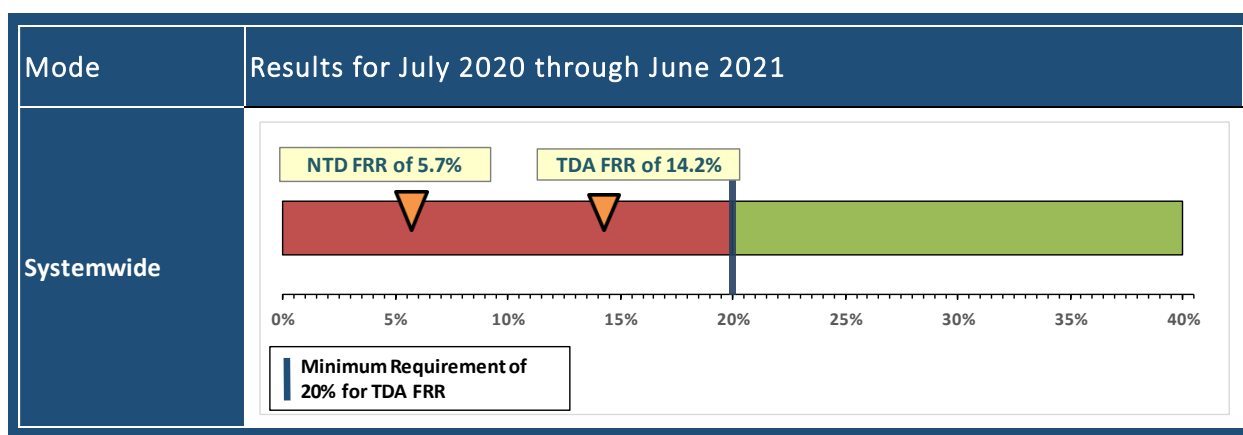
Table 2:	Performance Categories	FY21 Q1	FY21 Q2	FY21 Q3	FY21 Q4	FYTD 21
Penalties	Passenger Productivity	\$ (30,000)	\$ (30,000)	\$ (30,000)	\$ (30,000)	\$ (120,000)
	On-Time Performance	\$ -	\$ -	\$ -	\$ -	\$ -
	Customer Comments	\$ -	\$ -	\$ -	\$ (2,900)	\$ (2,900)
	Call Center Hold Times	\$ (10,000)	\$ (31,000)	\$ (32,000)	\$ (33,000)	\$ (106,000)
	Excessively Late Trips	\$ -	\$ -	\$ -	\$ (10,000)	\$ (10,000)
	Missed Trips	\$ -	\$ -	\$ -	\$ (10,000)	\$ (10,000)
	Unreported Accident	\$ (5,000)	\$ (5,000)	\$ (5,000)	\$ (5,000)	\$ (20,000)
	Preventive Maintenance	\$ -	\$ -	\$ -	\$ (100)	\$ (100)
	Road calls	\$ (500)	\$ -	\$ (100)	\$ (100)	\$ (700)
	Reports	\$ -	\$ -	\$ -	\$ -	\$ -
	Key Positions	\$ -	\$ -	\$ -	\$ -	\$ -
	CHP Terminal Inspections	\$ -	\$ -	\$ -	\$ -	\$ -
	Vehicle Damage	\$ -	\$ -	\$ -	\$ -	\$ -
	Fare Variance	\$ -	\$ -	\$ -	\$ -	\$ -
	Total	\$ (45,500)	\$ (66,000)	\$ (67,100)	\$ (91,100)	\$ (269,700)
Incentives	Passenger Productivity	\$ -	\$ -	\$ -	\$ -	\$ -
	On-Time Performance	\$ -	\$ -	\$ -	\$ -	\$ -
	Excessively Late Trips	\$ 15,000	\$ 15,000	\$ 15,000	\$ 5,000	\$ 50,000
	Missed Trips	\$ -	\$ -	\$ -	\$ -	\$ -
	Total	\$ 15,000	\$ 15,000	\$ 15,000	\$ 5,000	\$ 50,000
Adjustment	Unreported Accident (Prior Period)	\$ -	\$ -	\$ -	\$ -	\$ -
	Waived Penalties	\$ 40,000	\$ 35,000	\$ 30,000	\$ 30,000	\$ 135,000
	Waived Incentives	\$ (15,000)	\$ (15,000)	\$ (15,000)	\$ (5,000)	\$ (50,000)
	Total	\$ 25,000	\$ 20,000	\$ 15,000	\$ 25,000	\$ 85,000
All	Total	\$ (5,500)	\$ (31,000)	\$ (37,100)	\$ (61,100)	\$ (134,700)

Farebox Recovery Ratio

FRR is a measure of the proportion of operating costs recovered by passenger fares, calculated by dividing the farebox revenue by total operating expenses. A minimum FRR of 20 percent for all service is required by the Transportation Development Act for transit agencies to receive the state sales tax available for public transit purposes. To normalize seasonal fluctuations, data shown below reflects actuals over the last 12 months from July 2020 through June 2021.

Based on the National Transit Database definition in which only passenger fares are included under revenue, FRR did not meet the 20 percent goal. However, as a result of the passage of SB 508 (Chapter 716, Statutes of 2015), OCTA was able to adjust the FRR to include local funds. SB 508 states, "If fare revenues are insufficient to meet the applicable ratio of fare revenues to operating cost required by this article, an operator may satisfy that requirement by supplementing its fare revenues with local funds. As used in this section, 'local funds' are any non-federal or non-state grant funds or other revenue generated by, earned by, or distributed to an operator." After incorporating property tax revenue, advertising revenue, and Measure M2 fare stabilization, the adjusted FRR was 14.2 percent, an increase of 0.5 percentage points from the previous quarter and a 6.3 percentage point drop from the same quarter last year. It is important to note that the adjusted FRR was significantly impacted by the COVID-19 pandemic.

In the second quarter of FY 2019-20, the adjusted FRR was 22.3 percent. In the third quarter of FY 2019-20, which marked the beginning of the pandemic, the adjusted FRR dropped slightly to 21.5 percent. During Q4, OCTA took several actions that directly impacted fare collection causing a severe drop in the FRR. Actions included the implementation of rear-door boarding to protect the health of passengers and coach operators. This action prevented passengers from using the farebox, and they were requested to purchase electronic passes or day passes at the OCTA Store, via the internet, or through pass sale vendors in the community. The collection of fares at the farebox is the primary source of revenue collection, and this transition to rear-door boarding was a large contributor to the drop in OCTA's fare revenues. In addition, ridership played a role; the reduced ridership in both fixed-route and paratransit services further impacted the fare revenues and fare subsidies collected in FY 2020-21. This impact was not only experienced by OCTA, but at a statewide level, and so last year the Governor signed AB 109 (Chapter 17, Statutes of 2020), which removed all financial penalties for failing to meet the 20 percent FRR requirement until January 1, 2022. This year, the Governor signed AB 149 (Chapter 81, Statutes of 2021) which includes an extension of this exemption through the 2022-23 FY.



Note:

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

Operating Cost per Revenue Vehicle Hour

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



Similar to the FRR, the statistics above depict actuals over the last 12 months. The difference in cost per RVH from the prior period was a 17.6 percent increase in DOFR, a 30.3 percent increase in CFR, and a 52.1 percent increase in OC ACCESS. All modes operated at a higher cost per RVH when compared to the prior 12 months. This is primarily due to a decrease in service hours related to the COVID-19 pandemic.

DOFR and CFR cost per RVH also increased in comparison to the prior year as a result of the alternative fuel tax credits that were received in the prior period and not the current period, which offset fuel costs. In addition, CFR and OC ACCESS cost per RVH increased because of Board of Directors (Board)-approved contract amendments for operating costs coupled with the impact of the COVID-19 pandemic. CFR cost per RVH in the current period included revised operating rates as a result of lower service levels due to the COVID-19 pandemic. A FY 2020-21 estimate of incurred COVID-19 pandemic pass-through expenses in the amount of \$5.4 million based on Board-approved amendments 11, 12, and 14 were also accounted for in the current period. On the other hand, OC ACCESS cost per RVH reflected the new tier structure operating rates that were based on service demand. These revised rates were approved by the Board in Amendment 10 and were implemented to cover increased costs for service readiness in response to the COVID-19 pandemic, dating back to April 2020.

Performance Evaluation by Route

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

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

The tables on the following pages summarize route-level performance through Q4. The first two tables present the route-level performance sorted by routes with the highest net subsidy per boarding to routes with a lower net subsidy per boarding, and the remaining two tables present the same information sorted by routes that have the highest boardings to routes with a lower level of boardings.

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

- **Routes 1 to 99:** Local routes include two sub-categories:
 - Major: These routes operate as frequently as every 15 minutes during peak times. Major routes operate seven days a week throughout the day. Together, the Major routes form a grid on arterial streets throughout the highest transit propensity portions of the OC Bus service area, primarily in northern parts of the County.
 - Local: These routes operate on arterials within the grid created by the Major routes, but at lower frequencies. Local routes also operate in parts of Orange County with lower transit demand. Most Local routes operate seven days per week; however, some operate on weekdays only.
- **Routes 100 to 199:** Community routes to connect pockets of transit demand with major destinations and offer local circulation. Routes tend to be less direct than Local routes, serving neighborhoods and destinations off the arterial grid. Approximately half of Community routes operate seven days per week.
- **Routes 200 to 299:** Intra-county express routes operate on weekdays only at peak times and connect riders over long distances to destinations within Orange County, using freeways to access destinations. **(Did not operate during Q4 FY 2020-21).**
- **Routes 400 to 499:** Stationlink routes are rail feeder services designed to connect Metrolink stations to nearby employment destinations. These routes have relatively short alignments, with schedules tied to Metrolink arrivals and departures. They operate during weekday peak hours only, in the peak direction, from the station to destinations in the morning and the reverse in the evening.
- **Routes 500 to 599:** Bravo! routes are limited-stop services operated with branded vehicles. **(Only Route 543 operated during Q4 FY 2020-21).**
- **Routes 600 to 699:** Seasonal or Temporary routes (these are not included on the following charts) such as the OC Fair Express. **(Did not operate during Q4 FY 2020-21).**
- **Routes 700 to 799:** Inter-county express routes that operate on weekdays only at peak times and connects riders over long distances to destinations outside of Orange County, often using freeways to access destinations. **(Did not operate during Q4 FY 2020-21).**



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

Route	Zone	Farebox	Subsidy per Boarding	Direct Subsidy	Indirect Subsidy	"Capital Subsidy" Per Boarding	Revenue per Boarding	Boardings	CostVSH	Direct CostVSH	CostVSM	BoardVSH	VSH	Bus Count		
														40 FT	32 FT	60 FT
085	S	2.5%	\$ 34.71	\$ 19.33	\$ 13.41	\$ 1.97	\$ 0.85	37,760	\$ 158.58	\$ 106.57	\$ 12.63	4.72	7,998	2	-	-
167	C	2.1%	33.51	18.74	12.70	2.07	0.68	71,815	157.71	106.23	13.12	4.91	14,623	4	-	-
862	C	2.1%	31.64	19.59	9.92	2.13	0.63	34,883	166.30	109.04	17.10	5.52	6,321	2	-	-
178	C	2.5%	30.56	17.24	11.68	1.64	0.74	45,333	157.23	106.18	12.65	5.30	8,550	2	-	-
123	N	2.6%	26.75	15.04	10.19	1.52	0.67	98,218	157.02	106.28	11.39	6.06	16,202	4	-	-
086	C	3.4%	23.89	13.22	9.17	1.50	0.78	74,521	157.25	106.27	12.15	6.79	10,980	3	-	-
087	S	3.6%	23.33	12.89	8.94	1.50	0.81	49,684	159.80	107.18	10.81	7.06	7,041	2	-	-
177	S	4.5%	20.65	11.52	7.81	1.32	0.91	56,516	156.50	105.98	12.20	7.74	7,305	2	-	-
153	N	3.8%	20.11	11.42	7.74	0.95	0.76	78,158	156.21	105.06	12.21	7.84	9,964	2	-	-
082	S	4.3%	19.96	11.09	7.69	1.18	0.85	31,571	160.11	106.68	11.53	8.15	3,872	1	-	-
076	C	3.7%	18.90	10.48	7.04	1.38	0.68	53,941	147.69	97.43	12.64	8.11	6,648	2	-	-
079	C	3.2%	18.64	10.51	7.29	0.84	0.58	132,167	157.79	105.69	13.99	8.58	15,396	3	-	-
091	S	5.3%	17.83	9.92	6.88	1.03	0.94	216,593	160.13	106.54	11.14	9.02	24,010	6	-	-
129	N	5.2%	15.93	8.93	6.05	0.95	0.82	117,759	161.79	107.37	12.52	10.24	11,505	3	-	-
143	N	4.4%	15.82	9.01	6.10	0.71	0.69	104,247	157.24	105.37	12.87	9.95	10,477	2	-	-
059	C	4.7%	15.54	8.69	6.03	0.82	0.72	182,246	169.04	108.62	16.31	10.95	16,646	4	-	-
001	S	4.4%	15.23	8.70	5.84	0.69	0.66	350,053	163.82	108.82	10.30	10.78	32,481	6	-	-
083	C	4.4%	15.06	8.62	5.79	0.65	0.66	314,410	164.52	109.38	8.62	10.91	28,812	6	-	-
090	S	6.2%	13.89	7.86	5.45	0.58	0.87	128,756	161.09	105.55	10.05	11.36	11,335	2	-	-
026	N	4.9%	13.61	7.50	5.20	0.91	0.66	142,883	158.94	105.65	13.60	11.89	12,016	4	-	-
025	N	5.4%	13.23	7.40	5.13	0.70	0.71	159,875	159.83	106.13	12.07	12.07	13,243	3	-	-
070	C	5.4%	12.02	6.69	4.64	0.69	0.65	433,385	165.18	108.94	13.29	13.78	31,450	8	-	-
071	N	6.0%	11.65	6.57	4.56	0.52	0.71	354,745	161.50	106.52	12.43	13.64	26,003	5	-	-
089	S	6.8%	11.48	6.44	4.47	0.57	0.80	163,187	163.51	106.54	12.61	13.97	11,683	2	-	-
056	N	5.4%	11.18	6.23	4.18	0.77	0.60	217,673	152.89	100.39	13.75	13.89	15,672	5	-	-
037	N	5.7%	10.98	6.17	4.15	0.66	0.63	481,459	181.13	118.30	15.45	16.55	29,094	7	-	-
050	N	5.4%	10.87	6.10	4.10	0.67	0.58	763,463	167.29	109.57	14.31	15.51	49,209	14	-	-
033	N	5.4%	10.74	5.97	4.14	0.63	0.58	117,756	156.30	105.22	12.33	14.62	8,057	2	-	-
038	N	6.6%	10.53	5.86	4.06	0.61	0.71	475,756	175.64	110.36	13.01	16.53	28,783	7	-	-
046	N	6.2%	10.44	5.92	4.10	0.42	0.66	267,879	162.47	106.22	14.19	15.20	17,621	3	-	-
053	C	6.0%	10.18	5.91	3.97	0.30	0.63	1,237,936	224.41	144.60	23.70	21.36	57,953	10	-	-
055	C	7.5%	10.05	5.77	3.88	0.40	0.78	736,827	161.43	105.76	14.75	15.47	47,633	8	-	-
030	N	7.1%	9.73	5.36	3.72	0.65	0.69	285,290	167.14	107.84	12.64	17.12	16,663	4	-	-
060	C	6.1%	9.38	5.39	3.62	0.37	0.59	1,427,161	188.06	123.11	15.69	19.59	72,836	12	-	-
035	N	6.4%	9.34	5.24	3.63	0.47	0.60	397,517	161.76	106.37	13.78	17.07	23,283	5	-	-
057	C	7.2%	8.98	5.08	3.41	0.49	0.66	1,632,887	174.41	113.83	16.42	19.05	85,733	-	-	15
047	C	7.8%	8.81	5.00	3.36	0.45	0.71	1,136,922	171.73	112.64	14.31	18.95	60,002	14	-	-
054	N	7.1%	8.80	4.92	3.31	0.57	0.63	543,279	153.27	100.76	13.24	17.29	31,424	9	-	-
029	N	7.6%	8.78	4.92	3.30	0.56	0.68	1,361,420	173.49	113.56	14.88	19.48	69,874	-	-	15
543	N	6.9%	8.68	4.85	3.26	0.57	0.60	390,884	152.24	100.06	13.81	17.49	22,346	6	-	-
072	C	7.7%	8.47	4.80	3.23	0.44	0.67	251,898	150.17	100.26	11.43	17.27	14,589	3	-	-
042	N	7.0%	8.46	4.71	3.27	0.48	0.60	793,949	165.57	106.95	14.54	19.28	41,174	11	-	-
066	C	8.0%	8.40	4.78	3.21	0.41	0.69	1,178,627	196.44	127.01	19.11	22.61	52,126	12	-	-
043	N	7.9%	8.13	4.63	3.11	0.39	0.66	1,270,663	164.42	107.43	16.31	19.58	64,885	12	-	-
064	C	8.0%	7.37	4.14	2.78	0.45	0.60	1,292,120	166.20	108.06	18.04	22.12	58,411	18	-	-

(1) Total bus count (287) is based on PM weekday equipment requirements.

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



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

Route	Zone	Farebox	Subsidy per Boarding	Direct Subsidy	Indirect Subsidy	"Capital Subsidy" Per Boarding	Revenue per Boarding	Boardings	CostVSH	Direct CostVSH	CostVSM	BoardVSH	VSH	Bus Count		
														40 FT	32 FT	60 FT
463	C	1.5%	\$ 79.07	\$ 37.89	\$ 25.55	\$ 15.63	\$ 0.95	9,523	\$ 203.21	\$ 118.31	\$ 19.26	3.16	3,017	4	-	-
473	C	2.0%	52.73	25.15	16.96	10.62	0.86	8,766	208.74	118.26	18.43	4.86	1,805	3	-	-
480	C	2.5%	42.48	20.29	13.68	8.51	0.88	8,743	205.12	117.48	16.53	5.89	1,485	2	-	-
453	N	2.3%	37.41	18.27	12.32	6.82	0.71	10,921	213.44	118.79	32.75	6.82	1,601	2	-	-
472	C	4.0%	30.58	12.99	8.75	8.84	0.92	14,731	186.29	112.62	15.85	8.22	1,792	4	-	-

(1) Total bus count (287) is based on PM weekday equipment requirements.

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



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

Route	Zone	Farebox	Subsidy per Boarding	Direct Subsidy	Indirect Subsidy	"Capital Subsidy" Per Boarding	Revenue per Boarding	Boardings	Cost/VSH	Direct Cost/VSH	Cost/SM	BoardVSH	VSH	Bus Count		
														40 FT	32 FT	60 FT
057	C	7.2%	\$ 8.98	\$ 5.08	\$ 3.41	\$ 0.49	\$ 0.66	1,632,887	\$ 174.41	\$ 113.83	\$ 16.42	19.05	85,733	-	-	15
060	C	6.1%	9.38	5.39	3.62	0.37	0.59	1,427,161	188.06	123.11	15.69	19.59	72,836	12	-	-
029	N	7.6%	8.78	4.92	3.30	0.56	0.68	1,361,420	173.49	113.56	14.88	19.48	69,874	-	-	15
064	C	8.0%	7.37	4.14	2.78	0.45	0.60	1,292,120	166.20	108.06	18.04	22.12	58,411	18	-	-
043	N	7.9%	8.13	4.63	3.11	0.39	0.66	1,270,663	164.42	107.43	16.31	19.58	64,885	12	-	-
053	C	6.0%	10.18	5.91	3.97	0.30	0.63	1,237,936	224.41	144.60	23.70	21.36	57,953	10	-	-
066	C	8.0%	8.40	4.78	3.21	0.41	0.69	1,178,627	196.44	127.01	19.11	22.61	52,126	12	-	-
047	C	7.8%	8.81	5.00	3.36	0.45	0.71	1,136,922	171.73	112.64	14.31	18.95	60,002	14	-	-
042	N	7.0%	8.46	4.71	3.27	0.48	0.60	793,949	165.57	106.95	14.54	19.28	41,174	11	-	-
050	N	10.87	10.87	6.10	4.10	0.67	0.58	763,463	167.29	109.57	14.31	15.51	49,209	14	-	-
055	C	7.5%	10.05	5.77	3.88	0.40	0.78	736,827	161.43	105.76	14.75	15.47	47,633	8	-	-
054	N	7.1%	8.80	4.92	3.31	0.57	0.63	543,279	153.27	100.76	13.24	17.29	31,424	9	-	-
037	N	5.7%	10.98	6.17	4.15	0.66	0.63	481,459	181.13	118.30	15.45	16.55	29,094	7	-	-
038	N	6.6%	10.53	5.86	4.06	0.61	0.71	475,756	175.64	110.36	13.01	16.53	28,783	7	-	-
070	C	5.4%	12.02	6.69	4.64	0.69	0.65	433,385	165.18	108.94	13.29	13.78	31,450	8	-	-
035	N	6.4%	9.34	5.24	3.63	0.47	0.60	397,517	161.76	106.37	13.78	17.07	23,283	5	-	-
543	N	6.9%	8.68	4.85	3.26	0.57	0.60	390,884	152.24	100.06	13.81	17.49	22,346	6	-	-
071	N	6.0%	11.65	6.57	4.56	0.52	0.71	354,745	161.50	106.52	12.43	13.64	26,003	5	-	-
001	S	4.4%	15.23	8.70	5.84	0.69	0.66	350,053	163.82	108.82	10.30	10.78	32,481	6	-	-
083	C	4.4%	15.06	8.62	5.79	0.65	0.66	314,410	164.52	109.38	8.62	10.91	28,812	6	-	-
030	N	7.1%	9.73	5.36	3.72	0.65	0.69	285,290	167.14	107.64	12.64	17.12	16,663	4	-	-
046	N	6.2%	10.44	5.92	4.10	0.42	0.66	267,879	162.47	106.22	14.19	15.20	17,621	3	-	-
072	C	7.7%	8.47	4.80	3.23	0.44	0.67	251,898	150.17	100.26	11.43	17.27	14,589	3	-	-
056	N	5.4%	11.18	6.23	4.18	0.77	0.60	217,673	152.89	100.39	13.75	13.89	15,672	5	-	-
091	S	5.3%	17.83	9.92	6.88	1.03	0.94	216,593	160.13	106.54	11.14	9.02	24,010	6	-	-
059	C	4.7%	15.54	8.69	6.03	0.82	0.72	182,246	169.04	108.62	16.31	10.95	16,646	4	-	-
089	S	6.8%	11.48	6.44	4.47	0.57	0.80	163,187	163.51	106.54	12.61	13.97	11,683	2	-	-
025	N	5.4%	13.23	7.40	5.13	0.70	0.71	159,875	159.83	106.13	12.71	12.07	13,243	3	-	-
026	N	4.9%	13.61	7.50	5.20	0.91	0.66	142,883	158.94	105.65	13.60	11.89	12,016	4	-	-
079	C	3.2%	18.64	10.51	7.29	0.84	0.58	132,167	157.79	105.69	13.99	8.58	15,396	3	-	-
090	S	6.2%	13.89	7.86	5.45	0.58	0.87	128,756	161.09	106.55	10.05	11.36	11,335	2	-	-
129	N	5.2%	15.93	8.93	6.05	0.95	0.82	117,759	161.79	107.37	12.52	10.24	11,505	3	-	-
033	N	5.4%	10.74	5.97	4.14	0.63	0.58	117,756	156.30	105.22	12.33	14.62	8,057	2	-	-
143	N	4.4%	15.82	9.01	6.10	0.71	0.69	104,247	157.24	105.37	12.87	9.95	10,477	2	-	-
123	N	2.6%	26.75	15.04	10.19	1.52	0.67	98,218	157.02	106.28	11.39	6.06	16,202	4	-	-
153	N	3.8%	20.11	11.42	7.74	0.95	0.76	78,158	156.21	105.06	12.21	7.84	9,964	2	-	-
086	C	3.4%	23.89	13.22	9.17	1.50	0.78	74,521	157.25	106.27	12.15	6.79	10,980	3	-	-
167	C	2.1%	33.51	18.74	12.70	2.07	0.68	71,815	157.71	106.23	13.12	4.91	14,623	4	-	-
177	S	4.5%	20.65	11.52	7.81	1.32	0.91	56,516	156.50	105.98	12.20	7.74	7,305	2	-	-
076	C	3.7%	18.90	10.48	7.04	1.38	0.68	53,941	147.69	97.43	12.64	8.11	6,648	2	-	-
087	S	3.6%	23.33	12.89	8.94	1.50	0.81	49,684	159.80	107.18	10.81	7.06	7,041	2	-	-
178	C	2.5%	30.56	17.24	11.68	1.64	0.74	45,333	157.23	106.18	12.65	5.30	8,550	2	-	-
085	S	2.5%	34.71	19.33	13.41	1.97	0.85	37,760	158.58	106.57	12.63	4.72	7,998	2	-	-
862	C	2.1%	31.64	19.59	9.92	2.13	0.63	34,883	166.30	109.04	17.10	5.52	6,321	2	-	-
082	S	4.3%	19.96	11.09	7.69	1.18	0.85	31,571	160.11	106.68	11.53	8.15	3,872	1	-	-

(1) Total bus count (287) is based on PM weekday equipment requirements.
(2) C under Zone is Central County, N is North County and S is South County.



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

Route	Zone	Farebox	Subsidy per Boarding	Direct Subsidy	Indirect Subsidy	"Capital Subsidy" Per Boarding	Revenue per Boarding	Boardings	CostVSH	Direct CostVSH	CostVSM	BoardVSH	VSH	Bus Count		
														40 FT	32 FT	60 FT
472	C	4.0%	\$ 30.58	\$ 12.99	\$ 8.75	\$ 8.84	\$ 0.92	14,731	\$ 186.29	\$ 112.62	\$ 15.85	8.22	1,792	4	-	-
453	N	2.3%	37.41	18.27	12.32	6.82	0.71	10,921	213.44	118.79	32.75	6.82	1,601	2	-	-
463	C	1.5%	79.07	37.89	25.55	15.63	0.95	9,523	203.21	118.31	19.26	3.16	3,017	4	-	-
473	C	2.0%	52.73	25.15	16.96	10.62	0.86	8,766	208.74	118.26	18.43	4.86	1,805	3	-	-
480	C	2.5%	42.48	20.29	13.68	8.51	0.88	8,743	205.12	117.48	16.53	5.89	1,485	2	-	-

(1) Total bus count (287) is based on PM weekday equipment requirements.

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

Route Reference Table

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

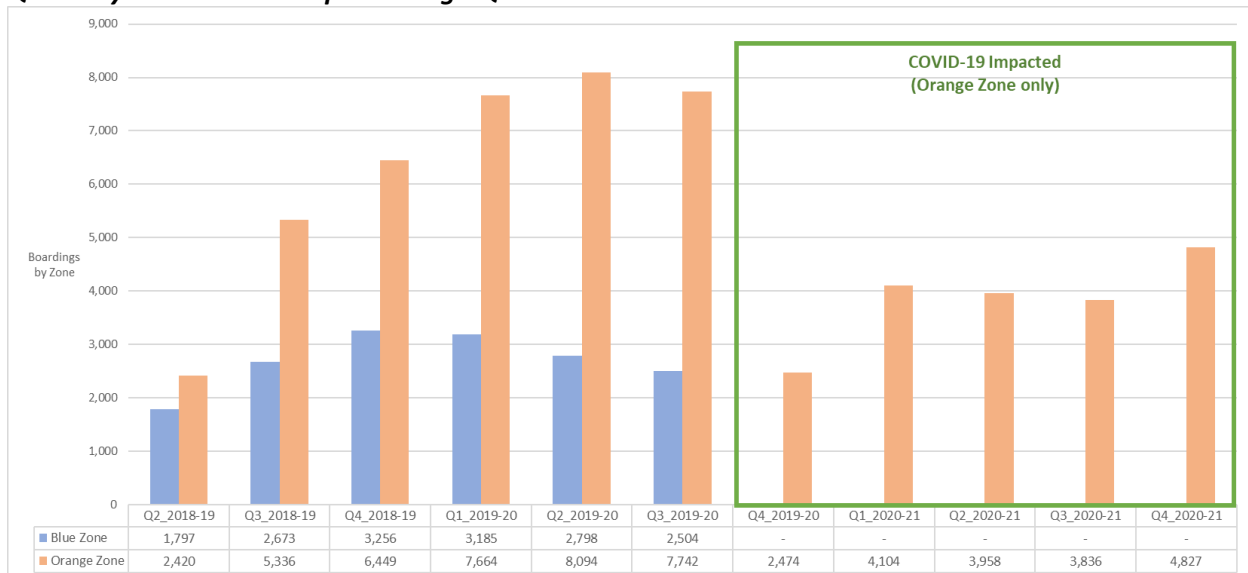
OC Bus 360° Initiatives

OC Flex Pilot Program

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

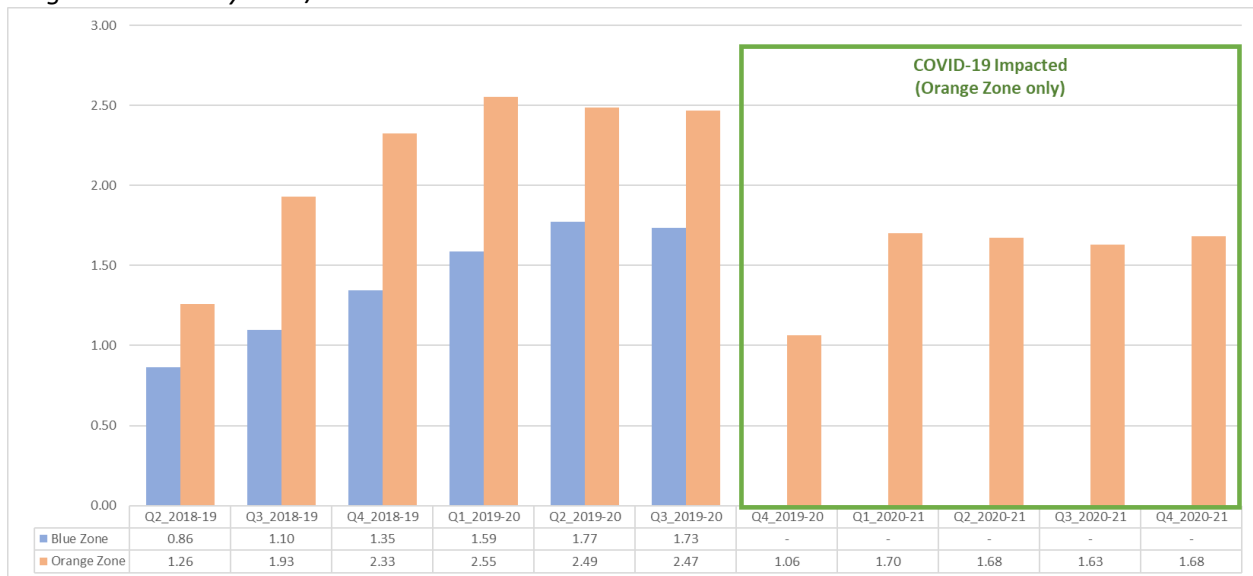
For Q4 of FY 2020-21, the trends for ridership in the Orange Zone, as well as other metrics, remain relatively stable as the state began to reopen, though quarterly ridership notably increased to nearly 5,000 riders – the highest since the beginning of the pandemic. Service in the Blue Zone was suspended in March 2020. In November 2020, the Board approved staff's recommendation to eliminate the Blue Zone from the pilot program. As travel restrictions are lifted and the Orange Zone recovers from the impacts of the pandemic, staff will continue to evaluate these trends under the Board-approved extension of the pilot program through December 2021.

Quarterly OC Flex Ridership – Through Q4-FY 2020-21



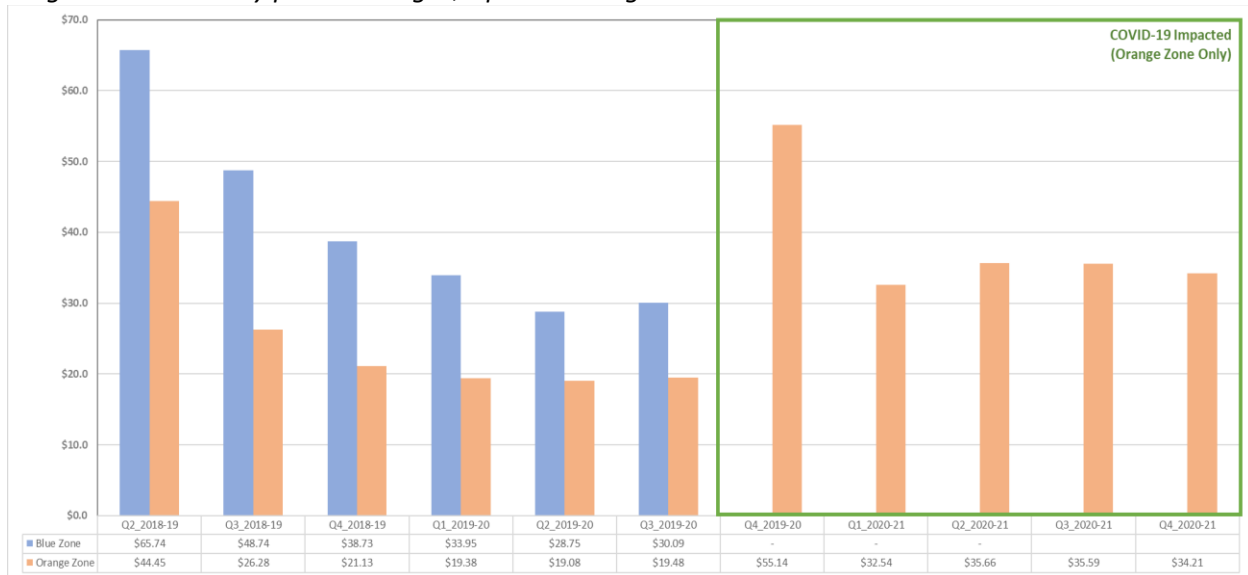
OC Flex Productivity (Boarding/Revenue Vehicle Hour) – Through Q4-FY 2020-21

Target: Productivity – 6 B/RVH



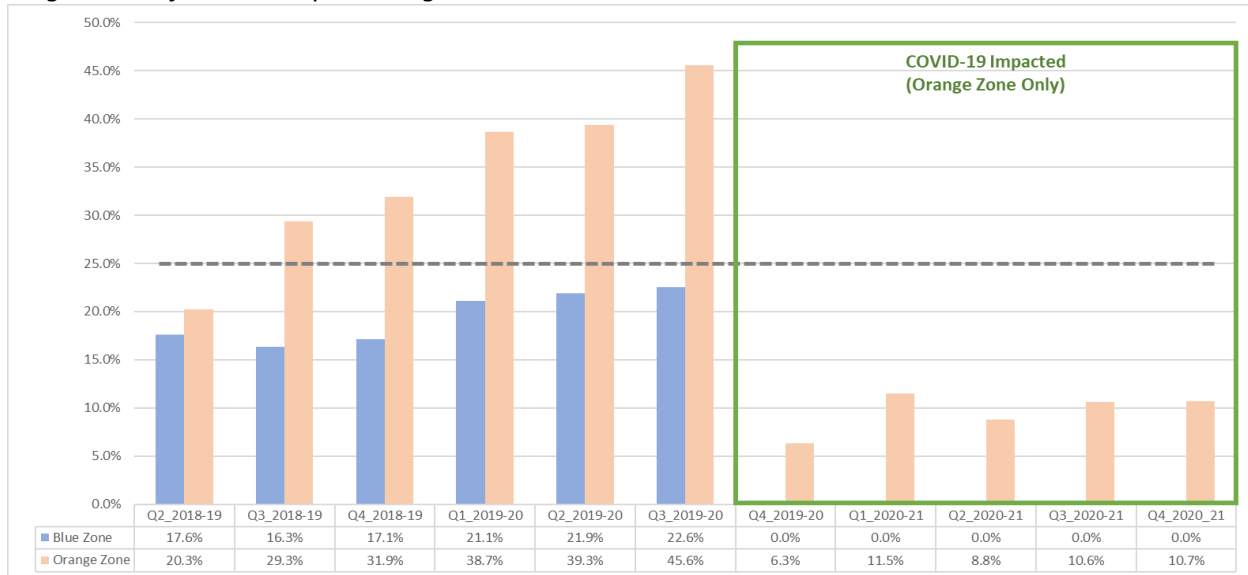
Quarterly OC Flex Direct Subsidy per Boarding – Through Q4-FY 2020-21

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



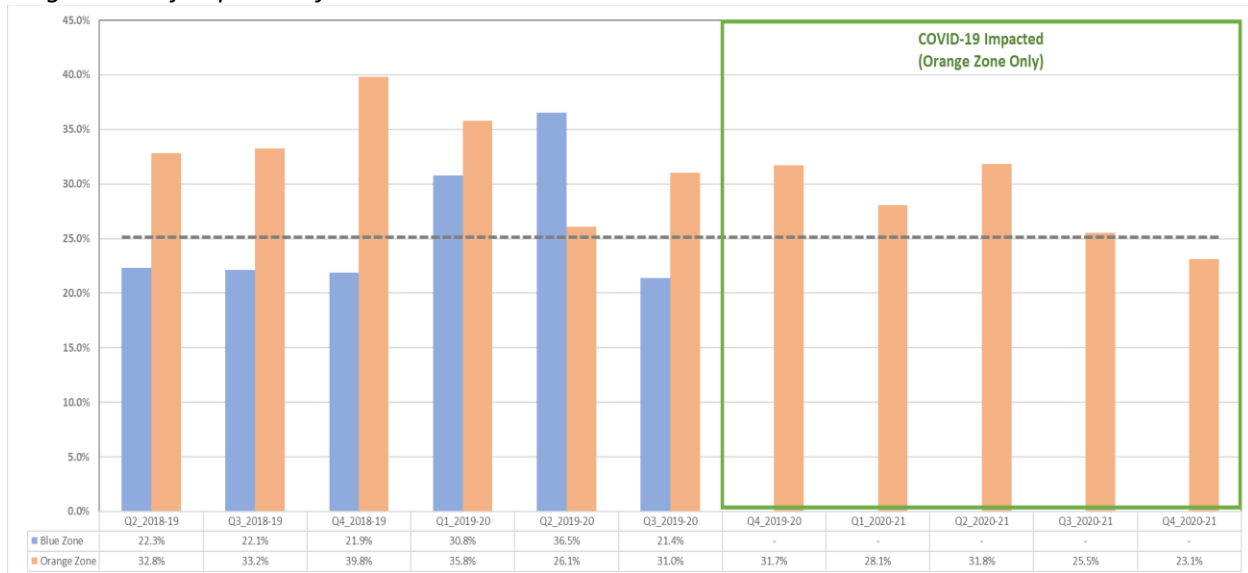
OC Flex Shared Trips – Through Q4-FY 2020-21

Target: 25% of Booked Trips Sharing a Vehicle



OC Flex Connecting Trips (Transfers) – Through Q4-FY 2020-21

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



College Pass Program

In 2017, OCTA introduced college students to the convenience and affordability of public transit by a shared-cost program that allows enrolled students to travel free on any OC Bus fixed route. OCTA has been expanding on the success of the program, which began at Santa Ana College in 2017. The program has helped increase ridership, introduced new riders to public transit, and removed barriers to higher education for students. OCTA continues to develop relationships and enroll new colleges to the program which includes Santiago Canyon, Fullerton, Goldenwest, Saddleback and Cypress prior to this reporting period.

In April 2021, OCTA met with Orange Coast College (OCC) to discuss the proposed program and pricing. OCC demonstrated high interest in joining the program pending on funding availability which may include assessing student fees that requires a special election. In addition, OCTA continued meeting with various personnel and student governments from Irvine Valley College (IVC) to generate interests and support for the College Pass Program. As a result, IVC's Association of Student Government demonstrated strong support by allocating funding for the program without charging a new student fee. With this significant milestone accomplished, OCTA and IVC worked together to prepare the program launch for fall 2021.



October 14, 2021

To: Transit Committee

From: Darrell E. Johnson, Chief Executive Officer

Subject: OC Streetcar Project Quarterly Update

Overview

The Orange County Transportation Authority is implementing the OC Streetcar project, and updates are provided to the Board of Directors on a quarterly basis. This report provides an update on OC Streetcar project activities from July 2021 through September 2021.

Recommendation

Receive and file as an information item.

Background

The Orange County Transportation Authority (OCTA), in cooperation with the cities of Santa Ana and Garden Grove, is implementing a modern streetcar running between the Santa Ana Regional Transportation Center in the City of Santa Ana (City) and the intersection of Harbor Boulevard and Westminster Avenue in the City of Garden Grove. The OC Streetcar project (Project) will improve transit connectivity and accessibility, increase transit options, relieve congestion, and provide benefits to the community and traveling public. The Project is being implemented as part of Measure M2 Project S – Transit Extensions to Metrolink, approved by Orange County voters in November 2006.

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

The Project includes ten streetcar stops in each direction (four shared center platforms and six side platforms in each direction, for a total of 16 platforms). Each stop includes a canopy, benches, leaning rails, trash cans, lighting,

variable message signs, video cameras, a public address system, and ticket vending machines, which will be procured separately. Platforms will be 14 inches high to enable level boarding to streetcar vehicles. Furthermore, the installation of new traffic signals and transit signal priority at intersections along the route is also included.

The MSF can accommodate up to 15 modern streetcar vehicles, as well as all necessary administration, operations, vehicle maintenance, parts storage, and maintenance-of-way needs for the Project. The MSF will also include secured exterior vehicle storage, a wye track for turning vehicles end-for-end, a free-standing vehicle wash, employee parking, and fire department/delivery access.

On March 26, 2018, the Board of Directors (Board) awarded a contract to Siemens Mobility, Inc., (Siemens) for the manufacture and delivery of eight modern streetcar vehicles, spare parts, and special tools. On September 24, 2018, the Board awarded the project construction contract to Walsh Construction Company II, LLC (Walsh). On November 30, 2018, the Federal Transit Administration (FTA) executed the Full Funding Grant Agreement (FFGA), securing \$149,000,000, in federal New Starts discretionary funding for the Project. In February 2019, the FFGA was funded through the FTA Transit Award Management System, which was the final step necessary to begin the drawdown of federal funding. Through August 31, 2021, \$76,208,345, has been drawn down on the FFGA.

Discussion

The following is the status of ongoing project activities related to construction, vehicle manufacturing, and public outreach.

Construction

In the Pacific Electric Right-of-Way (PEROW), Walsh continues to install OCS pole foundations, duct banks, and foundation and block for three soundwalls. The Fairview Street grade crossing was completed with installation of rail and crossing panels, and final paving was completed. Although work at the Fifth Street crossing began, delays occurred due to utility conflicts. Construction of the Westminster Bridge and Santa Ana River Bridge (SARB) is substantially complete, and work is underway to prepare for rail installation on both bridges.

The double-sided station platforms at Fairview Street and Raitt Street have most of the concrete and conduits placed, and conduits are being installed at the Harbor Station. At the MSF, construction work continues for the site utilities, foundation slab, wheel-truing pit, and service and inspection pits. Although there were some construction delays at the MSF while waiting for design and material procurement for cathodic and stray current protection, the majority has been

installed, and placement of reinforced concrete and vapor barrier continues. Installation of MSF yard utilities and the car wash building slab have also been completed.

Construction of eastbound and westbound track on Santa Ana Boulevard between Bristol Street and Raitt Street is complete, including the median island construction and final pavement. On Santa Ana Boulevard between French Street and Parton Street, Walsh encountered conflicting utilities within the excavation for track construction, which was addressed by employing a redesigned track slab to avoid the utilities, allowing construction to advance by reducing the overall depth of excavation. Embedded track has been placed along Santa Ana Boulevard westward from Spurgeon Street to 100 feet west of the intersection with Broadway Street, as well as a short portion west of Ross Street. Curved track has been placed from Mortimer Street onto Fourth Street, stopping just east of French Street.

Due to shared concerns by OCTA and the City about Walsh being able to complete work prior to the holiday moratorium starting the week of Thanksgiving, work on Fourth Street has been delayed until January 2022 after the holiday moratorium ends. This will assist business owners along Fourth Street to continue business during the holidays. The shared concerns between OCTA and the City were based on Walsh's slow progress on open trench work for embedded track on Segment 3.

During the reporting quarter, the project team prepared contract change orders for Board approval in October 2021 for additional utility conflicts, Traction Power Substation site plan revisions, SCE metering switchgears, optical backbone network system redundancy, and MSF permit drawings and revisions.

Vehicle and Operations

Siemens continues production of eight S700 streetcar vehicles. OCTA has an on-site resident inspector at the Siemens facility to oversee the vehicle manufacturing process and ensure compliance with the technical specifications. Currently, cars 1-7 are in final stages of equipping with installation of the last remaining vehicle components. Car 8 is in final assembly and preparations are underway to commence static and dynamic testing in the next quarter. Other key activities conducted during the quarter included water testing for the emergency battery drive and preparations for the installation of the energy absorbing bumper.

Ongoing coordination with Siemens on the design features and First Article Inspections of multiple vehicle components has impacted the anticipated dates for delivery of the S700 vehicles. Staff is in negotiations with Siemens on an updated master program schedule, including options for vehicle storage at the

Siemens facility to align with the availability of the project infrastructure needed to accept and test the vehicles. Staff will return to the Board later this year with any contract amendments required for Siemens as a result of these discussions.

Operations and Maintenance (O&M) Contract

A limited Notice to Proceed (NTP) for the O&M contractor, Herzog, was issued in May 2021. The O&M general manager has been coordinating with staff on several processes which will be performed by Herzog during system integration testing, pre-revenue operations, and once revenue service begins. The full NTP will be issued to Herzog pending discussions related to the revised revenue service date with FTA and OCTA later this year.

Public Outreach

During this quarter, outreach staff provided targeted flyers for the completion of track installation in Segment 2A on Santa Ana Boulevard between Raitt Street and Bristol Street, reminding drivers to follow signage to navigate the new median. Drivers may only cross Santa Ana Boulevard at Raitt Street, Pacific Street and Bristol Street.

Moving east along the corridor, track installation activities began in Segment 2B, Santa Ana Boulevard between Bristol Street and Parton Street. The outreach team alerted residents to the shift of traffic lanes to the south, loss of on-street parking, and how to access driveways along the north side of Santa Ana Boulevard. Walsh provided ramps down to the excavated area for their use during this phase of construction. In addition to door-to-door notifications, the outreach team hosted a bilingual virtual community meeting via Zoom in early September 2021. Residents were invited to view a bilingual presentation followed by an opportunity to have their questions answered. Most of the questions from residents were focused on the elimination of street parking. OCTA and the City reviewed the area, and an area north of Shelton Street was restriped to provide additional street parking. In addition to mitigating and resolving residential concerns, outreach staff organized a field meeting with representatives from the Orange County Sheriff's Department to review requested adjustments to the Maintenance of Traffic plans that maintained access to their driveways on Santa Ana Boulevard adjacent to the work zone.

In Segment 3 on Santa Ana Boulevard between Parton Street and Mortimer Street, Walsh is advancing the track installation work with increased activity in front of the Hall of Administration. Recently, outreach staff and other project staff met with representatives from the County of Orange's executive staff to develop a targeted map highlighting access for County employees to parking areas on either side of the track installation work zone.

Outreach staff continues to meet with the two Santa Ana business associations to discuss event programming, as well as keep them apprised of upcoming activities associated with track installation, such as the embedded track connecting Mortimer Street to Fourth Street. In addition, outreach staff provided notification for the slot trench along Fourth Street.

The Eat Shop Play program continues to provide increased awareness through their targeted social media ads, and the program now has 55 participants.

Both the construction highlights and Eat Shop Play biweekly emails continue to inform the community about upcoming construction activities and highlight businesses along the corridor.

Cost and Schedule

As discussed with the Board in March 2021, the Project cost and schedule to complete the Project is under review by OCTA and FTA, considering the challenges encountered and outstanding project risks. Staff will return to the Board in either November 2021 or December 2021 to present recommendations for the cost and schedule adjustments needed to complete the Project.

Next Steps

Activities in the next quarter will focus on construction of station stop platforms, as well as the installation of street pavement, curbs, gutters, floor slabs in the MSF building, embedded track in the street along Santa Ana Boulevard, OCS and traffic signal poles, and foundations and ballasted track in the PEROW. Next steps for vehicles include finalizing vehicle assembly and ongoing static and dynamic testing. Upcoming outreach activities include ongoing coordination with the construction team and the City regarding traffic control measures that are needed for the in-street embedded track installation.

Summary

An OC Streetcar project update covering July 2021 through September 2021 is provided for the Orange County Transportation Authority Board of Directors' review.

Attachment

None.

Prepared by:

A handwritten signature in black ink, appearing to read "Ross Lew".

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

Approved by:

A handwritten signature in blue ink, appearing to read "James G. Beil".

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

OC Streetcar Project Quarterly Update

Construction—Segment 1



- Pacific Electric Right-of-Way (PEROW)
 - Ongoing installation of overhead contact system (OCS) pole foundations, communication duct banks, and three soundwalls
 - Fairview Street at-grade crossing completed, work began for Fifth Street at-grade crossing which is delayed due to utility conflicts

Westminster and Santa Ana River Bridges



- Bridges substantially complete, preparing for fixed rail installation, ballasted track installation between bridges

Station Stops



Fairview Street Crossing and Station Stop



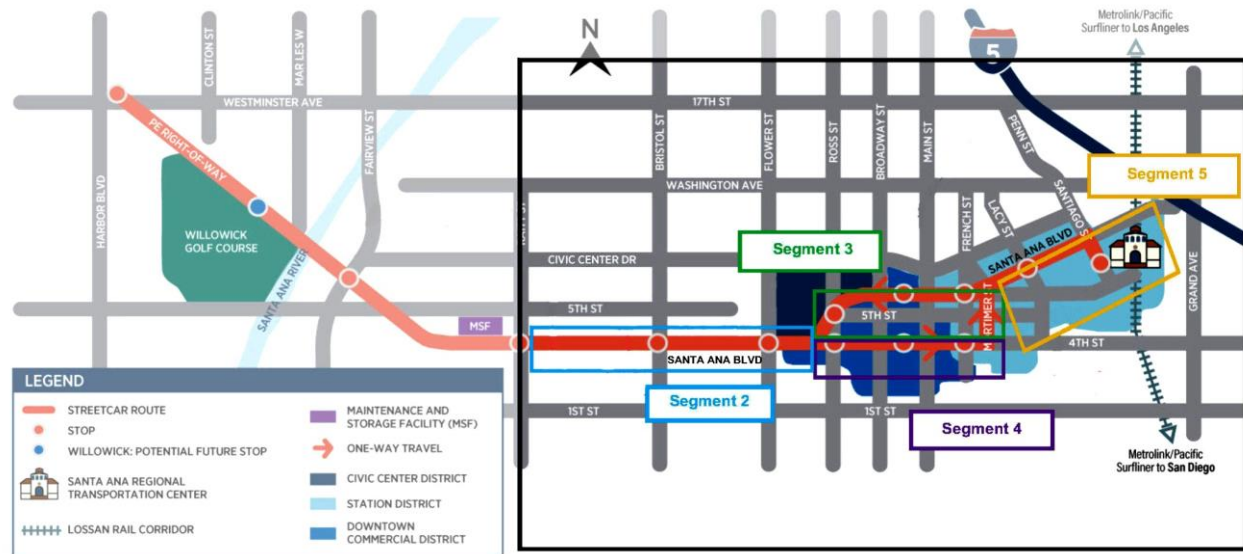
Raitt Station Stop

Maintenance and Storage Facility (MSF)



- Ongoing installation of on-site utilities, foundation slab, wheel truing, and service and inspection pits
- MSF yard utilities and car wash building slab completed

Construction—Segments 2 Through 5



- Completed eastbound and westbound track on Santa Ana Boulevard between Bristol Street and Raitt Street, westbound track from Spurgeon Street to just west of Broadway Street, and a short portion west of Ross Street
- Westbound Santa Ana Boulevard track under construction from Bristol Street to Flower Street
- Curved track completed at Mortimer and Fourth Street
- System installation is on-going

Track and System Installation



Track Installation (cont.)



Upcoming Construction Milestones

- In-street embedded track
- PEROW ballasted track
- OCS and traffic signal pole foundations
- MSF slabs and walls
- Station stop platforms

Vehicles

- Cars 1-7 of the eight S-700 streetcar vehicles are undergoing final equipping of remaining vehicle components
- Car 8 is in final assembly and then will proceed to static and dynamic testing
- Negotiations are ongoing with Siemens Mobility, Inc., regarding options for vehicle storage to align with the availability of the project infrastructure needed to accept and test the vehicles



Outreach

- Bilingual Door Hanger Notices
- Field Meetings
- Downtown Business Associations
- Eat Shop Play Program
- Segment 2B Virtual Meeting

Virtual Community Open House

OC STREETCAR CONSTRUCTION UPDATES

Please visit us02web.zoom.us/j/81701717916 at 6:00 p.m. on September 8 to join the virtual open house. The virtual open house will be held in both English and Spanish.

Call 1-669-900-6833 Meeting ID: 817 0171 7916#) if you prefer to join the meeting by phone.

**September 8,
6:00 - 7:30 p.m.**

A&M Metals

EAT SHOP PLAY

Turn your metal scraps into CASH at A&M Metals!

(714) 384-6006 | www.aandmmetal.com
2301 W 5th St, Santa Ana, CA 92703

OCSTREETCAR
octa.net/eatshopplay

CONSTRUCTION ALERT

WHAT: Current ongoing lane closures will shift to the north side of Santa Ana Boulevard. One lane on the south side will be opened to traffic.

WHEN: The lane closure shift will begin as early as September 4. The work hours will be from 7 a.m. to 4 p.m. but the traffic control will be in place 24/7.

WHERE: On Santa Ana Boulevard from Parton Street to Mortimer Street.

Access to businesses will be maintained. Advance notice will be provided if driveway restrictions or intersection closures are necessary.

This work may be loud. The schedule is subject to change due to inclement weather or unforeseen operational issues.

Legend/Leyenda:
Closed southbound lanes / carriles cerrados en la dirección sur
Open southbound lanes / carriles abiertos en la dirección sur

OCstreetcar.com
OCstreetcar@octa.net
1(844) 7GO-OCSC or 1(844) 746-6272
Facebook.com/OCstreetcar
@OCstreetcar
@OCstreetcar

Naughty Panda

Munchies Vegan Diner


OCSTREETCAR
EAT SHOP PLAY

Grab your favorite plant-based bites
@OCVeganFest on 8/21!
octa.net/eatshopplay



October 14, 2021

To: Transit Committee

From: Darrell E. Johnson, Chief Executive Officer 

Subject: Contract Change Orders for Construction of the OC Streetcar Project

Overview

On September 24, 2018, the Orange County Transportation Authority Board of Directors authorized 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 utility conflicts, traction power substation site plan revisions, Southern California Edison metering switchgears, optical backbone network system redundancy, traffic signal interconnects, maintenance storage facility permit drawings and revisions, and utility conflicts.

Recommendations

- A. Authorize the Chief Executive Officer to negotiate and execute Contract Change Order No. 4.4 to Agreement No. C-7-1904 with Walsh Construction Company II, LLC, in the amount of \$3,500,000, to address utility conflicts.
- B. Authorize the Chief Executive Officer to negotiate and execute Contract Change Order No. 54 to Agreement No. C-7-1904 with Walsh Construction Company II, LLC, in the amount of \$1,200,000, for traction power substation site plan revisions.
- C. Authorize the Chief Executive Officer to negotiate and execute Contract Change Order No. 64.2 to Agreement No. C-7-1904 with Walsh Construction Company II, LLC, in the amount of \$1,200,000, for Southern California Edison metering switchgears.
- D. Authorize the Chief Executive Officer to negotiate and execute Contract Change Order No. 69 to Agreement No. C-7-1904 with Walsh Construction Company II, LLC, in the amount of \$600,000, for optical backbone network system redundancy.

- E. Authorize the Chief Executive Officer to negotiate and execute Contract Change Order No. 79 to Agreement No. C-7-1904 with Walsh Construction Company II, LLC, in the amount of \$3,000,000, for maintenance and storage facility permit drawings and revisions.

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, completion of the Fairview Street crossing, and installation of embedded track on Santa Ana Boulevard from Raitt Street to Bristol Street, from Parton Street to Ross Street, from Broadway to French Street, on Mortimer Street from Fourth Street to Sixth Street, and on Fourth Street from Mortimer Street to French Street. Construction and installation of the maintenance and storage facility (MSF) includes building floor slabs, a perimeter block wall, and a streetcar wash station. Other ongoing construction activities include track bed excavation on Santa Ana Boulevard from Bristol Street to Broadway, installation of platform station foundations, completion of the Fifth Street crossing, and placement of the overhead contact system poles. To keep the work progressing, staff is requesting Board approval of the following contract change orders (CCO).

Utility Conflicts

Over the past two years, staff has reported to the Board that unknown and mislocated utilities continue to be discovered within the city streets that are over 150 years old. As a result, CCO nos. 4, 4.1, 4.2, and 4.3 were issued to address these hidden utilities as work expanded to various segments within the four-mile Project. The last CCO, No. 4.3, was issued to Walsh to address current expenditures from Segments 1, 2, and 3, as well as utility conflict costs that may occur in Segments 4 and 5 (Attachment A). Since the effort to address numerous utility conflicts was extensive and involved Walsh and its subcontractors, it was difficult to track and document time-and-expense (T&E) work timely. Utility conflicts encountered were more complex than anticipated, requiring significant time and effort to excavate and investigate, resulting in either removal or relocation of utilities or redesign of conflicting Project elements. The resulting additional construction efforts include demobilization as time is required to address the utility conflicts, field meetings, and remobilization after solutions are determined.

Recent T&E documentation that was reviewed and validated by the construction management (CM) team shows that the authorized amount of CCO No. 4.3 will be exhausted by the end of October 2021 as a result of these efforts. Therefore CCO No. 4.4, in the amount of \$3,500,000, is required to pay for the increased construction cost and to replenish the budget for potential future costs that may occur in Segments 4 and 5. An independent cost estimate (ICE) was prepared by the CM team and the effort was estimated to cost up to \$3,500,000, which includes materials, equipment, and labor for the work.

Traction Power Substation (TPSS) Site Plan Revision

A TPSS is an electrical substation that powers the streetcar through the overhead contact system. Prior to the construction of the four TPSS sites, Southern California Edison (SCE) determined that site plan revisions were necessary to meet electrical requirements which include clearances around each piece of electrical equipment at the sites, extensive modifications to electrical conduit alignments, and added maintenance access and security gates. The revisions to the sites also require additional removal and replacement of asphalt and concrete. Landscaping and irrigation at the sites will also need to be modified to accommodate the site revisions. To advance the Project without further delay, CCO No. 54, in the amount of \$1,200,000, is needed to address these site revisions. An ICE was prepared by the CM team and the effort is estimated to cost up to \$1,200,000, which includes materials, equipment, and labor for the work.

SCE Metering Switchgear

A metering switchgear is an electric power system composed of electrical disconnect switches, fuses, and circuit breakers used to control, protect, and isolate electrical equipment. A metering switchgear is required for the Project at each TPSS location to energize and de-energize the TPSS. SCE will supply the electricity to the metering switchgear, requiring that the metering switchgears adhere to SCE's design requirements. Earlier this year, it was determined that the metering switchgear required a design modification to fit within the site constraints. On May 18, 2021, CCO No. 64 was executed, in the amount of \$17,618, to allow Walsh's electrical subcontractor to revise the design.

Although Walsh submitted a general inquiry on who will supply and install the SCE equipment during the bid phase, the inquiry was not specific to the metering switchgear. OCTA staff responded that SCE will supply and install SCE equipment; however, OCTA staff did not specify that metering switchgear is excluded. As a result, Walsh did not include the equipment in its bid, and this was validated when staff reviewed Walsh's bid documents on September 20, 2021.

CCO 64.1, in the amount of \$192,000, was issued so that Walsh could place a deposit with the manufacturer to initiate production of the revised metering switchgear design, which has a lead time of five months.

CCO 64.2 is required to compensate Walsh for the four metering switchgears. An ICE was prepared by the CM team and work is estimated to cost up to \$1,200,000, which includes the cost for the equipment.

Optical Backbone Network System Redundancy

The technical specifications and plans for the fiber optic network that connects each station platform to the control centers at the MSF require redundancy so that a cut line or equipment failure does not result in a communication outage. During construction it was determined that redundancy should also be required between the MSF and the Garden Grove Bus Base Annex Building. In addition, the fiber optic network system should be constructed to not preclude additional cameras, ticket validators, public address speakers, or other equipment should it be deemed necessary for operations and/or safety purposes at a later time. These changes will require additional communication ports at the 16 stations and the Garden Grove Bus Base Annex Building for a total of 20 ports. CCO No. 69 is required for this change.

An ICE was prepared by the CM team and the additional work is estimated at \$600,000, which includes materials, equipment, and labor for installation and testing of the 20 communications ports.

MSF Permit Drawings and Revisions

The City of Santa Ana building permit for the MSF was issued after the Project was bid. Revisions made during the building permit plan-check process included additional streetlights along the Fifth Street frontage, additional drainage, enlarged foundation slabs, and expanded emergency lighting. Other changes to the MSF were directed by OCTA and included changing the mezzanine railing and gates to improve safety for maintenance staff needing access to equipment on the vehicle roof, modifying the car wash to eliminate the escape of recycled water for compliance with storm water permits, modifications to floor drains for compatibility with vehicle jacks, modifications to the layout of the traction power substation at the MSF for SCE to access its equipment from Fifth Street, relocation of the material lift, addition of fall protection railing on the roof, and the addition of drainage to the service and inspection pit. CCO No. 79 is required for the additional work resulting from these changes. An ICE was prepared by the CM team and the effort is estimated to cost up to \$3,000,000, which includes materials, equipment, and labor for the work.

All five CCOs 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. There is risk that the CCOs may need to be supplemented again if significant revisions occur as construction progresses; any such additional need will be presented to the Board. The cost of the work associated with the five CCOs will be funded from the Project supplemental contingency as previously approved by the Board on March 22, 2021.

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 Nos. 4.4, 54, 64.2, 69, and 79, in the cumulative amount of \$9,500,000, will increase the cumulative value of the contract to \$254,757,159, as shown in Attachment B. Board approval is required for CCO Nos. 4.4, 54, 64.2, 69, and 79, 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 2021-22 Budget, Capital Programs Division, account nos. 0051-TS010-9017-Z32, 0051-TS010-9017-Z42, 0051-TS010-9017-Z53, and 0051-TS010-9017-Z55, and is funded with Federal Transit Administration Section 5309 New Starts and local Measure M2 funds

Summary

Staff recommends the Board authorize the Chief Executive Officer to negotiate and execute CCO No 4.4, in the amount of \$3,500,000, for utility conflicts, CCO No. 54 in the amount of \$1,200,000, for TPSS site plan revisions, CCO No. 64.2 in the amount of \$1,200,000, for SCE metering switchgear, CCO No. 69 in the amount of \$600,000, for optical backbone network system redundancy, and CCO No. 79 in the amount of \$3,000,000, for MSF permit drawings and revisions to Agreement No. C-7-1904 between OCTA and Walsh for the construction of the Project.

Attachments

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

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Approved by:

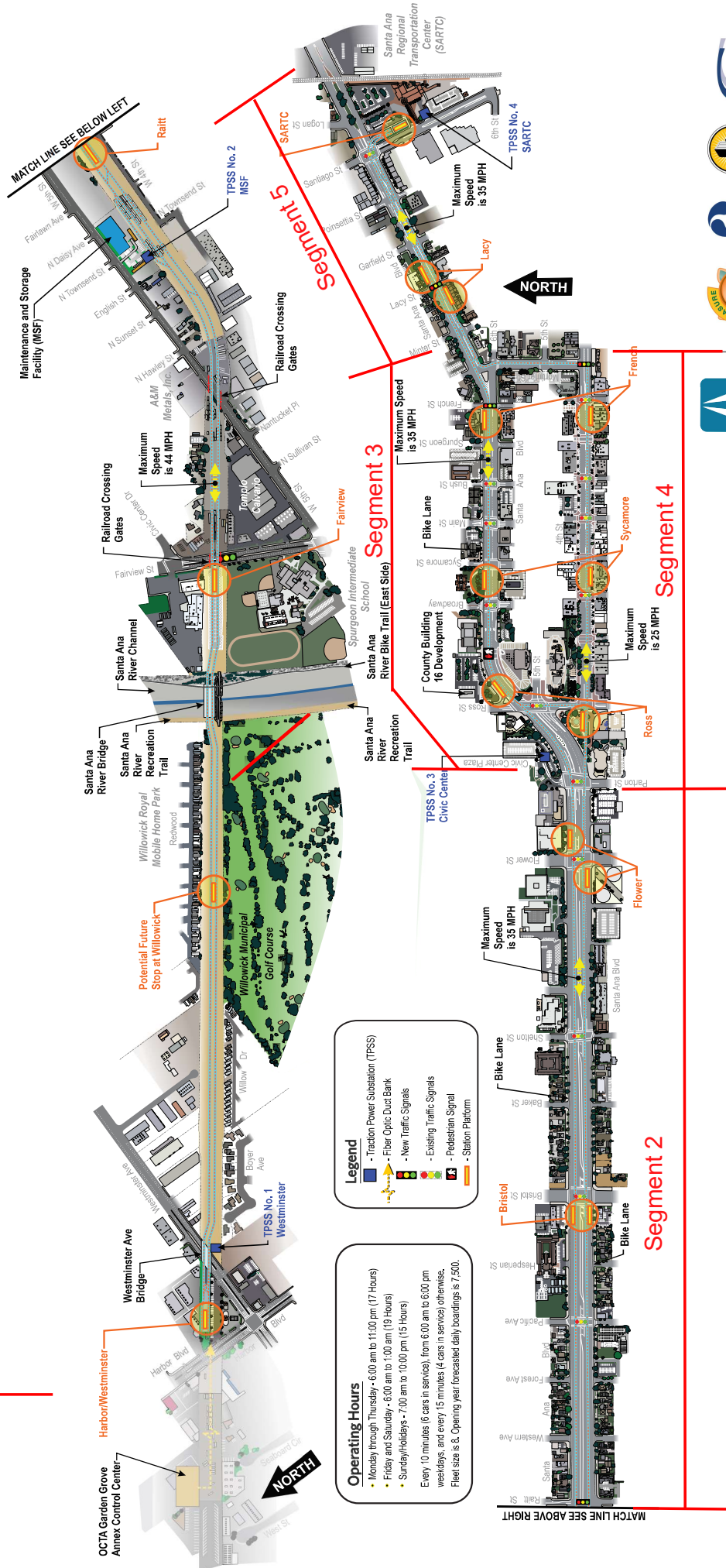


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Project Map



Segment 1



Segment 2

Operating Hours

- Monday through Thursday - 6:00 am to 11:00 pm (17 Hours)
- Friday and Saturday - 6:00 am to 1:00 am (19 Hours)
- Sunday/Holidays - 7:00 am to 10:00 pm (15 Hours)

Every 10 minutes (6 cars in service), from 6:00 am to 6:00 pm weekdays, and every 15 minutes (4 cars in service) otherwise. Fleet size is 8. Opening year forecasted daily boardings is 7,500.

Legend

- Traction Power Substation
- Fiber Optic Duct Bank
- New Traffic Signals
- Existing Traffic Signals
- Pedestrian Signal

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 (PEROW)	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
3.2	Removal and Disposal of Contaminated Materials Within the Orange County Transit District-Owned PEROW and Other Project Areas	Pending		\$1,100,000.00
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	Approved	6/21/2021	\$2,000,000.00
4.4	Required Work to Address Utility Conflicts Additional Funding	Pending		\$3,500,000.00
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
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

18.1	Removal of Man-Made Objects	Pending		\$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	\$158,941.01
24.1	OCS Sectionalization	Approved	4/27/2021	\$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	Approved	2/1/2021	\$25,000.00
35	No Sunshade for Variable Message Sign	Approved	12/22/2020	\$0.00
37	Station Platform Power	Approved	5/18/2021	\$58,414.15
38	Modify OCS Foundation Schedule	Approved	6/15/2021	\$32,733.04
39	OCS Revisions Based on Field Walks	Approved	6/17/2021	\$28,088.32
40	MSF Remote Yard Gates	Pending		\$32,307.66
42	Gamma-Gamma Logging of CIDH Piles	Pending		\$35,138.00
43	End of Life Equipment	Approved	5/3/2021	\$372,136.38
44	Design of Temporary Traffic Signals Segment 2A - Stages 1 and 2	Approved	4/26/2021	\$41,967.00
45	Thickened Asphalt Concrete (AC) Pavement	Approved	1/19/2021	\$60,000.00
46	MSF Video Servers from Garden Grove	Pending		\$40,267.30
47	Archaeological Security and Data Recovery at MSF	Approved	1/19/2021	\$110,000.00
48	Thickened AC Pavement	Approved	4/27/2021	\$1,177,362.00
49	Retaining Wall 501 Encroachment	Approved	6/17/2021	\$181,802.77
52	Over Excavation of Unsuitable Soils	Approved	6/21/2021	\$209,500.00
52.1	Over Excavation of Unsuitable Soils	Approved	6/21/2021	\$540,000.00
53	SARB Bridge Decking	Approved	6/17/2021	\$9,002.94
54	Traction and Power Substation Site Plan Revisions	Pending		\$1,200,000.00
55	Credit to Bid Item 24 Earthwork	Pending		(\$659,667.00)
56	Exploratory Potholing Allowance	Approved	4/26/2001	\$200,000.00
56.1	Exploratory Potholing Allowance	Approved	9/8/2021	\$1,100,000.00
59	Direct Fixation Fasteners	Approved	6/7/2021	\$0.00
60	Base Contract Utility Credits Binder	Approved	5/25/2021	(\$1,842,680.00)
63	Graffiti Removal	Approved	5/18/2021	\$100,000.00
64	Southern California Edison (SCE) Meter Switchgear Engineering and Submittal	Approved	5/18/2021	\$17,618.00
64.1	Southern California Edison (SCE) Meter Switchgear	Pending		\$192,000.00
64.2	Southern California Edison (SCE) Meter Switchgear	Pending		\$1,200,000.00
65	Additonal Environmental Soil Investigation on W. Santa Ana Boulevard/Bristol Street Station Stop (Stage 1)	Approved	5/18/2021	\$9,840.60

66	Ground Penetrating Radar Investigation	Approved	9/1/2021	\$208,000.00
67	City of Garden Grove Driveway Standard	Pending		\$20,637.83
68	Ross Intersection Traffic Signal Conduit Installation	Approved	6/7/2021	\$18,000.00
69	Optical Backbone Network System Redundancy	Pending		\$600,000.00
79	MSF Permit Drawings and Revisions	Pending		\$3,000,000.00

Subtotal Executed CCOs	\$23,657,826.67
Subtotal Pending CCOs	\$10,560,683.79
TOTAL CCOs	\$34,218,510.46
ORIGINAL VALUE	\$220,538,649.00
PROPOSED REVISED VALUE	\$254,757,159.46



October 14, 2021

To: Transit Committee

From: Darrell E. Johnson, Chief Executive Officer

Subject: Anaheim Canyon Metrolink Station Improvement Project Update

Overview

The Orange County Transportation Authority, in coordination with the City of Anaheim and Southern California Regional Rail Authority, has begun the construction phase of the Anaheim Canyon Metrolink Station Improvement Project. This report provides an update on the status of the project.

Recommendation

Receive and file as an information item.

Background

The Anaheim Canyon Metrolink Station (Station) is located between La Palma Avenue and State Route 91 on the Olive Subdivision, which is owned by the Orange County Transportation Authority (OCTA). The Station is served by the Southern California Regional Rail Authority's (SCRRA) Metrolink Inland Empire – Orange County Line. Currently, there is only a single track and single platform serving the Station. The Anaheim Canyon Metrolink Station Improvement Project (Project) includes the addition of approximately 3,400 linear feet of secondary track and a second platform, an extension of the existing platform, improvements at two at-grade railroad crossings located on Tustin Street and La Palma Avenue, and the installation of shade structures, benches, and an additional ticket vending machine. These improvements will both accommodate future train service and enhance on-time performance and safety.

Cooperative agreements with both the City of Anaheim (City) and SCRRA were approved by the Board of Directors (Board) on August 25, 2014, to define roles, responsibilities, and funding for the Project. OCTA is the lead on all phases of the Project, including environmental, design/engineering, right-of-way (ROW), construction, and construction management, and is funding the Project. SCRRA designed the rail communication systems, including signals and Positive Train

Anaheim Canyon Metrolink Station Improvement Project *Page 2* Update

Control (PTC), and provides reviews and design support during construction. Upon completion of the Project, the City will own and maintain the non-operational components of the Station, while SCRRA will maintain the operational components of the improvements, including the additional ticket vending machine, electronic signage, inner track fence, and platform tactile strips.

The total Project budget is \$34,153,000, comprised of federal and local sources shown in the table below.

Funding Programs	PHASE	Funding Plan (in 000's)
Congestion Mitigation Air Quality (CMAQ)	Construction ¹	\$26,703 ²
CMAQ	Env. Design	\$3,432
CMAQ	ROW Activities	\$250
Measure M2 (M2)	Design	\$1,000
M2	ROW	\$1,000
Revenue from Sale of Federal Assets (sale of Santa Ana Transit Terminal)	Construction ¹	\$1,275
Commuter Urban Rail Endowment Fund	Construction Management	\$493
Total		\$34,153

1. Construction funding includes all soft costs associated with the construction phase.

2. \$10 million in CMAQ Funds allocated directly to SCRRA for signal / communication and PTC

Plans, specifications, and cost estimates were completed, and an Invitation for Bids was released by the Board on October 27, 2020. On March 22, 2021, the Board awarded a construction contract to Stacy & Whitbeck, Inc., (SWI) in the amount of \$13,480,000. A Notice to Proceed was issued to SWI on May 10, 2021.

Discussion

Several activities are ongoing as work continues to advance on the Project. The following provides a more detailed status of the Project activities.

Construction

There will be several Absolute Work Window (AWW) periods for the Project, during which the rail line will be completely shut down over the weekend to ensure work can be performed safely. The first AWW for the Project occurred between August 20, 2021, and August 22, 2021. During this first AWW, the contractor installed crossing guard foundations, a 36-inch steel casing, new insulated joints, and poured footings for the extension of the existing platform.

The contractor is continuing with grading for the new track bed as well as foundation excavations for the new platform retaining walls. Street improvements have begun with demolition of the curb and gutter on La Palma Avenue to make way for a new bus stop.

Looking ahead, the remainder of fiscal year 2021-22 will remain busy related to construction of rail, platform, and street improvements.

There will be two more AWWs, one in May 2022 and the other in June 2022, for the installation of a retaining wall and rail crossing panels. There will also be complete closures of Tustin Avenue and La Palma Avenue in January 2022, with each being closed on separate weekends.

Utilities

Southern California Edison will be moving or replacing several power poles in the area of Tustin Avenue and La Palma Avenue. Although this work is behind schedule, the contractor is still able to work around this area and there is no anticipated impact to the Project's construction schedule.

Project Challenges

As with any project done on a rail line with active operations, this Project has certain challenges. With SCRRA serving as the lead for some project tasks such as signal, communication, and PTC work, coordination between OCTA and SCRRA is very important to ensure successful completion of the Project when it comes to interrelated tasks that are dependent on each other. Some of the challenges that have been encountered include:

- Oversight and approvals from the City and SCRRA
- Impact of increased demand for construction material that meet Buy America requirements, impacting cost and availability
- Constraints of the site for construction and laydown area
- Efforts to minimize impacts and disruptions to the public
- Timely performance of third-party utility work
- Project schedule impacts and mitigations

Risks Remaining

The major risks remaining on the Project have to do with obtaining special track work components that meet the Buy America requirements, as well as construction sequencing of civil and signal work.

Project Cost and Schedule

The overall Project cost is \$34,153,000, and has a milestone for completion in early 2023.

Public Outreach

The outreach team is implementing a comprehensive campaign to inform and engage the local community. A webpage was developed to provide an overview of the Project as well as details about benefits, cost, and how to sign up for project updates.

At the start of construction, a postcard was distributed to more than 8,000 properties within two miles of the Project to notify residents and business owners about the Project and major activities. In August 2021, the team hosted a virtual community meeting to provide further details on major activities such as the installation of the new secondary track. These activities often require closures, and the outreach team coordinates with the contractor to ensure motorists, bicyclists, and pedestrians are notified.

Meanwhile, the team is actively engaging community members within a quarter mile of the Project to address questions and concerns, where feedback from the community is evaluated by the project team when planning road closures and other activities. In addition, OCTA has partnered closely with both the City and SCRRA for the Project, sharing project updates for distribution via websites, newsletters, and social media channels.

As the Project advances, full closures of La Palma Avenue and Tustin Avenue are anticipated, and the outreach team will continue engaging the community prior to these and all other major activities.

Summary

Construction continues to advance. Currently, platform construction, street improvements, public outreach, and other activities are in process to continue the construction phase of the Project.

Attachment

A. Project Map

Prepared by:



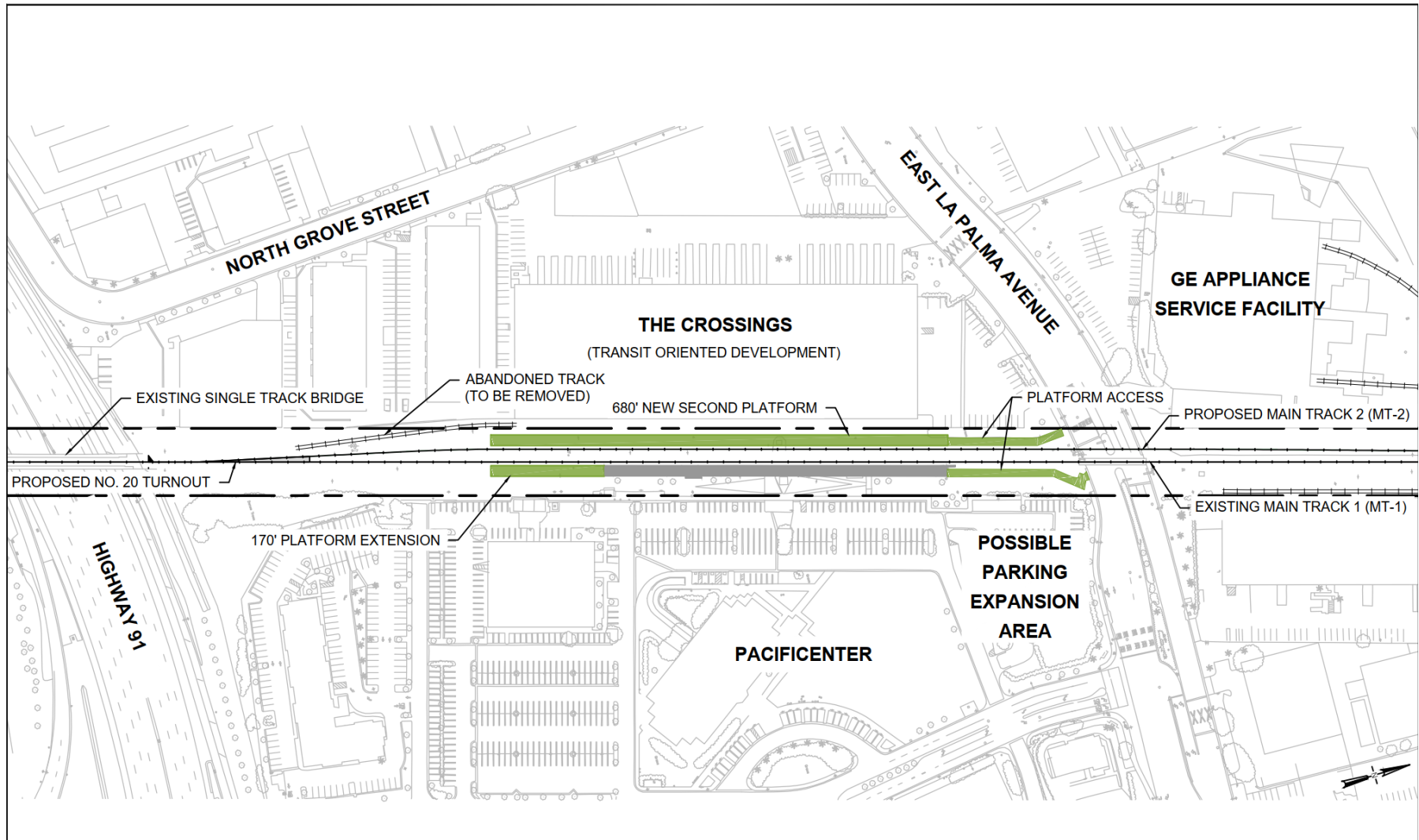
Lora Cross
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(714) 560-5788

Approved by:



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

Project Map



Anaheim Canyon Metrolink Station Improvement Project Update

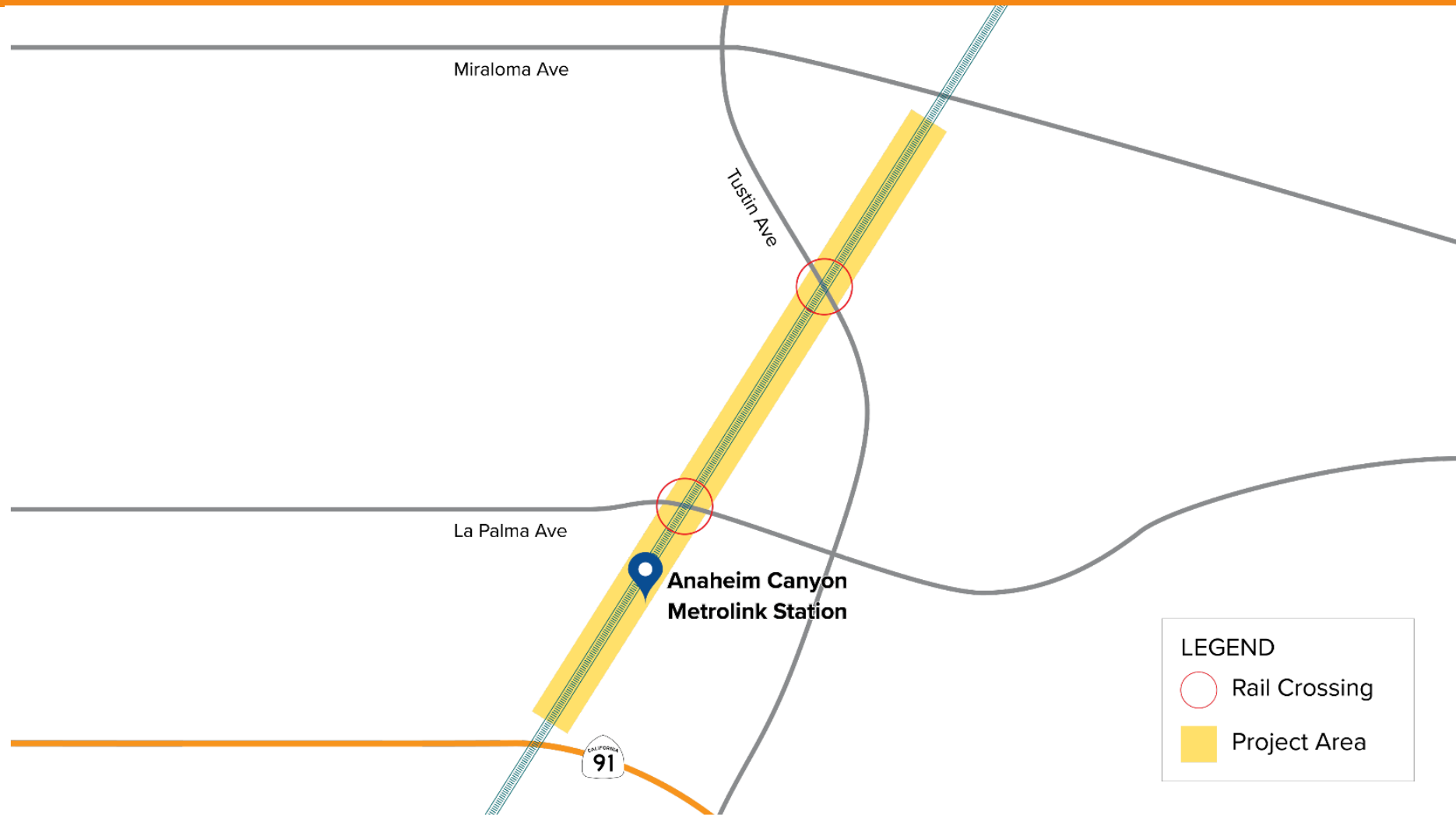
Partnerships



METROLINK




Project Site



Project Improvements

Overview

 3,400 linear feet of new track

 New platform and extension of existing platform

 Improvements to crossings

 New benches, shade structures, ticket machines

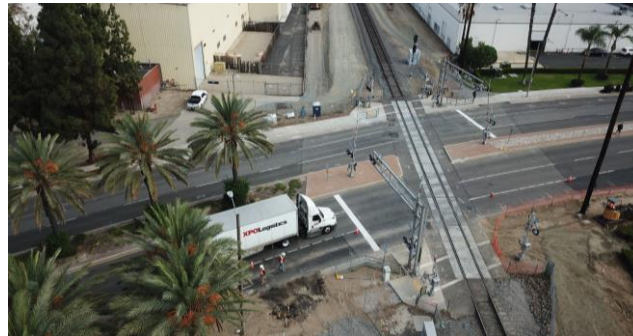
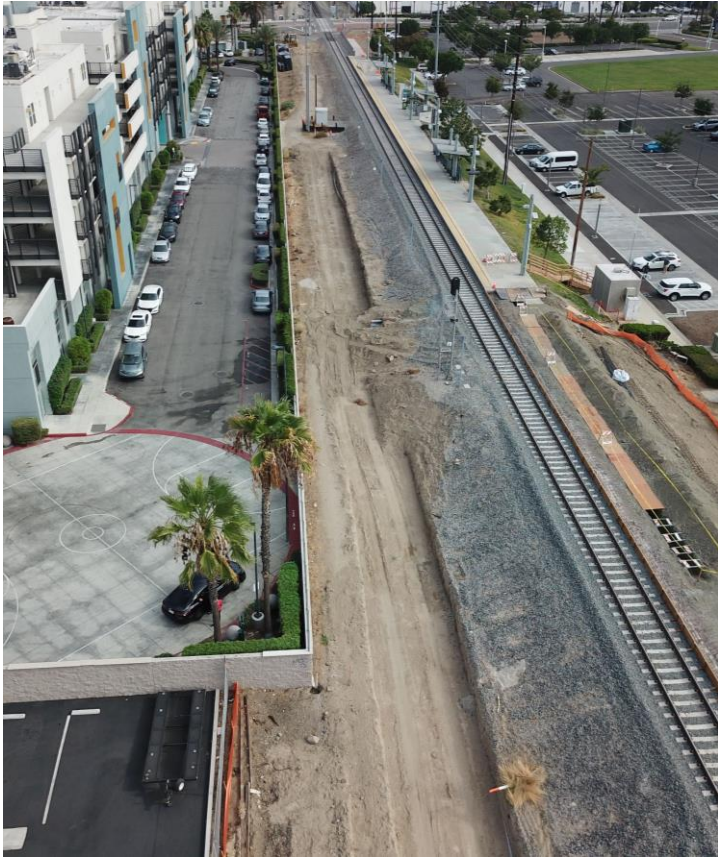


Rendering of station improvements

Construction Site 9/15/21



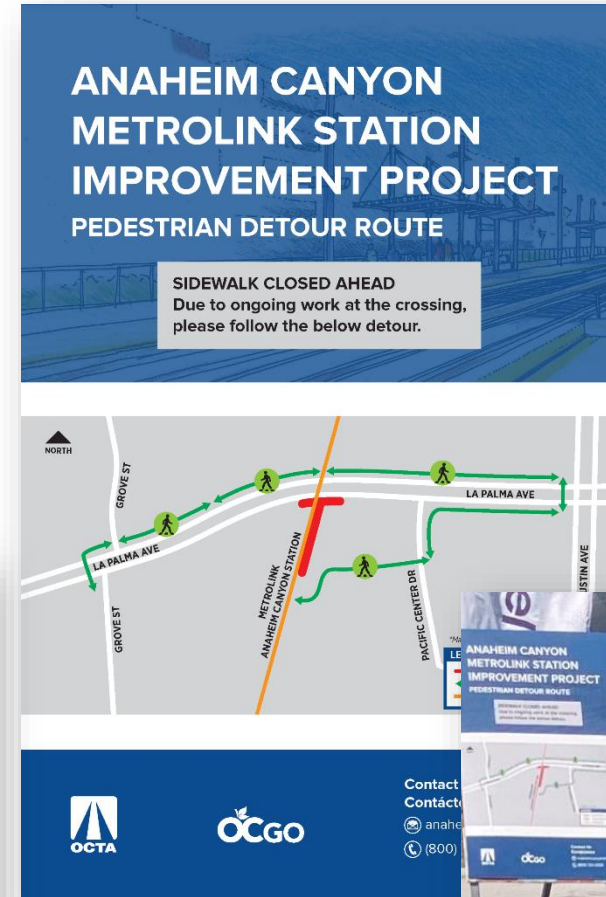
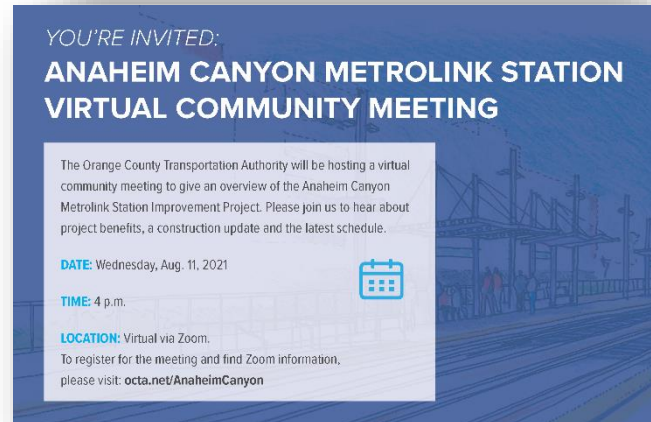
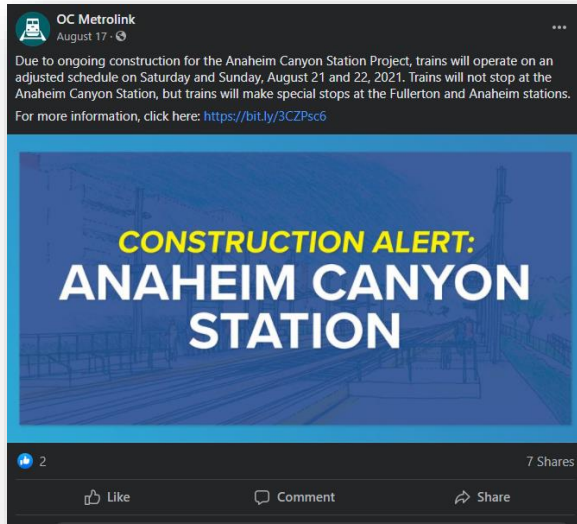
Schedule



- Absolute Work Windows in May 2022 and June 2022
- Complete street closure at Tustin Avenue and La Palma Avenue crossings on separate weekends

Public Outreach

- Project webpage
- Flyers and postcards
- Virtual community meetings
- Business outreach





October 14, 2021

To: Transit Committee
From: Darrell E. Johnson, Chief Executive Officer
Subject: Agreement for Bus Stop Maintenance Services

Overview

On May 24, 2021, the Board of Directors authorized the release of a request for proposals for bus stop maintenance services. A single proposal was received and evaluated in accordance with Orange County Transportation Authority procurement procedures for professional and technical services. Board of Directors' approval is requested to execute a new agreement for these services.

Recommendations

- A. Approve the selection of ShelterClean Services, Inc., as the firm to perform bus stop maintenance services at fixed-route service bus stop locations.
- B. Authorize the Chief Executive Officer to negotiate and execute Agreement No. C-1-3408 between the Orange County Transportation Authority and ShelterClean Services, Inc., in the amount of \$1,647,044, to perform bus stop maintenance services at fixed-route service bus stop locations, for a three-year initial term commencing on December 1, 2021, with two, two-year option terms.

Discussion

The Orange County Transportation Authority (OCTA) operates 58 individual bus routes providing service to all of Orange County, as well as several cities in neighboring counties. These routes currently service 5,480 bus stop locations, with the express routes servicing as few as ten stops and the routes in the core area servicing as many as 150 stop locations.

In July 1994, OCTA began outsourcing bus stop maintenance services. Contractors perform preventive maintenance at each bus stop location on a pre-determined schedule or cycle, as well as other maintenance-related tasks, including emergency work orders on a regular basis. The scheduled

maintenance task is to clean, repair, or replace OCTA-owned hardware, which includes the sign, post, solar lighting, and static information displays. The local jurisdictions are responsible for maintaining any passenger amenities including benches, shelters, and trash removal. In addition, OCTA issues approximately 1,600 work orders each year for a variety of issues including graffiti removal, replacing damaged signs and posts, trimming trees, painting red curbs, moving benches, and repairing solar lights.

Work orders are also issued for each of OCTA's three service changes during the year. Service changes reflect either changes to route schedules or route alignment. These work orders vary in scope and include installing or removing bus stop signs, posts, hardware, informational materials, and route schedules. Depending on the scope of a service change, 3,000 to 4,000 informational pieces may be replaced to support a single service change.

The current agreement with ShelterClean Services, Inc. (ShelterClean), commenced on December 1, 2014, with a three-year initial term and two, two-year option terms, and will expire on November 30, 2021.

Procurement Approach

This procurement was handled in accordance with OCTA's Board of Directors (Board)-approved procedures for professional and technical services. Various factors are considered in an award for professional and technical services. Award is recommended to the firm offering the most comprehensive overall proposal considering such factors as qualifications, prior experience with similar projects, staffing and project organization, work plan, as well as cost and price.

On May 24, 2021, Request for Proposals (RFP) 1-3408 was issued electronically on CAMM NET. The project was advertised in a newspaper of general circulation on May 25 and June 3, 2021. A pre-proposal conference was held virtually on June 9, 2021, with four attendees representing two firms. Two addenda were issued to make available the pre-proposal conference registration sheets and presentation, as well as to respond to written questions.

On July 6, 2021, one proposal was received. The proposal was from ShelterClean. In accordance with OCTA's procurement policies and procedures, a single proposal received for a procurement over \$50,000 requires OCTA's Internal Audit Department (Internal Audit) to conduct an agreed-upon procedures review to determine whether the Contracts Administration and Materials Management (CAMM) Department complied with procedures to ensure adequate outreach to stimulate competition. The review found CAMM complied with these procedures. CAMM contacted firms from the Bid List and

Planholders List to question why they did not submit a proposal. The responses from the firms varied, including lack of required labor resources to perform requested services, shortage of truck and equipment parts, and lack of capabilities or relevant experience required.

An evaluation committee consisting of OCTA staff from CAMM, Scheduling and Bus Operations Support, Transit Service Planning, and Maintenance departments met to review the proposal.

The proposal was evaluated based on the following Board-approved evaluation criteria and weightings:

- | | |
|-------------------------------------|------------|
| • Qualifications of the Firm | 25 percent |
| • Staffing and Project Organization | 15 percent |
| • Work Plan | 30 percent |
| • Cost and Price | 30 percent |

Several factors were considered in developing the criteria weightings. Qualifications of the firm was weighted at 25 percent as the firm needed to demonstrate related experience performing similar services, as well as experience working with various local jurisdictions. Staffing and project organization was assigned a weight of 15 percent to ensure the firm proposed a knowledgeable management team and staff experienced in the installation and replacement of bus stop signage and maintenance services, as required. Work plan was weighted at 30 percent to emphasize the importance of the firm demonstrating its approach to completing the work specified in the scope of work, as well as addressing potential project challenges and solutions. Cost and price was also weighted at 30 percent to ensure OCTA receives value for the services provided.

The evaluation committee conducted an interview with ShelterClean. The interview consisted of a brief overview of the firm's approach accomplishing the requested services, the project team's qualifications, and respond to evaluation committee questions regarding quality control and adherence to contract requirements, as well as some of the challenges to maintain staffing levels through the coronavirus pandemic.

The following is a brief summary of the proposal evaluation results.

Qualifications of the Firm

ShelterClean has over 30 years of experience providing similar transit-related maintenance services throughout the Greater Los Angeles Metropolitan Region,

Riverside County, and Orange County. Some of the firm's clients include the Los Angeles County Department of Public Works, Outfront/Decaux, LLC, and OCTA. The firm has 88 employees, operates from two facilities in Southern California, and manages OCTA bus stop maintenance operations from its facility in the City of Signal Hill. ShelterClean has provided bus stop maintenance services to OCTA for the past 27 years and consistently meets the program standards.

During the interview, ShelterClean displayed its extensive experience maintaining bus stop shelters throughout Southern California and is well qualified to perform the work outlined in OCTA's scope of work.

Staffing and Project Organization

ShelterClean's proposed staff demonstrated thorough knowledge and extensive experience in the required maintenance services. ShelterClean's proposed project manager is well qualified with 30 years of experience in the field and is currently assigned as the project manager for OCTA's bus stop maintenance program. The firm will continue to use the same crew of field technicians to service all identified bus stop locations and perform preventive maintenance, unscheduled maintenance, and emergency work orders. During the interview, the project team demonstrated a high level of competence and commitment to the success of this project.

Work Plan

ShelterClean's proposal demonstrated a thorough understanding of the scope of work and adequately addressed OCTA's requirements in its work plan, detailing how they will continue to maintain the required 5,480 bus stops. ShelterClean's work plan presented its experience, workforce, and equipment to perform the scope of work to meet OCTA's needs and requirements. The firm's approach to completing every task included in the scope of work was addressed in its work plan and presented during the interview by explaining the methodology for establishing routes to provide for a greater coverage area. ShelterClean's vehicles are equipped with all of the necessary tools to perform preventive maintenance, as well as work order tasks. Each vehicle is also equipped with a gas-powered signpost installation tool that each technician is experienced using to make each installation efficient and conduct any needed repairs to mitigate any safety hazards at the stops.

Cost and Price

CAMM also conducted a price review. ShelterClean submitted fixed pricing per bus stop to perform the required services including regular preventive maintenance, as well as maintenance and emergency work on an as-needed basis. Based on research performed of industry pricing for similar services, ShelterClean's proposed pricing is deemed fair and reasonable when main cost elements such as fuel and labor, as well as the consumer price index are taken into consideration.

Procurement Summary

Based on the evaluation of the written proposal, the firm's qualifications, and the information obtained from the interview, the evaluation committee recommends the selection of ShelterClean to provide bus stop maintenance services. ShelterClean's team demonstrated extensive experience and submitted a comprehensive proposal that was responsive to the requirements of the RFP.

The agreement will have a three-year initial term and two, two-year option terms. The amount of the initial term is \$1,647,044.

Fiscal Impact

Funds for this service are included in OCTA's Fiscal Year 2021-22 Budget, Transit Division, Account No. 2128-7612-D3107-2WM, and will be funded through local transportation 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-1-3408 with ShelterClean Services, Inc., in the amount of \$1,647,044, to provide bus stop maintenance services for a three-year initial term, effective December 1, 2021 through November 30, 2024, with two, two-year option terms.

Attachment

None.

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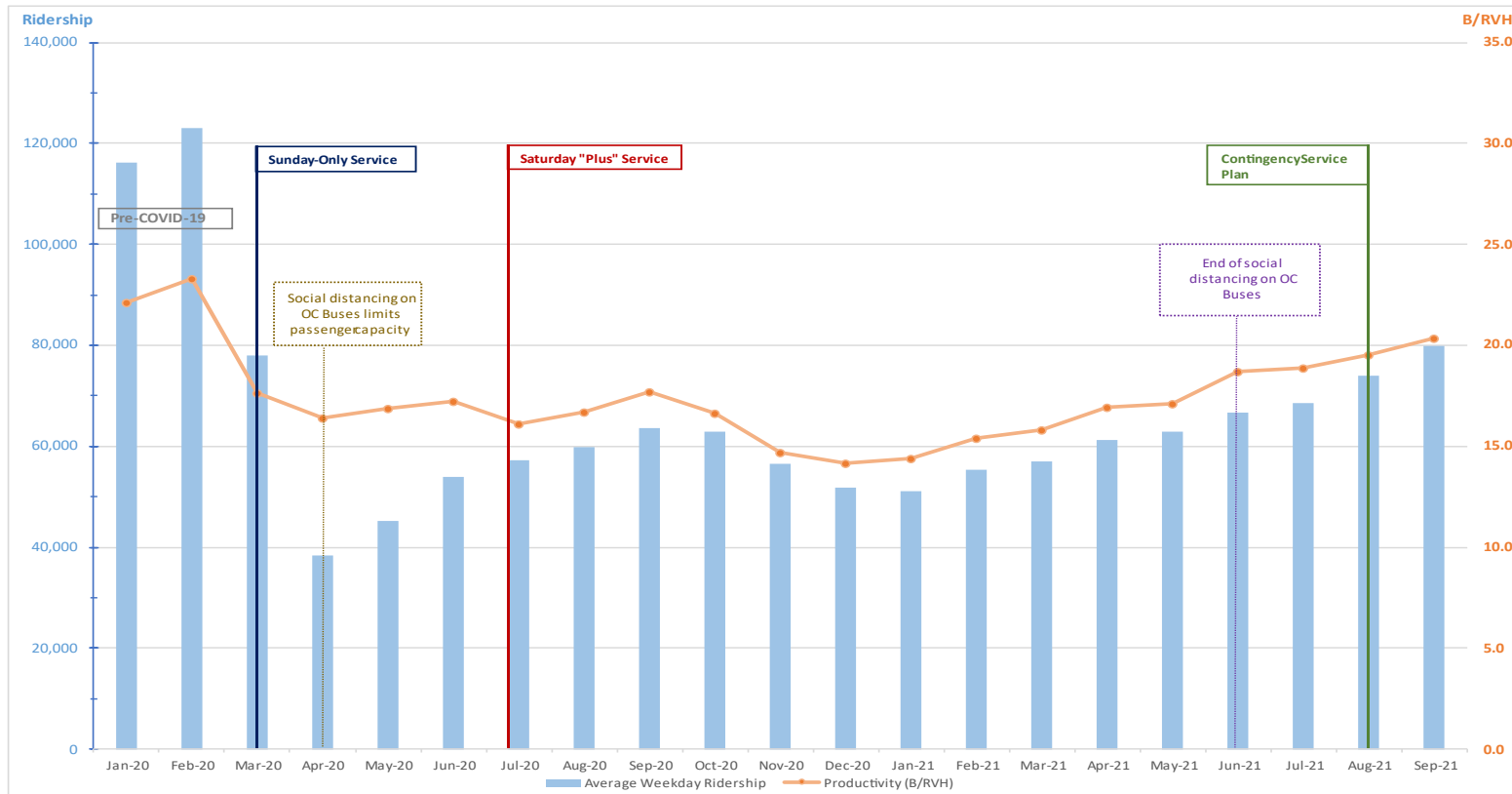
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OC Bus and OC ACCESS Services Update

- **Ridership**
 - Average weekday boardings and productivity as measured by boardings per revenue vehicle hour (B/RVH)
- **On-Time Performance**
 - Measuring service quality as impacted by the coronavirus (COVID-19) pandemic
- **Customer Comments**
 - Trends, feedback, and issues reported

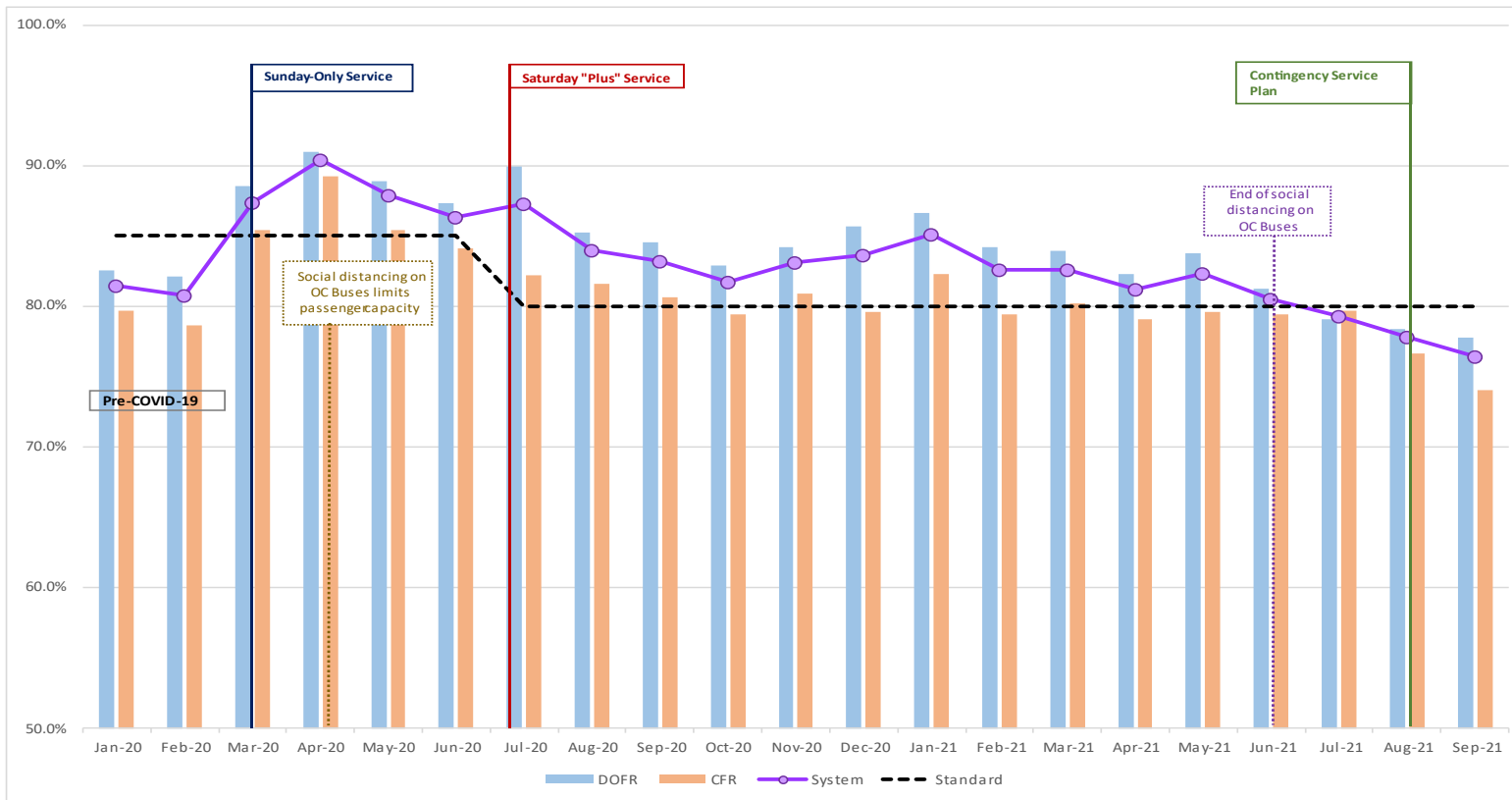
OC BUS RIDERSHIP AND PRODUCTIVITY

(AVERAGE WEEKDAY)



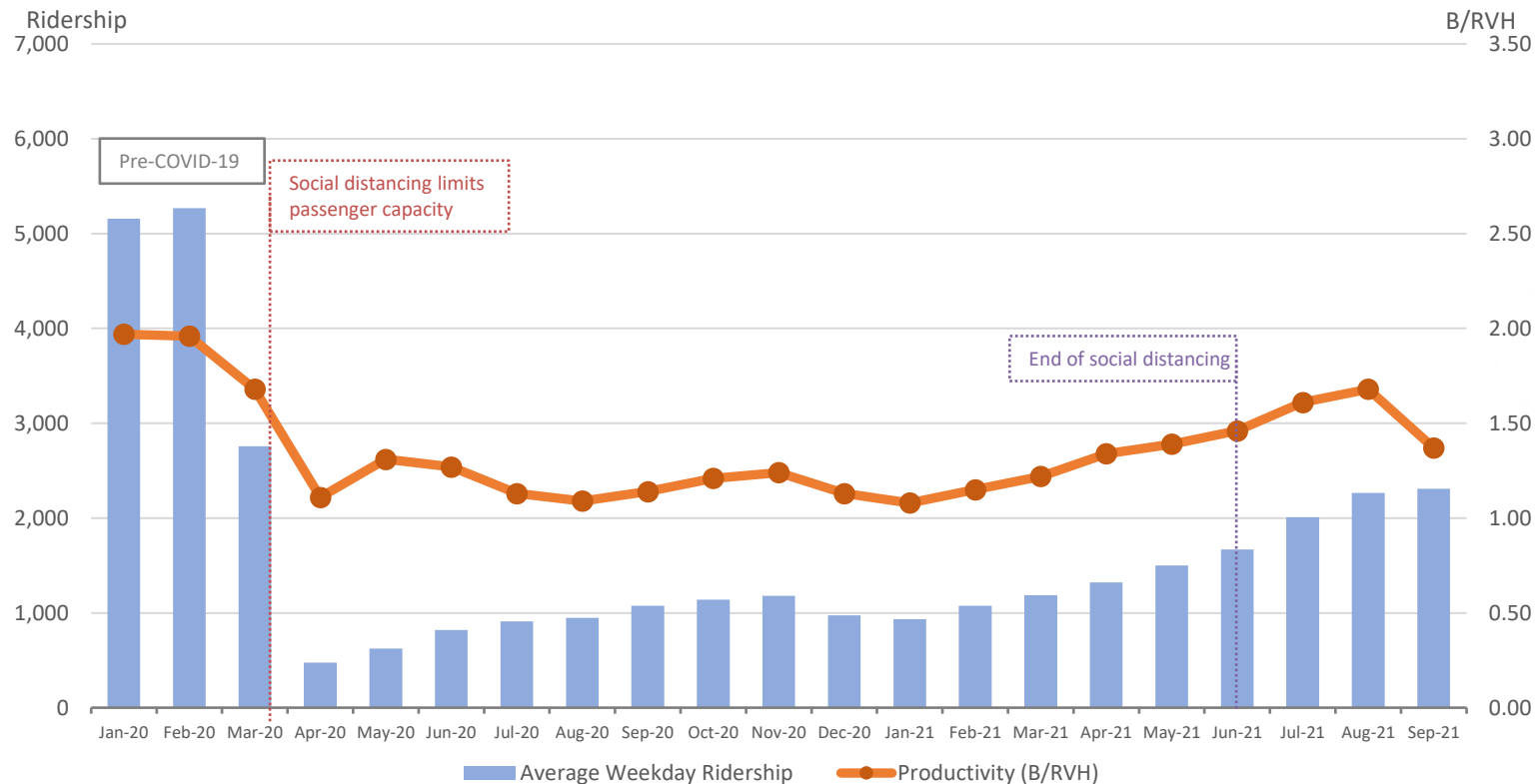
OC BUS ON-TIME PERFORMANCE

(AVERAGE WEEKDAY)



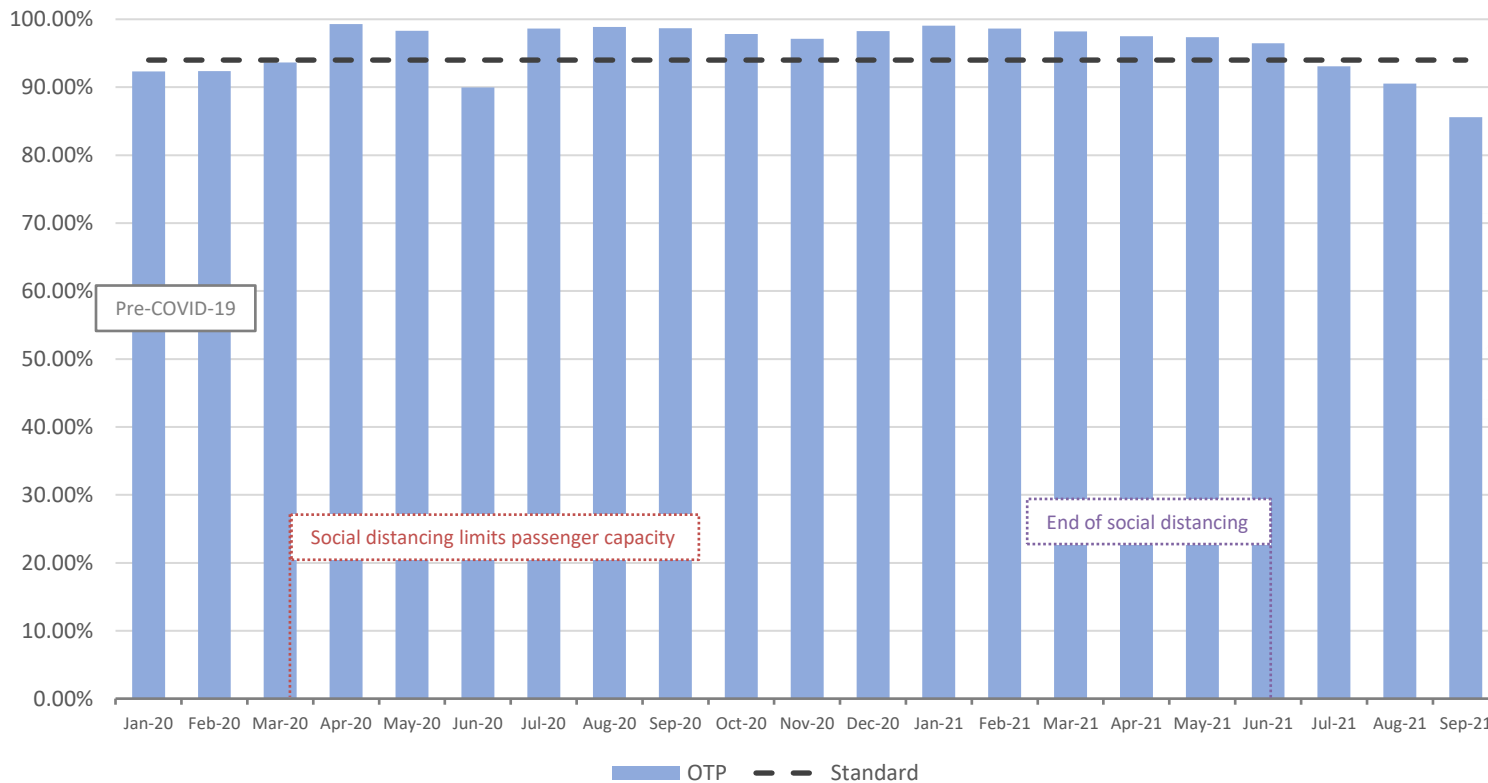
OC ACCESS RIDERSHIP AND PRODUCTIVITY

(AVERAGE WEEKDAY)



OC ACCESS ON-TIME PERFORMANCE

(AVERAGE WEEKDAY)



CUSTOMER COMMUNICATION AND FEEDBACK

COVID-19 Safety Measures

Safety/Customer Communications

The OC Bus Comeback Campaign continues to encourage riders to safely return to using public transportation with the Welcome Pass, College Pass, and Youth Ride Free programs, which launched in August.

Customer Comments

Bus Pass-bys

- Complaints on pass-bys increased to an average of 10.6 complaints per week in September compared to three complaints per week in August.

Overcrowding

- Passenger overcrowding complaints increased to an average of three complaints per week in September compared to 0.75 complaints per week in August.

Save 40% with the New OC Bus Welcome Pass

- Get 5 One-Day Passes for only \$15 (\$10 savings)
- Get a 30-Day Pass for only \$40 (\$29 savings)

Welcome Passes are only good for use between August 15 - November 15, 2021 and can be purchased with the OC Bus App or at retail outlets starting August 4.

OCbus.com/Welcome | (714) 636-RIDE

Ahorra 40% con el nuevo "Welcome Pass" de OC Bus

- Recibe 5 pases de un día por tan solo \$15 (\$10 savings)
- Recibe un pase de 30 días por tan solo \$40 (\$29 savings)

Los pases de Bienvenida (Welcome Pass) solo se podrán usar del 15 de agosto - 15 de noviembre del 2021 y se podrán comprar con la aplicación de OC Bus o en tiendas participantes comenzando el 4 de Agosto.

OCbus.com/Welcome | (714) 636-RIDE

Tiết Kiệm 40% với vé Welcome Pass Mới của OC Bus

- Mua năm vé Welcome Pass một ngày chỉ với \$15 (tiết kiệm \$10)
- Mua một vé Welcome Pass dùng 30 ngày chỉ với \$40 (tiết kiệm \$29)

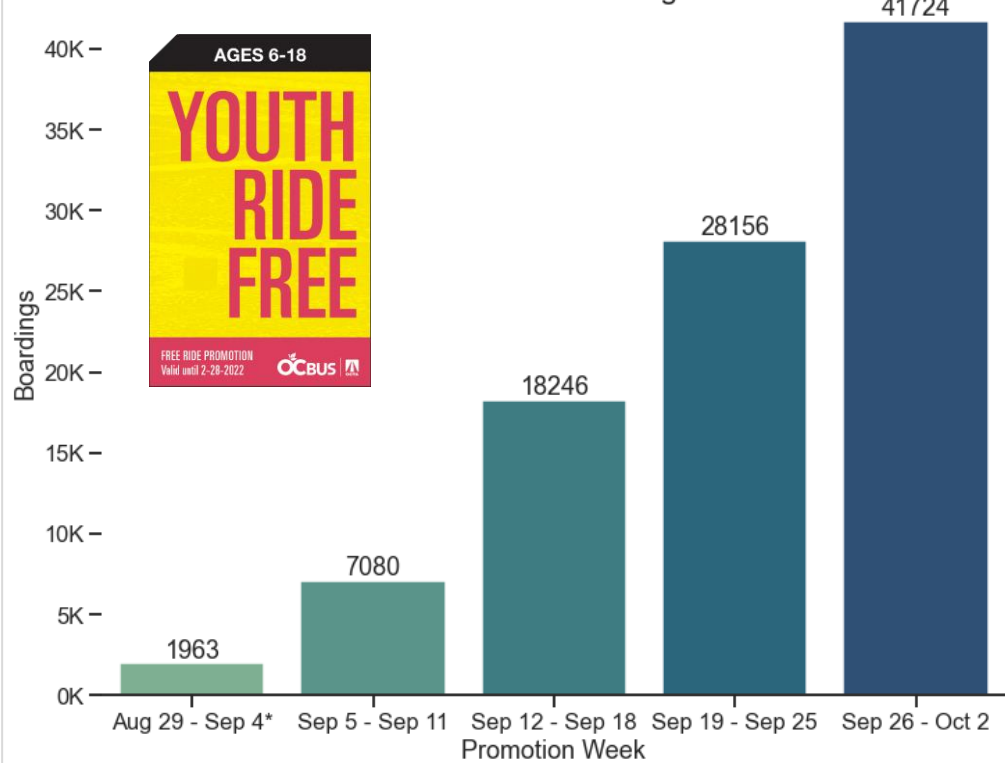
Vé Welcome Pass chỉ có hiệu lực sử dụng từ ngày 15 tháng 8 đến ngày 15 tháng 11 năm 2021. Quý vị có thể mua vé Welcome Pass qua Ứng Dụng OC Bus hoặc tại các cửa hàng bán lẻ bắt đầu từ ngày 4 tháng 8.

OCbus.com/Welcome | (714) 636-RIDE

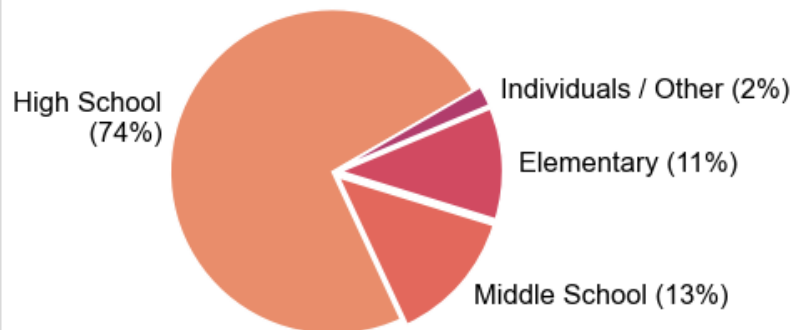


YOUTH RIDE FREE PROMOTIONAL PASS

Youth Ride Free Boardings



Boardings by School Level



- **99,895 Youth Boardings**
- **8,034 Unique Youth Riders**



NEXT STEPS

- Continue to track service performance and COVID-19 pandemic impacts
 - Ridership impacts of schools and marketing campaigns
 - On-time performance impacts due to increased ridership, traffic, and construction detours
- Upcoming service changes
 - October 10, 2021 – Regular service change (address any on-time performance, ridership trends as necessary)