

AGENDA

Executive Committee Meeting

Committee Members

Andrew Do, Chairman Mark A. Murphy, Vice Chairman Lisa A. Bartlett Michael Hennessey Steve Jones Tim Shaw Orange County Transportation Authority
Headquarters
Conference Room 07
550 South Main Street
Orange, California
Thursday, September 2, 2021 at 9:00 a.m.

Any person with a disability who requires a modification or accommodation in order to participate in this meeting should contact the Orange County Transportation Authority (OCTA) Clerk of the Board, telephone (714) 560-5676, no less than two (2) business days prior to this meeting to enable OCTA to make reasonable arrangements to assure accessibility to this meeting.

Agenda descriptions are intended to give members of the public a general summary of items of business to be transacted or discussed. The posting of the recommended actions does not indicate what action will be taken. The Committee may take any action which it deems to be appropriate on the agenda item and is not limited in any way by the notice of the recommended action.

All documents relative to the items referenced in this agenda are available for public inspection at www.octa.net or through the Clerk of the Board's office at the OCTA Headquarters, 600 South Main Street, Orange, California.

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

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

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

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

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



AGENDA Executive Committee Meeting

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

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

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

In order to ensure that staff has the ability to provide comments to the Board Members in a timely manner, please submit your public comments **90 minutes prior to the start time of the Board and Committee meeting date**.

Call to Order

Roll Call

Pledge of Allegiance

Director Shaw

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 Executive Committee meeting of August 2, 2021.



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3. 2021 Title VI Plan Triennial Report

Christina Perez/Maggie McJilton

Overview

The Orange County Transportation Authority is required to submit a Title VI Plan Report reviewed and approved by the Board of Directors to the Federal Transit Administration's Regional Office of Civil Rights once every three years. Title VI of the Civil Rights Act of 1964 provides that "no person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance." To fulfill this basic civil rights mandate, each federal agency that provides financial assistance for any program is authorized and directed by the United States Department of Justice to apply provisions of Title VI to each program by issuing generally applicable rules, regulations, or requirements.

Recommendations

- A. Review, approve, and direct staff to submit the 2021 Title VI Plan Triennial Report to the Federal Transit Administration's Regional Office of Civil Rights on or before October 1, 2021.
- B. Review and approve the results of the Service Standards and Policies monitoring in Section 4 of the 2021 Title VI Plan Triennial Report.

Regular Calendar

4. Measure M2 Quarterly Progress Report for the Period of April 2021 Through June 2021

Francesca Ching/Kia Mortazavi

Overview

Staff has prepared the Measure M2 quarterly progress report for the fourth quarter of fiscal year 2020-21 as information for the Orange County Transportation Authority Board of Directors. This report highlights progress on Measure M2 projects and programs and is available to the public via the Orange County Transportation Authority website.

Recommendation

Receive and file as an information item.



AGENDA Executive Committee Meeting

Discussion Items

- 5. Chief Executive Officer's Report
- 6. Committee Members' Reports
- 7. Closed Session

There are no Closed Session items scheduled.

8. Adjournment

The next regularly scheduled meeting of this Committee will be held at **9:00 a.m. on Monday, October 4, 2021** at the Orange County Transportation Authority Headquarters, Conference Room 07, 550 South Main Street, Orange, California.



MINUTES

Executive Committee Meeting

Committee Members Present

Michael Hennessey

Committee Members Present via Teleconference

Andrew Do, Chairman Mark A. Murphy, Vice Chairman Lisa Bartlett Steve Jones Tim Shaw

Committee Members Absent

None

Staff Present

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

Via Teleconference

Cassie Trapesonian, Assistant General Counsel OCTA Staff Members

Call to Order

The August 2, 2021, Executive Committee (Committee) regular meeting was called to order by Chairman Do at 9:01 a.m.

Roll Call

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

Pledge of Allegiance

Director Jones led in the Pledge of Allegiance.

Chairman Do discussed the significance of the pledge of allegiance in Committee and Board meetings.

1. Public Comments

There were no Public Comments received.

Special Calendar

There were no Special Calendar matters.

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Consent Calendar (Items 2 through 4)

2. Approval of Minutes - July 1, 2021

A motion was made by Vice Chairman Murphy, seconded by Director Hennessey, and following a roll call vote, declared passed 6-0, to approve the minutes of the Executive Committee meeting of July 1, 2021.

3. Approval of Minutes - June 7, 2021

A motion was made by Vice Chairman Murphy, seconded by Director Hennessey, and following a roll call vote, declared passed 6-0, to approve the minutes of the Executive Committee meeting of June 7, 2021.

4. Public Transportation Agency Safety Plan - Annual Review and Update

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

- A. Adopt the proposed 2021 Public Transportation Agency Safety Plan safety performance targets and administrative edits.
- B. Adjust the annual review and Board of Directors update to be scheduled on a calendar year basis to align with the calendar year reporting requirements of the Federal Transit Administration National Transit Database.

Regular Calendar

5. Capital Programs Division - Fourth Quarter Fiscal Year 2020-21 and Planned Fiscal Year 2021-22 Capital Action Plan Performance Metrics

James G. Beil, Executive Director of Capital Programs, provided a verbal report on this item.

Chairman Do raised his concerns about the OC Streetcar project in the City of Santa Ana (City) and the bulk of the construction issues.

Mr. Beil, discussed the risk assessment difference between July 2023 and October 2023

Chairman Do inquired about the construction of this project with the comprehensive assessment with the consultant not being completed until November 2021.

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5. (Continued)

Chairman Do requested an in-depth briefing on the status of the OC Streetcar project at an upcoming Executive Committee meeting.

A discussion ensued between staff and Committee members on the following:

- Discussions between the Orange County Transportation Authority (OCTA) and the contractor.
- Analyze what is holding up the timing.
- Expensive delay and work quality.
- Will not receive a full comprehensive briefing until November
- No work has been done in the last seven months.
- The Executive Committee and the Board need to know what is happening.

Darrell E. Johnson, Chief Executive Officer (CEO), stated that he agrees with the Chairman, and staff will work closely with him to schedule a briefing with the Chairman and the Committee.

Chairman Do wants the Committee members to be aware of the construction and delay. He also discussed that businesses and residents continue to be impacted, and he wants to know what can be done to alleviate the delays.

Director Hennessey stated as a public member, he shares Chairman Do's concerns.

Vice Chairman Murphy concurred with Chairman Do's concerns. The time is essential, the months go by, and the discussion items on this contract are lengthy. He stated that he was in the area last week, and he was surprised there was no more action.

Director Shaw requested a scheduled site visit with incoming Metrolink CEO Darren Kettle regarding the Placentia Metrolink station.

Mr. Johnson, CEO, responded that Mr. Kettle starts the first week in September. He stated this issue is sensitive, and the train schedule may not coincide with what the City of Placentia wants.

Director Bartlett discussed that there seem to be fewer and fewer people working on the project site and inquired if staff can look at this and provide an update.

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5. (Continued)

Chairman Do concurred with Director Bartlett's concerns about the project.

Mr. Beil stated staff is concerned about the number of subcontractors on the project. Also, many city contractors are working on Santa Ana Blvd, and they do not coordinate much with OCTA and the subcontractors.

Mr. Beil discussed that the City plans to start a repaving project on Fifth Street, a considerable detour. He stated OCTA staff are working with the City not to open areas until parts of the project are complete.

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

Discussion Items

6. Administrative Support for the Los Angeles - San Diego - San Luis Obispo Rail Corridor Agency

Darrell E. Johnson, CEO, provided opening comments and introduced Jennifer L. Bergener, Deputy Executive Officer (DCEO), who provided a PowerPoint presentation on this item.

Chairman Do congratulated staff on winning the contract and handling this agency.

Director Shaw stated it is a great privilege to be on the LOSSAN Board.

Chairman Do concurred with Director Shaw on serving and stated that other agencies around Southern California highly regard OCTA staff.

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

7. Chief Executive Officer's Report

Mr. Johnson, CEO, reported the following:

Procurement Award

 The OCTA was awarded the prestigious 2021 Achievement of Excellence in Procurement Award from the National Procurement Institute.

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7. (Continued)

- This is the eleventh consecutive year that OCTA has received this award for demonstrating best practices in procuring public contracts.
- Mr. Johnson, CEO, congratulated the procurement staff for their continued hard work.

College Pass Program

- Mr. Johnson, CEO, stated that Irvine Valley College asked to join the College Pass program starting this fall last week.
- When on-campus instruction resumes later this month, more than 12,000 Irvine Valley College students will be able to use the OC Bus system to get to school or wherever they need to go.
- With nearly all Orange County community colleges now participating in the College Pass program, the staff continues to work with the remaining schools to join the program in the future. This program dovetails nicely with the Youth Ride Free campaign launching soon and is part of the ongoing effort to attract new bus riders.

8. Committee Members' Reports

There were no Committee Members' Reports

9. Closed Session

There were no Closed Session items scheduled.

10. Adjournment

The meeting was adjourned at 9:41 a.m.

The next regularly scheduled meeting of this Committee will be held at **9:00 a.m. on THURSDAY, September 2, 2021,** at the Orange County Transportation Authority Headquarters, Conference Room 07, 550 South Main Street, Orange, California.

ATTEST

	Gina Ramirez
Mark Murphy Vice Chairman	Clerk of the Board Specialist, Senior

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September 2, 2021

To: Executive Committee

From: Darrell E. Johnson, Chief Executive Officer

Subject: 2021 Title VI Plan Triennial Report

Overview

The Orange County Transportation Authority is required to submit a Title VI Plan Report reviewed and approved by the Board of Directors to the Federal Transit Administration's Regional Office of Civil Rights once every three years. Title VI of the Civil Rights Act of 1964 provides that "no person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance." To fulfill this basic civil rights mandate, each federal agency that provides financial assistance for any program is authorized and directed by the United States Department of Justice to apply provisions of Title VI to each program by issuing generally applicable rules, regulations, or requirements.

Recommendations

- A. Review, approve, and direct staff to submit the 2021 Title VI Plan Triennial Report to the Federal Transit Administration's Regional Office of Civil Rights on or before October 1, 2021.
- B. Review and approve the results of the Service Standards and Policies monitoring in Section 4 of the 2021 Title VI Plan Triennial Report.

Background

Since 1972, the Federal Transit Administration (FTA) has required recipients of federal assistance to certify compliance with the requirements of Title VI (49 CFR part 21) as part of the funding eligibility process. Effective October 1, 2012, Circular 4702.1B provides recipients of FTA financial assistance with guidance and instructions necessary to carry out the United States Department of Transportation (DOT) Title VI regulations and to integrate anti-discrimination practices into its transit-related programs, services, and activities. FTA financial

recipients who operate more than 50 fixed-route transit vehicles in peak service and in an urbanized area of 200,000 or more population are required to submit a five section Title VI Plan Triennial Report (Report) once every three years. The purpose of this Report is to document OCTA's practices and operations for compliance with Title VI. The Report documents the steps OCTA has taken and will take to ensure that all services, programs, and activities supported by federal financial assistance are implemented without regard to race, color, or national origin and eliminate any additional barriers such as language or low-income status that may inhibit the use of the OCTA transit system.

Discussion

The Title VI reporting requirements are prepared in five main sections. Section One summarizes compliance with Chapter III "General Requirements and Guidelines" of Circular 4702 1.B to ensure all programs, policies, and activities comply with DOT Title VI regulations. As required, this section includes a copy of OCTA's notice of Title VI protection and methods for filing a complaint of discrimination, a list of Title VI complaints and investigations, a plan to engage public involvement, a Limited English Proficiency Plan, a demographic table of non-elected advisory councils or committee membership by ethnicity, and a narrative description of the efforts made to ensure Title VI compliance for all sub-recipients.

Sections Two through Five summarize compliance with Chapter "Requirement and Guidelines for Fixed-Route Transit Providers" Circular 4702.1B. Section Two describes how OCTA's System-Wide Service Standards and Policies are designed to ensure high-quality and safe levels of service to the public. Section Three is a series of collected demographic data and service profile maps that are useful both for describing the current composition of neighborhoods in terms of minority and low-income residents, and for understanding the spatial relationships of these areas in the context of the services that OCTA provides. Section Four evaluates the extent to which OCTA has met its service standards and the levels of service provided to the various communities served by OCTA. Section Four also must include documentation confirming the OCTA Board of Directors (Board) was informed of the results of the service monitoring program prior to submitting the Plan to the FTA. Section Five is a summary of the public engagement efforts, methodology, and results of any service and fare changes during the three-year reporting cycle.

Lastly, the Report must include a Board resolution, meeting minutes, or similar documentation that demonstrates the Board reviewed and approved the Report prior to its submittal to the FTA Regional Office of Civil Rights.

In the event the Report is not submitted by the October 1, 2021, published due date, OCTA may be subject to the loss or reduction in federal financial assistance or a delay in the approval of existing funding.

Summary

The final 2021 Report has been prepared and is being provided for Board review and approval. The final plan document incorporates all of the guidance and requirements from FTA Circular 4702.1B to summarize OCTA's Title VI anti-discrimination practices for transit-related programs, services, and activities for the last three years. Upon Board approval, staff will submit the final 2021 Report to the FTA Regional Office of Civil Rights on or before October 1, 2021.

Attachment

A. 2021 Title VI Plan Triennial Report

Prepared by:

Christina Perez Interim Title VI Civil Rights Administrator (714) 560-5876

Approved by:

Maggie McJilton Executive Director, Human Resources and Organizational Development (714) 560-5824

2021 Title VI Plan Triennial Report

Board Approved: September 13, 2021

Orange County Transportation Authority Recipient Number 1682

Prepared by: Maggie McJilton Federal Compliance Officer mmcjilton@octa.net/714-560-5824



ORANGE COUNTY TRANSPORTATION AUTHORITY DOES NOT DISCRIMINATE ON THE BASIS OF RACE, COLOR, OR NATIONAL ORIGIN OR ANY OTHER MANDATE PROHIBITED BY I AW

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INTRODUCTION

Title VI of the Civil Rights Act of 1964 provides that "no person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance." To fulfill this basic civil rights mandate, each federal agency that provides financial assistance for any program is authorized and directed by the United States Department of Justice to apply provisions of Title VI to each program by issuing generally applicable rules, regulations, or requirements.

Since 1972, the Federal Transit Administration (FTA) has required recipients of federal assistance to certify compliance with the requirements of Title VI as part of the funding eligibility process.

Purpose of the Title VI Report

The purpose of this report is to document the practices and operations of the Orange County Transportation Authority (OCTA) for compliance with Title VI. This report's intent is to document the steps OCTA has taken and will take to ensure that all services, programs, and activities supported by federal financial assistance are implemented without regard to race, color, or national origin and eliminate any additional barriers such as language or low-income status that may inhibit the use of the OCTA transit system.

Consistent with its commitment to meet FTA regulatory requirements, OCTA updates and submits a Title VI report on a triennial basis to the FTA Region 9 office via the Transit Award Management (TrAMS) portal.

OCTA is submitting this report as of the published due date of October 1, 2021, in accordance with FTA Circular 4702.1B guidance.

The Title VI reporting requirements as they relate to specific sections in this report are prepared in five main sections:

Section 1: General Reporting addresses the general reporting requirements that apply to all recipients of federal funds. These requirements include procedures for filing civil rights complaints, a list of Title VI investigations, complaints, and lawsuits, plans for providing meaningful access to persons with limited English proficiency; notification regarding protection under Title VI, means by which the public is involved in decision making processes, and provides documentation that the governing Board has been provided an opportunity to review and approve the Title VI Plan document prior to submitting the triennial report to the FTA.

Section 2: System-Wide Service Standards & Policies describes the OCTA system-wide service standards and policies for vehicle load, vehicle headway, on-time performance, service availability, and vehicle assignment to ensure high-quality and safe levels of service to the public.

Section 3: Demographics & Service Profile Maps provides demographic and service profile maps, charts, and travel patterns which include minorities and low-income in the context of the programs and services that OCTA provides.

Section 4: Transit Service Monitoring evaluates the extent to which OCTA has met its service standards and the levels of service provided to the various communities served by OCTA.

Section 5: Evaluation of Service and Fare Changes describes the service change process and summarizes the major service changes and/or fare increases/decreases during the triennial reporting cycle.

Title VI Certifications and Assurances

At the start of each federal fiscal Year, OCTA executes and submits the FTA Certifications and Assurances within 90 days of the date a notice of availability is published by FTA in the Federal Register. OCTA submits these assurances to FTA to convey intent and ability to comply with all applicable provisions, including those of Title VI. A copy of the 2021 FTA Certifications and Assurances is provided in **Attachment A**.

SECTION 1: GENERAL REPORTING REQUIREMENTS

The general reporting requirements apply to all recipients of federal funds regardless of the size of its urban area population. These general reporting requirements include: procedures for notifications regarding protection under Title VI; methods for filing civil rights complaints; a list of Title VI investigations, complaints, and lawsuits; distribution of information and outreach efforts for programs and services plans; means for providing meaningful access to persons with limited English proficiency; the racial composition of the membership of non-elected boards; and a summary of the monitoring policies utilized to ensure all sub-recipients are in compliance with Title VI regulations.

Notification of Protection Under Title VI

As required by Title VI circular guidance, OCTA has developed various media to notify its beneficiaries of their rights and protections under Title VI. The OCTA Title VI protection notification and multi-language permanent bus placards are on all revenue vehicles. Brochures are available on all revenue vehicles and in the OCTA lobbies in English and Spanish. The OCTA store has brochures as well as Title VI electronic signage in English, Spanish, and Vietnamese. Title VI information is also available in English, Spanish, and Vietnamese and can also be translated into all identified Safe Harbor provision languages at OCTA.net. The OCTA bus book also includes notification protection information in English and Spanish. OCTA bus stop and transportation center informational kiosks include Title VI protection information in English and Spanish. Examples of the protection notice media are provided in Attachment B.

OCTA's Title VI Complaint Procedure & Complaint Form

It is the policy of OCTA to employ its best efforts to ensure that all programs, services, activities, and benefits are implemented without discrimination. This section provides information on OCTA's procedure for filing a complaint alleging discrimination on the basis of race, color, or national origin.

Any person who believes that he or she, individually or as a member of any specific class of persons, has been subjected to discrimination on the basis of race, color, or national origin may file a written complaint with OCTA, the FTA, or the Secretary of Transportation. Further, OCTA prohibits intimidation, coercion, or engagement in other discriminatory conduct against an individual who has filed a complaint.

The OCTA complaint procedure and form are provided in **Attachments C and D**.

List of Transit-Related Title VI Investigations, Complaints and Lawsuits

During the triennial review period, there were no valid transit-related Title VI complaints, investigations, or lawsuits naming OCTA, any of its seven affiliates or sub-recipients, alleging discrimination on the basis of race, color, or national origin. A chart listing all complaints received during the triennial period is provided in **Attachment E**.

Public Participation Plan and Summary

Public Involvement Plan (PIP)

In consideration of Title VI compliance and Executive Orders 12898 and 13166, OCTA has developed a Public Involvement Plan (PIP). The intended purpose of the PIP is to demonstrate public involvement efforts and enhance access to OCTA's transportation decision-making process for low income, minority, and limited English proficient (LEP) The PIP includes public participation methods, strategies, specific project examples, and performance measures and objectives.

A copy of the 2021 Public Involvement Plan is provided in **Attachment F**.

Summary of Outreach Efforts for Title VI Projects and Programs, and Public **Committees**

In April 2019, OCTA conducted a public involvement program to inform customers/public and to gather feedback on OC Bus 360, a plan that looks at bus system improvements from all angles. As part of the initiative, OCTA proposed a service plan for October 2019 and February 2020 to add, increase, reduce and/or eliminate services to optimize the efficiency of the overall bus system. The comprehensive program involved print advertising through English, Spanish, and Vietnamese newspapers; multi-lingual advertisements and collateral on buses; digital advertising and email blasts: school/employer/senior outreach; three virtual community meetings and one public hearing. Following public outreach, a total of 216 customer comments were received at community meetings, the public hearing, online, by mail, and phone.

In February 2021, OCTA conducted an extensive public involvement program to inform customers and gather public feedback on service changes made at the start of the coronavirus (COVID-19) pandemic in March 2020, as well as future service changes including the draft June 2021 Bus Service Plan.

Though unable to conduct in-person meetings due to COVID-19 restrictions, OCTA adhered to Title VI guidelines by using multifaceted and multi-lingual (English, Spanish, and Vietnamese) approaches to reach customers and the public with a focus on diverse and disadvantaged communities. The public involvement program included print advertising through local newspapers; ethnic media; advertisements and public information on buses; digital advertising and email blasts; and local jurisdiction communication. In addition, telephone hotlines were set up for people without internet access to be able to ask questions about the service change, register for the virtual community meetings (participants could either join online through Zoom or by telephone), and respond to the questionnaire.

Outreach efforts also included presentations at OCTA's advisory committee meetings, three virtual community meetings conducted in English, Spanish, and Vietnamese, as well as a public hearing. Following extensive public outreach, a total of 2,353 comments were received at community meetings, the public hearing, online, by mail and by telephone.

Copies of the individual public involvement plans and reports for the October 2019/February 2020 and June 2021 service changes are provided in Attachments G and H.

Recruitment efforts for the public member position on OCTA's Board of Directors (Board) began February 8, 2021, through an extensive public outreach program. A webpage with background information and an application form was created on OCTA.net for interested residents to submit an application online. Advertisements were placed in locally circulated newspapers, including the Los Angeles Times and OC Register and their perspective online channels to inform the public of the open public member position. Ads were also placed in Spanish and Vietnamese language newspapers, including Excelsior, Nguoi Viet Daily News, and Viet Bao. Social media posts on Facebook and Instagram were created and shared to promote the recruitment. A press release was issued to local media notifying the community about the open public member position. News of the public recruitment was also posted in the OCTA blog, "On The Move" and emailed to thousands of subscribers. Additionally, a grassroots outreach effort was implemented through OCTA's Diverse Community Leaders Group and local cities and their perspective networks to spread the news of the recruitment. A total of 34 applicants submitted applications as a result of the extensive recruitment efforts and the selected candidate was sworn in on April 12, 2021 to serve on the OCTA Board.

Recruitment efforts for two public committees began on February 1, 2021. A copy of the press releases, recruitment efforts, and plan for the public committees and open public member position are provided in **Attachment I**.

Lastly, public comments are sought at bi-monthly OCTA Board meetings. Each meeting includes a specific time for public comments. This time provides an open forum for individuals to present their concerns regarding transit operations and policies directly to OCTA Board and staff. In the event that public comments are received with reference to Title VI compliance, OCTA would review these comments and take appropriate action to address and resolve these matters.

Limited English Proficiency Plan (LEP)

English Proficiency Plan Limited received Board approval September 24, 2018. The June 2018 updated OCTA Limited English Proficiency Plan is provided in **Attachment J**.

Racial Composition of Membership of Non-Elected Boards

Title 49 CFR Section 21.5(b)(1)(vii) states that a recipient may not, on the grounds of race, color, or national origin, "deny a person the opportunity to participate as a member of a planning, advisory, or similar body which is an integral part of the program." Depicted below is the membership of OCTA's non-elected decision-making bodies by race.

Committee	Caucasian	Hispanic	African American	Asian/ Pacific Islander American	Native American	Other
Citizens Advisory Council	64.5%	12.9%	0.0%	19.4%	0.0%	3.2%
Special Needs Advisory Committee	71.4%	17.9%	0.0%	7.1%	0.0%	3.6%

OCTA's efforts to encourage minority and low-income members of the population to participate in the various decision-making boards is specified in the OCTA Public Involvement Plan provided in **Attachment F**.

Subrecipient Title VI Programs

In accordance with the OCTA subrecipient monitoring program, the Grant Compliance Office monitors a variety of federal subrecipients, which primarily consists of cities, agencies, and non-profit organizations. These oversight activities include annual site visits, compliance certifications and full compliance reviews undertaken based on assessments of non-compliance risk to OCTA. A copy of the 2018 OCTA Subrecipient Monitoring Procedures Guide is provided in **Attachment K**.

Subrecipient Monitoring Summary

Anaheim Transit Network (ATN)

A compliance review of ATN was completed in 2020, which identified two Title VI-related deficiencies. ATN was directed to provide procedures for monitoring and evaluation service standards, as well as for implementing a major service and fare change policy, including how disparate impact and disproportionate burden data are to be considered. All corrective actions have been completed. On February 10, 2021, the ATN Title VI plan document utilizing FTA circular 4702.1B was electronically filed with OCTA and is available for review upon request.

City of Anaheim

A compliance review of the City of Anaheim was completed in 2020 that identified two Title VI-related deficiencies. Evidence of corrections were submitted to OCTA, including contractor Title VI training, and the availability of Title VI complaint forms and procedures on the city's website. A copy of the City of Anaheim Title VI Plan is available for review upon request.

City of Orange

In 2020, OCTA conducted a compliance review of the City of Orange, which identified two Title VI-related deficiencies that called for the need for an adequate four factor analysis. Evidence of the deficiency was corrected. A copy of the City's Title VI Plan is available for review upon request.

Metrolink

OCTA conducted a compliance review of Metrolink in 2020 that identified one Title VI-related finding related to the need for staff training on Language Assistance Plan (LAP). Evidence of training was provided, and the deficiency was corrected. A copy of the Metrolink Title VI Plan is available for review upon request.

Job Access & Reverse Commute (JARC)/New Freedom

In 2020, full compliance reviews were completed for all JARC/New Freedom subrecipients, in which five Title VI-related findings were identified. The subrecipients included Abrazar, Boys and Girls Club of Huntington Valley, Dayle McIntosh Center for the Disabled, Women Helping Women, and the North Orange County Community College District. The deficiencies included incomplete Language Assistance Plan and/or a lack of its implementation, and complaint forms and procedures that were not available on their websites. All JARC/New Freedom subrecipients have successfully implemented corrective actions.

In February 2021, all JARC/New Freedom subrecipients were required to electronically file a Title VI plan document with OCTA utilizing FTA circular 4702.1B. Two subrecipients were granted an extension to obtain verification the governing bodies reviewed and approved their programs. Copies of all plans are available for review upon request.

Construction of Facilities

OC Streetcar

OCTA is currently constructing the OC Streetcar, a 4.15-mile project that includes 10 stops in each direction, a maintenance and storage facility, and connections to 18 bus routes. A copy of the Title VI analysis is available upon request.

Governing Board Review and Approval of Title VI Plan

The meeting minutes and resolution documentation for the September 13, 2021, Board meeting, demonstrating the Board had the opportunity to review and approve the 2021 Title VI Plan and received a briefing for the outcome on the System-Wide Service Standards is provided in **Attachment L**.

SECTION 2: SYSTEM-WIDE SERVICE STANDARDS & POLICIES

To guard against discriminatory service design or transit operations, Title VI guidelines require the adoption of System-Wide Service Standards and Policies. In keeping with these guidelines, OCTA has established criteria for its transit services to ensure fair use and equitable access to OCTA resources and services. The section that follows describes OCTA's System-Wide Service Standards for vehicle load, vehicle headway, on-time performance, service accessibility, and policies for vehicle assignment as well as the distribution of transit amenities.

Due to the 2020 COVID-19 pandemic, OCTA was unable to conduct public outreach efforts to update its fixed-route and OC Streetcar project service standards. OCTA used the existing standards to evaluate the impact on the service standards for two major service changes and for system-wide service reduction due to the pandemic. In February 2021, the emergency service reductions caused by the pandemic crossed the 12-month threshold and were deemed permanent changes as indicated in the FTA circular and OCTA Service and Fare Change Evaluation Policy which included wide-scale public outreach and an equity analysis. OCTA is set to begin working on a timeline to update the System-Wide Services Standards in February or March of 2022.

System-Wide Service Standards

Vehicle Load

OCTA's Vehicle Load applies to the maximum number of passengers allowed on a revenue vehicle in order to ensure the safety and comfort of customers. The load standard is expressed as the ratio of passengers to the number of seats on the vehicle and it varies by mode and by time of day. As of October 5, 2012, the vehicle load service standard is 130 percent average to the peak one hour in each peak period, with the 125 percent average for the other two hours in each peak period.

Vehicle Headway

Vehicle Headway is the time interval between vehicles on a route that allows passengers to gauge how long they will have to wait for the next vehicle. Similar to vehicle load, vehicle headway varies by mode and time of day. Vehicle headway is primarily determined by bus ridership and is limited by the availability of resources to operate the system.

As of October 5, 2012, Vehicle Headway fixed-route service standards are defined as frequencies of 30 minutes or less during the service day, which is defined as 6:00 a.m. to 6:00 p.m. Community routes service are frequencies of 60 minutes or less during the service day. Stationlink, and express buses have variable trip times linked to employment centers start and end times. These are peak hour service and only operate during commute periods. Bravo! service is a companion to local service and as such also uses the 30-minute or less standard.

On-Time Performance

OCTA defines On-Time Performance (OTP) as not more than five minutes late. OTP is measured at the time-points. A trip is on-time as long as it does not leave a time-point ahead of the scheduled departure time and no more than five minutes later than the scheduled departure time. As of July 1, 2020, the OTP Service Standard is measured at 80 percent of the line level as reliable.

Exclusions from OTP are early departure times at time-points located within Free Running time route segments and Stationlink routes are measured for trips scheduled to arrive at Metrolink stations in the evening.

Service Accessibility

Service Accessibility is the percentage of population in proximity to bus service. As of October 5, 2012, the OCTA Service Accessibility Standard is 90 percent and includes the combination of residents and jobs within a half-mile of public bus routes in Orange County.

Policies

Bus Assignment

Vehicle Assignment refers to the process by which vehicles are assigned to routes throughout the system. The policy used for vehicle assignment is governed by various operational characteristics and constraints.

At an average age of 9.0 years for the fixed-route bus fleet, OCTA's fleet of vehicles is beyond its mid-life. All routes are accessible to persons with disabilities. Fixedroute vehicles are scheduled for replacement after a minimum of 18 years of service. OCTA has replaced most of its fleet with vehicles powered by environmentally friendly fuels assigned system-wide. In 2021, OCTA's fixed-route active fleet was composed of 493 Compressed Natural Gas (CNG) buses, 10 Fuel Cell Electric buses, and 20 contingency Diesel-powered buses.

OCTA currently makes use of various vehicle types. Vehicle assignments to particular routes vary due to individual characteristics of each route and assignments are based on the following criteria:

- Size of division and maintenance capabilities
- Passenger loading on the lines
- Equalizing bus series mileage
- Equalizing the percentage of spares by bus series

Particular route operating conditions

An analysis as of the June 2021 service change for the OCTA Fleet Assignment for Minority and Non-Minority routes is provided in **Attachment M**.

A copy of the OCTA Bus Assignment policy is provided in **Attachment N**.

Distribution of Transit Services and Amenities

OCTA does not have decision-making authority over sitting amenities such as bus benches and shelters. Transit amenities are solely installed and maintained by the local city/County of Orange jurisdiction.

SECTION 3: DEMOGRAPHIC DATA MAPS

This section addresses the Program Specific Requirements of Title VI and provides numerous maps, overlays, and summary statistics of the OCTA service area in relation to demographic data from the 2021 American Community Survey.

Demographics and Service Profile

For each Title VI triennial report, OCTA provides numerous maps, overlays, and summary statistics of the OCTA service area, using demographic data from the 2021 American Community Survey. These materials are useful both for describing the current composition of neighborhoods in terms of minority and low-income residents, and for understanding the spatial relationships of these areas in the context of the services that OCTA provides.

Exhibits 1 through 7 present a series of maps and overlays that describe these relationships as required by the Department of Justice, 28 CFR Part 42, Subpart F and the Department of Transportation, 49 CFR Part 21, Title VI of the Civil Rights Act of 1964.

For this report, census data from the 2013-2017 American Community Survey 5-year estimates for each block group within Orange County is used to determine the countywide percentage of minorities (Attachment O). In Orange County, minority residents comprise 58.6 percent of the total county population. countywide average is used as the benchmark to determine whether a specific block group is considered a minority area. Block groups with minority populations that are at or exceed the 58.6 percent average are designated as a minority census block group. These minority areas are mapped and highlighted in **Exhibit 1** and **Exhibit 6** and Attachment O identifying minority transit routes, which are those with over one-third of its total length serving within a minority census block group.

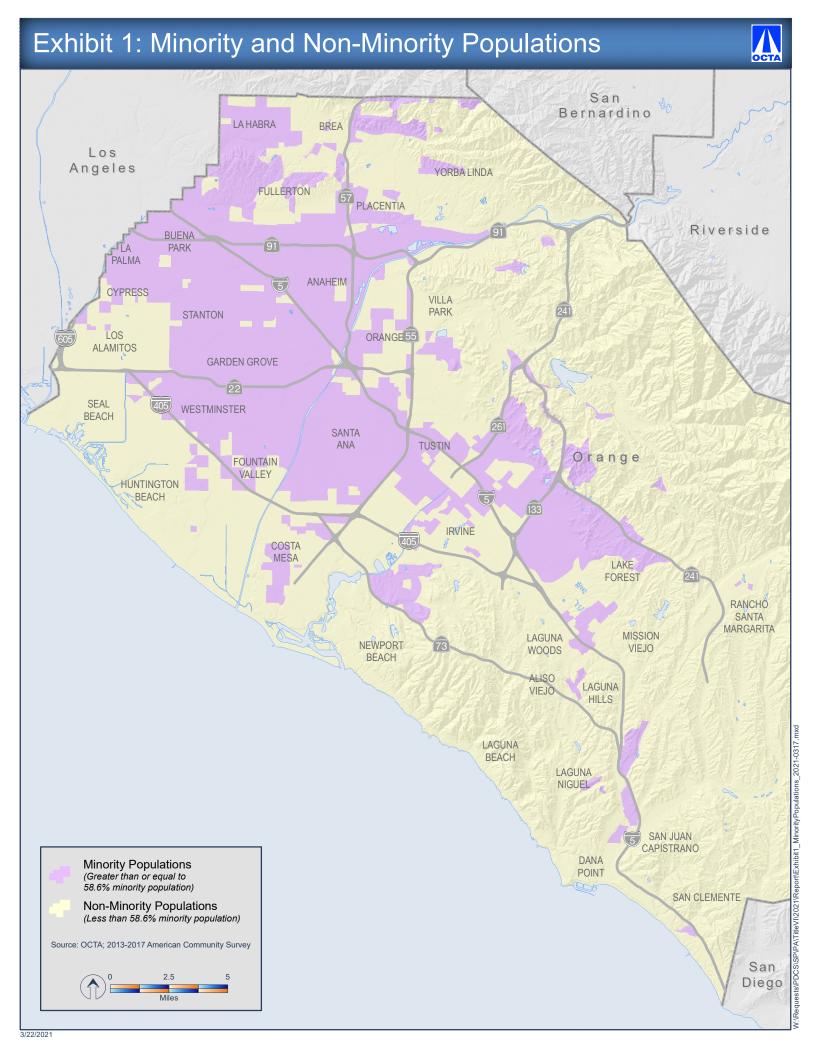
Low-income areas are mapped and highlighted in **Exhibit 7**, which identifies low-income areas as those block groups where the percentage of persons living below 150 percent of the Federal Poverty Guidelines exceeds the countywide average of 19.8 percent.

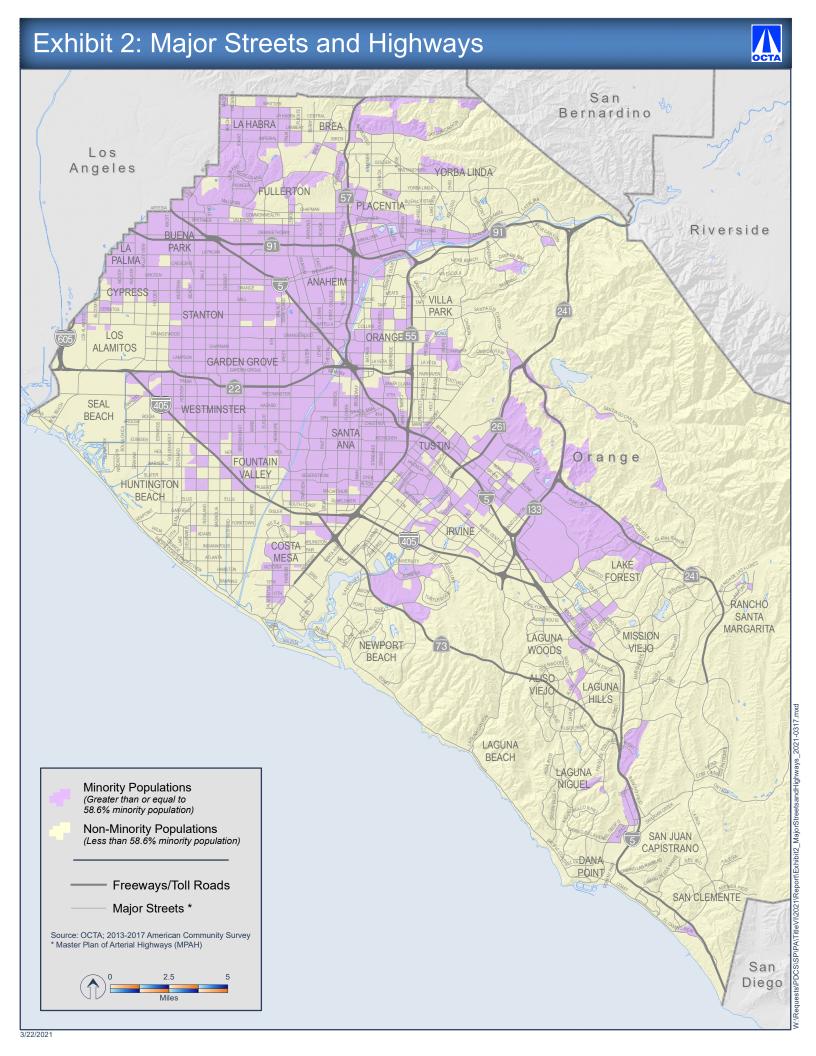
These GIS maps reveal the distribution of minority populations in relation to OCTA's bus services and the extent to which members of minority groups are beneficiaries of OCTA bus services:

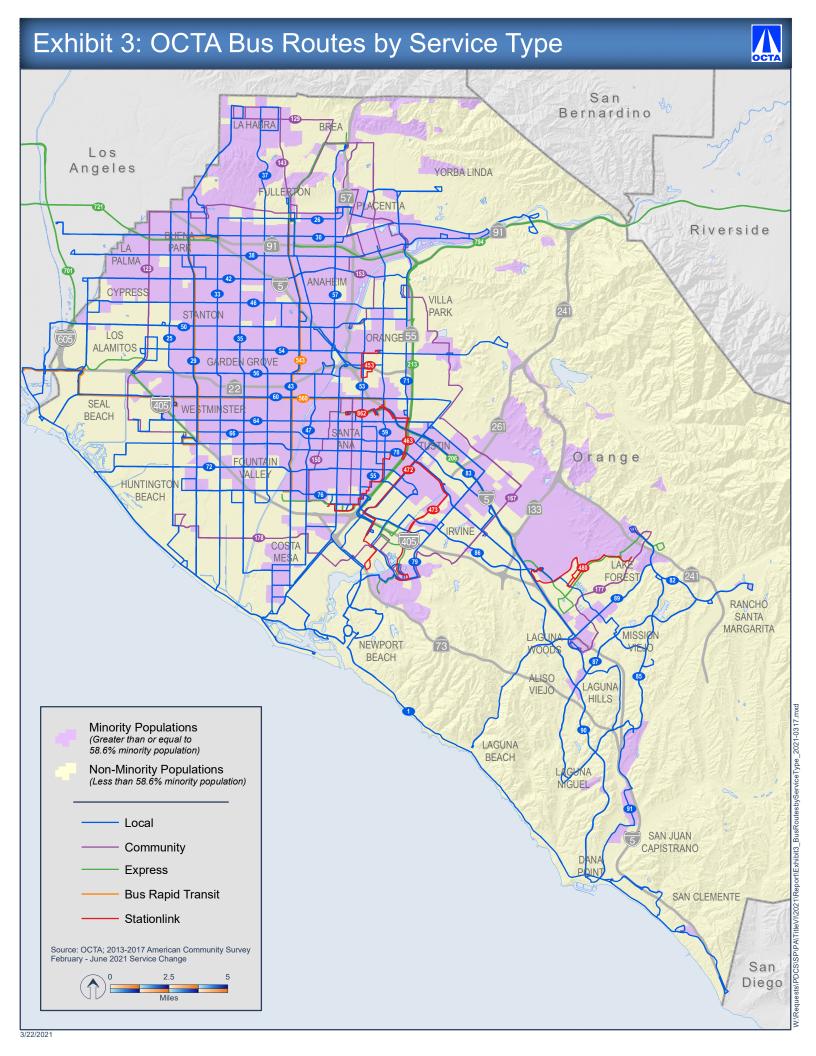
• Exhibit 1: Minority and Non-Minority Populations displays the distribution of minority and non-minority areas within Orange County. distribution is determined by identifying census block groups where the minority population is greater than the countywide average of 58.6 percent.

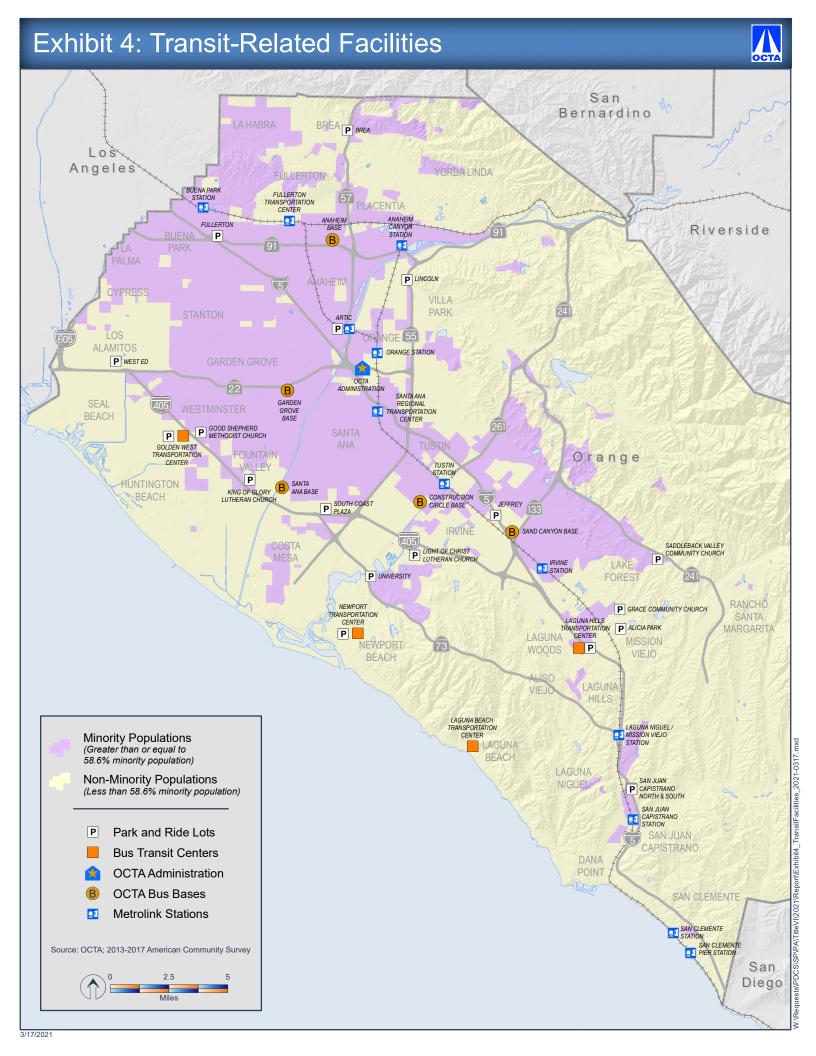
- Exhibit 2: Major Streets and Highways map displays all major streets and highways in Orange County based on the 2021 OCTA Master Plan of Arterial Highways (MPAH). The major streets and highways are shown in relation to the minority and non-minority populations.
- **Exhibit 3: OCTA Bus Routes by Service Type** illustrates OCTA's transit system by route type. Route types include Local, Community, "Stationlink" (rail feeder), Express routes, and the OC Streetcar (currently under construction). The different route types overlay the minority and non-minority populations to reveal their geographic relationship. The bus routes in this map are based on the February through June 2021 service change.
- **Exhibit 4:** Transit-Related Facilities identifies the locations of all key transit-related facilities in relation to the minority and non-minority populations within Orange County. Key transit-related facilities include park and rides, transportation or bus centers, OCTA bus bases, the OCTA administrative offices, Metrolink rail alignment, and Metrolink rail stations.
- **Exhibit 5**: **Major Activity Centers** illustrates the distribution of primary activity centers in relation to minority and non-minority populations within Orange County. Activity centers include concentrations of employment, elementary, middle and high schools, universities, colleges, and hospitals.
- **Exhibit 6:** Minority Bus Routes shows OCTA's local bus routes having one-third or more of their overall length within minority block groups and express or rail feeder routes having minority ridership greater than or equal to 81.2 percent of passengers. Based on OCTA's most recent on-board origin-destination bus survey, it is estimated that 81.2 percent of all riders are minority persons. The bus routes in this map are based on the February 2021 service change.
- **Exhibit 7: Low-Income Populations** displays the distribution of low-income block groups within Orange County based on the percentage of the population below 150 percent of the Federal Poverty Guidelines. countywide average is 19.8 percent.

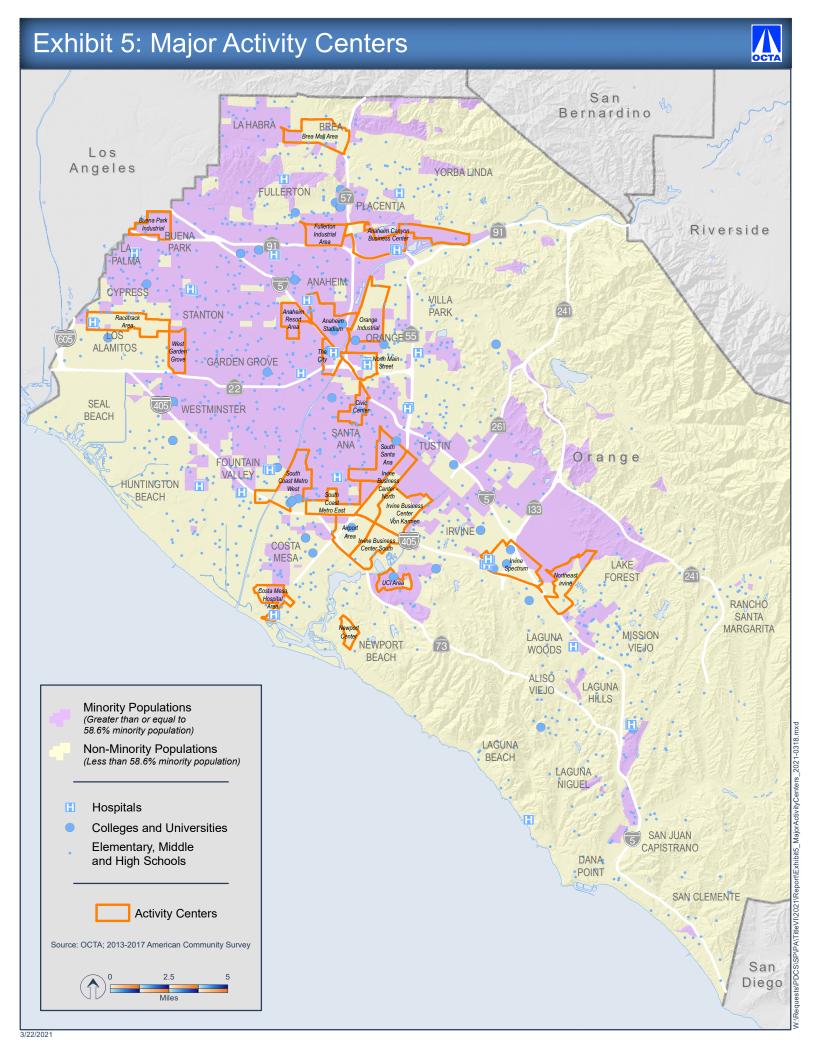
DEMOGRAPHIC MAPS EXHIBITS 1-7

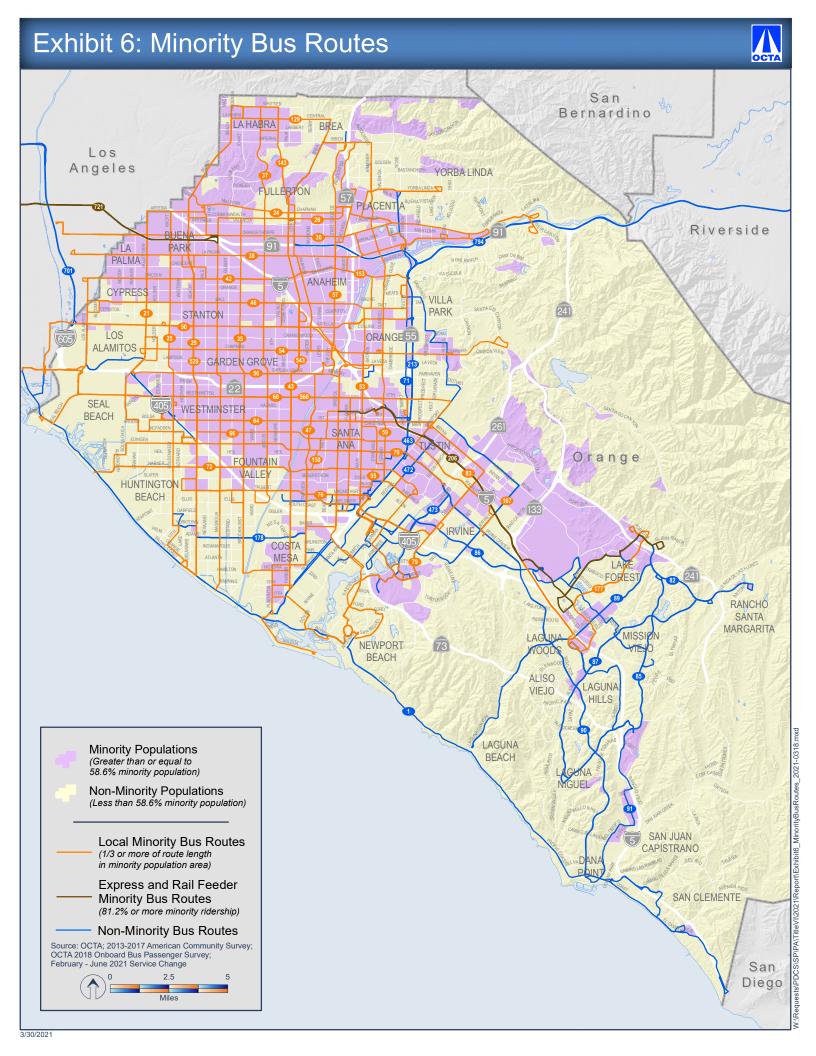


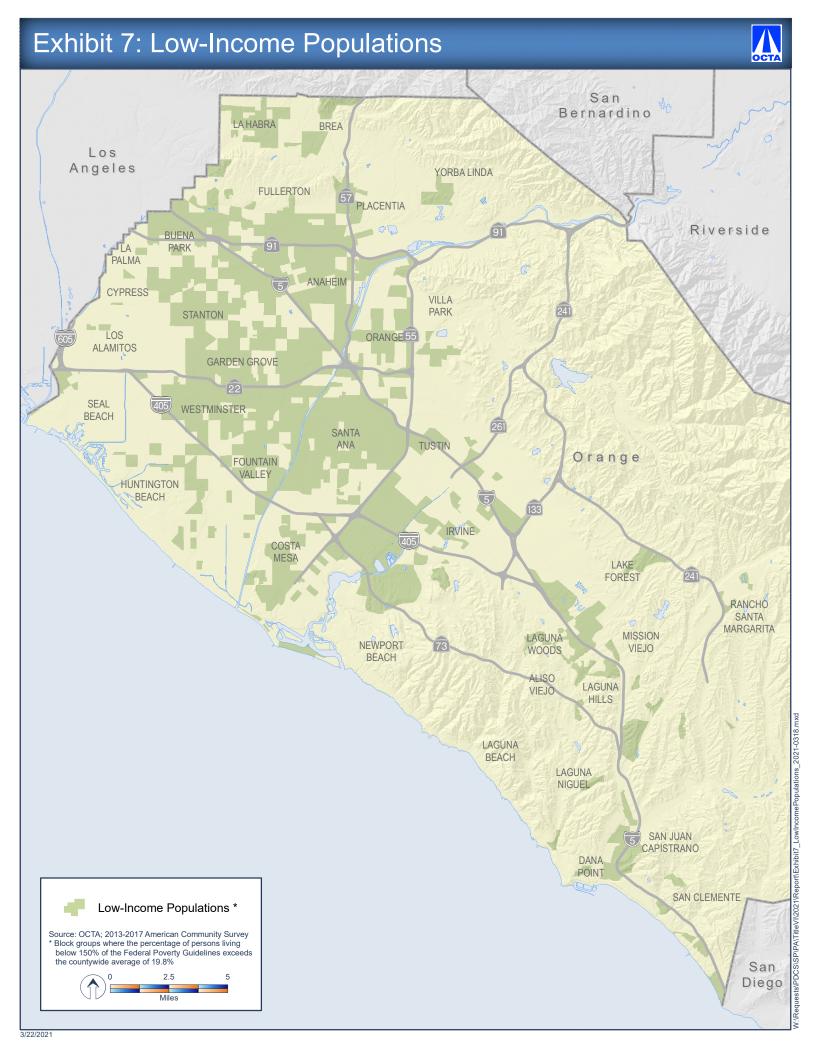












SECTION 4: SERVICE MONITORING

OCTA is the provider of public transportation that operates 50 or more fixed route vehicles in peak service and is located in an UZA (Urbanized Areas) of 200,000 or more in population. In order to ensure compliance with Title VI regulations, the FTA requires OCTA to monitor the performance of its transit system relative to OCTA system-wide service standards and service policies with respect to minority versus non-minority areas not less than once every three years. OCTA has established internal guidelines for ensuring compliance with Title VI as part of its ongoing project management and contract administration efforts.

LEVEL OF SERVICE COMPLIANCE

System-Wide Service Standards

The procedure for examining levels of service as described in the FTA Title VI Guidelines involves comparing system-wide service standards and policies for the system as a whole to individual performance of routes serving minority communities.

Minority persons account for 58.6 percent of the Orange County population. Minority areas are block groups where minority persons make up 58.6 percent or more of all persons in each block group. Local bus routes having one-third or more of their service lengths within minority block groups are considered minority bus routes.

The Route Characteristics Charts in **Exhibits 8–9** show performance results for the OCTA fixed-route system including peak load factor, on-time performance, and vehicle assignment, number of vehicles and average vehicle age. Shaded regions in the chart show minority transit routes.

The discussion that follows provides a briefing of the monitoring results for how OCTA performed in comparison to the system wide service standards identified in Section 2 of this report. It is important to note that the COVID-19 pandemic had a dramatic impact on service operated and transit ridership. The impacts were initially felt when the Governor of the State of California issued the stay-at-home order in March 2020. The pandemic affected service performance.

Vehicle Load

The peak load factor for six routes exceeded the OCTA standard which states that peak load factors should not exceed 130 percent during the peak period and should not exceed 100 percent for other time periods. All routes currently have less than 100 percent average peak loads based on an analysis of Automatic Passenger Counter data from the February 2021 Service Change (Exhibit 8). Vehicle loads have decreased since 2018, due to a significant decline in ridership during the pandemic and social distancing requirements.

On-Time Performance

Since 2013, on-time performance is determined using the Automated Vehicle Locator (AVL) system. AVL data measures all trip times at timepoints for each bus route and the results are compared to the service standards which state that at timepoints, a trip is on-time as long as it is no more than five minutes late and no more than zero minutes early. A bus route's schedule is considered to be on-time if 80 percent of the timepoints measured during the service day are no more than five minutes late and no more than zero minutes early.

An analysis of data for the February 2021 Service Change shows that systemwide on-time performance is at 82 percent which is slightly higher than the 80 percent target (Exhibit 9). Minority routes had an average on-time performance of 82.3 percent while non-minority routes average 79.7 percent.

Vehicle Headway

Vehicle headway is the time interval between buses on a route that helps passengers gauge the waiting time between trips. Similar to passenger loading, headways vary by mode and time of day. Vehicle headways are primarily determined by bus ridership (demand) and are constrained by the availability of resources to operate bus service.

OCTA service standards state that Local and Limited-stop service should operate at least at 30-minute intervals during the service day, and that Community services should operate at least at hourly intervals. Express and Stationlink routes vary according to demand and connections with commuter rail services. Express and Rail Feeder operate during peak commute periods only. The COVID-19 pandemic also had a dramatic impact on vehicle headways. Service was offered to provide essential trips and as demand dictated. Throughout the pandemic, transit ridership remained low, with the highest averaging about 50 percent of pre-COVID-19 for most of the pandemic.

The average morning peak period headway for all OCTA bus routes is about 35-minutes; during afternoon peak period, the interval is approximately 32-minutes. During the midday period, OCTA bus routes operate about every 37-minutes on average.

Even during the pandemic, minority routes operate more frequently than both the system and non-minority routes during all time periods. During the morning peak periods minority routes average 34-minutes between trips and 29-minutes in the afternoon peak period. During the midday, minority bus routes operate about every 31-minutes.

Non-minority routes operate every 50-minutes during the morning peak period and every 54-minutes during the afternoon peak period. Midday intervals average about 59-minutes.

The table below shows the minority and non-minority headways for time-of-day service.

		V					
Route Type	AM Peak	Base (Midday)	PM Peak	Early Eve	Late Eve	Saturday	Sunday
Minority	33.5	305	29.3	408	114.6	41.7	41.0
Non-Minority	50.1	58.7	54.0	64.2	378.0	63.2	68.4
Systemwide	35.1	37.0	31.9	47.0	130.6	43.5	43.2

Transit Accessibility

The table below shows the percentage of minority and non-minority area population and jobs served. OCTA's standard is that bus service should operate within half-mile of 90 percent of the service area population and jobs. For the entire service area, 86.5 percent of population and jobs are currently served by a bus route. The percentage in minority areas is 94.9 percent and it is 78.7 percent in non-minority areas.

	Population & Jobs in Service Area (Orange County)	Population & Jobs within 1/2 Mile of Bus Route	Percent
Minority Areas	2,412,028	2.288,005	94.9%
Non-Minority Areas	2,627,319	2.068,556	78.7%
Total Service Area	5,039,347	4,356,561	86.5%

Service Policies

Vehicle Assignment

During the peak period, 290 buses are operated of which 240 or 83 percent are assigned to minority transit routes. The OCTA fleet average age is approximately 9.0 years. The average age of the vehicles assigned to serve minority routes is approximately 8.3 years. The average of the buses on non-minority routes is 12.6 years (Attachment M). The average vehicle age on minority and non-minority routes had increased from 6.0 years in 2018 to 9.0 years in 2021 because of the natural aging of the fleet. A large portion of the fleet is nearing its 12-year useful life and are programmed for replacement. A contract was executed in 2020 to purchase up to

165 new vehicles, with an option to purchase an additional 134 buses. The next triennial review will reflect a younger fleet.

Customer Service Polls

OCTA polls its customers through on-board surveys on demographic and service issues, including trip destination. OCTA's Bus Customer Satisfaction On-Board Survey was conducted in 2014. The survey results demonstrated approximately half of OCTA's ridership is Hispanic and half utilize the system to commute to and from work and for work related appointments. Additionally, the survey indicated the majority of passengers prefer to receive fixed-route related information in English.

SERVICE STANDARDS RESULTS EXHIBITS 8 & 9

EXHIBIT 8: VEHICLE LOAD ANALYSIS

Average Maximum Vehicle Loads for Local, Community, and Limited-Stop Routes (Feb-21 Service Change)

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			Total Davida	Route Length	Percent of Route	Weekday	Weekday	Weekday	Saturday	Sunday
Route	Route Description	Туре	Total Route	(miles) within	within Minority	AM Peak Average	Base Average	PM Peak Average	Base Average	Base Average
	·		Length (miles)	Minority Area	Area	Max Load %	Max Load %	Max Load %	Max Load %	Max Load %
1	Pacific Coast Highway	Non-Minority	49.15	0.07	0.1%	44.4%	35.9%	40.3%	34.8%	30.5%
	Fullerton PNR - Huntington Beach	Minority	20.42	10.22	50.0%	33.8%	30.8%	34.6%	26.8%	21.7%
	Fullerton PNR - Yorba Linda	Minority	14.44	7.29	50.5%	23.1%	22.8%	23.3%	20.1%	18.6%
	LaHabra-Huntington Beach via Beach	Minority	26.39	18.18		40.3%	40.7%	39.7%	37.8%	36.0%
	Orangethorpe Avenue	Minority	20.59	13.48		37.9%	41.1%	38.6%	35.5%	27.6%
	Magnolia Street	Minority	15.91	9.74	61.2%	37.3%	31.6%	27.7%	26.4%	23.5%
	Brookhurst Street	Minority	22.04	14.26	64.7%	37.0%	46.2%	45.6%	33.5%	28.3%
	Euclid Street	Minority	22.19	15.58		41.5%	40.0%	36.9%	40.7%	36.6%
	La Palma Avenue	Minority	25.88	18.69	72.2%	44.9%	44.5%	48.8%	40.1%	33.8%
	Seal Beach to Orange via Lincoln	Minority	25.71	13.94	54.2%	41.1%	46.9%	44.9%	56.5%	56.7%
	Harbor Boulevard	Minority	18.50	12.92	69.8%	46.0%	43.6%	51.1%	45.4%	42.8%
	Ball Road	Minority	17.07	9.72	57.0%	33.5%	38.2%	41.8%	33.0%	29.5%
	Anaheim/Haster-Fairview	Minority	26.10	18.10	69.4%	44.2%	42.8%	48.0%	43.7%	39.4%
	Katella Avenue	Minority	22.35	9.40		42.4%	45.2%	40.4%	44.9%	37.6%
	Main Street	Minority	14.49	8.84	61.0%	41.2%	47.1%	50.1%	45.5%	38.6%
	Chapman Avenue	Minority	19.10	11.30	59.2%	38.0%	38.2%	38.5%	31.7%	28.4%
	Santa Ana - Costa Mesa - Newport Beach	Minority	21.47	10.98	51.2%	41.3%	42.7%	49.0%	38.4%	34.6%
	Garden Grove Boulevard	Minority	16.19	10.60	65.4%	30.8%	33.8%	33.7%	24.8%	18.8%
	Brea Mall - Newport Transportation Center	Minority	26.07	14.71	56.4%	42.9%	43.7%	49.6%	40.2%	31.7%
	Anaheim to Irvine	Minority	19.88	11.21	56.4%	26.6%	29.3%	34.3%	21.7%	18.3%
	Long Beach-Tustin via 17th/Westminster	Minority	24.48	13.23	54.0%	44.9%	43.3%	43.4%	40.5%	33.1%
	Huntington Beach - Tustin via Bolsa/1st	Minority	15.39	11.68	75.9%	40.6%	43.9%	43.7%	45.3%	39.8%
	Huntingon Beach to Irvine	Minority	19.12	12.92	67.5%	46.9%	48.3%	45.8%	54.8%	55.2%
	Sunset Beach to Tustin Station	Minority	17.44	10.46	60.0%	35.6%	35.1%	37.9%	31.6%	25.6%
	Newport Beach-Yorba Linda via Tustin/Red Hill	Non-Minority	24.65	7.81	31.7%	40.0%	39.9%	44.0%	36.1%	34.0%
	Sunset Beach-Tustin via Warner Avenue	Minority	16.26	9.47	58.3%	42.2%	31.2%	38.5%	26.1%	20.5%
	Huntington Beach-JWA via Talbert/MacArthur	Minority	14.15	6.33	44.7%	15.0%	16.3%	18.2%	20.170	20.070
	Tustin - Newport Beach	Minority	19.91	9.27	46.6%	25.5%	23.0%	24.9%	21.5%	19.6%
	Foothill Ranch - Rancho Santa Margarita	Non-Minority	8.56	1.65	19.2%	15.8%	13.1%	11.7%	21.070	10.070
	Anaheim - Laguna Hills	Minority	28.59	17.55	61.4%	32.7%	25.3%	35.0%	23.6%	20.4%
	Mission Viejo - Dana Point	Non-Minority	13.05	0.19		11.5%	12.9%	13.4%	20.070	20.470
	Costa Mesa - Mission Viejo	Non-Minority	20.53	5.63	27.4%	23.5%	18.6%	26.5%		
	Laguna Niguel - Rancho Santa Margarita	Non-Minority		1.96		22.5%	16.6%	16.3%		
	Laguna Beach - Mission Viejo	Non-Minority		2.83		34.7%	28.8%	36.0%	27.6%	22.1%
	Tustin Station to Dana Point Harbor	Non-Minority	21.75	3.16	14.5%	35.6%	27.6%	36.9%	23.5%	19.1%
	Laguna Hills to San Clemente	Non-Minority	22.07	6.43		32.8%	25.3%	23.9%	21.1%	25.7%
	Huntington Beach - Anaheim	Minority	27.43	14.56		20.1%	19.2%	19.7%	270	25.170
	La Habra - Anaheim Canyon	Minority	14.13	6.63		21.4%	19.9%	24.5%	16.4%	15.1%
	La Habra - Brea via Fullerton	Minority	14.11			18.6%	19.7%	20.3%	15.7%	14.1%
	Santa Ana - Costa Mesa	Minority		pended During CC		.5.070	.5.770	25.070	.0.170	
	StrkMa-BrMILZ former North end of 053	Minority	12.84	6.52		18.4%	15.0%	18.1%	14.7%	12.1%
	Anaheim-Irvine via Santiago/Hewes/Bryan	Non-Minority		6.67		20.7%	16.0%	17.1%	70	
	Foothill Ranch - L.H.T.C.	Minority	11.17	4.49		13.3%	14.0%	16.2%	16.6%	
	Huntington Beach-Irvine via Adams/Birch/Campus	Non-Minority	16.99	1.50		17.0%	14.1%		.0.070	
	Huntington Beach - Irvine	Minority		pended During CC		.11070				
	Fullerton - Santa Ana	Minority	12.74	12.13		29.8%	30.6%	35.5%	33.5%	27.5%
	Santa Ana - Long Beach	Minority		pended During CC		_5.570	23.070	23.070	22.070	2.1070
	Santa Ana Regional Transp Civic Center	Minority	2.11			10.1%	4.8%	8.7%	3.1%	2.5%
				2.11	.00.070	.0.170	7.070	5.1 70	5.170	2.070

Minority persons account for 57.6% of the Orange County population. Minority areas are block groups where minority persons make up 57.6% or more of all persons in each block group. Local bus routes having one-third or more of their service lengths within minority block groups are considered minority bus routes.

Average Maximum Vehicles Loads for Express and Rail Feeder Routes (Feb-18 Service Change)

Route	Description	Туре	Minority Riders	NonMinority Riders	Percent of Minority Riders	Weekday AM Peak Average Max Load %	Weekday Base Average Max Load %	Weekday PM Peak Average Max Load %	Saturday Base Average Max Load %	Sunday Base Average Max Load %
206	Santa Ana - Lake Forest Express	Minority	Temporarily Suspended During COVID Pandemic							
211	Hutington Beach - Irvine Express	Non-Minority	Temporarily Sus	pended During CO	OVID Pandemic					
	Brea - Irvine Express			pended During CO	OVID Pandemic					
	Orange Transportation Center - St. Joseph's Hospital	Non-Minority	30	18	62.5%	10.0%		7.8%		
463	The Depot at Santa Ana - Hutton Center	Non-Minority	17	5	77.3%	6.8%		5.4%		
472	Tustin Station - Irvine Business Complex	Non-Minority	44	21	67.7%	16.6%	13%	15.3%		
473	Tustin Station - UCI	Non-Minority	31	14	68.9%	6.0%		5.6%		
	Irvine Station - Lake Forest	Non-Minority	30	25	54.5%	12.4%		10.4%		
	Huntington Beach - Los Angeles Express	Non-Minority		pended During CO						
721	Fullerton - Los Angeles Express	Minority	Temporarily Sus	pended During CO	OVID Pandemic					
794	Riverside - South Coast Metro Express	Non-Minority	Temporarily Sus	pended During CO	OVID Pandemic					

Minority persons account for 57.6% of the Orange County population. Minority areas are block groups where minority persons make up 57.6% or more of all persons in each block group. Local bus routes having one-third or more of their service lengths within minority block groups are considered minority bus routes.

Minority bus passengers account for 79.0% of all systemwide ridership. Express and feeder routes with 79% or more minority riders are considered minority bus routes.

Туре	Maximu Weekday AM Peak Average Max Load %	m Vehicle Loads Weekday Base Average Max Load %	Title VI Comparise Weekday PM Peak Average Max Load %	Saturday Base Average Max Load %	Sunday Base Average Max Load %
Minority	52%	55%	52%	50%	46%
Non-Minority	43%	40%	44%	45%	47%
Systemwide	50%	52%	51%	50%	46%

EXHIBIT 9: ON-TIME PERFORMANCE ANALYSIS

	On-Time Performance for Lo	cal, Communi	ty, and Limited-			ange)	
			Total Route	Route Length	Percent of Route		On-Time
Route	Route Description	Туре	Length (miles)	(miles) within	within Minority	Total Timepoints	Percentage
			, , ,	Minority Area	Area		ŭ
	Pacific Coast Highway	Non-Minority	49.15	0.07	0.1%	39,011	69.4%
	Fullerton PNR - Huntington Beach	Minority	20.42	10.22	50.0%	24,633	73.2%
26	Fullerton PNR - Yorba Linda	Minority	14.44	7.29	50.5%	21,420	77.4%
	LaHabra-Huntington Beach via Beach	Minority	26.39	18.18	68.9%	85,582	75.4%
	Orangethorpe Avenue	Minority	20.59	13.48	65.4%	29,344	77.3%
	Magnolia Street	Minority	15.91	9.74	61.2%	14,994	74.4%
	Brookhurst Street	Minority	22.04	14.26	64.7%	44,320	77.7%
	Euclid Street	Minority	22.19	15.58	70.2%	56,900	84.9%
	La Palma Avenue	Minority	25.88	18.69	72.2%	39,312	78.1%
	Seal Beach to Orange via Lincoln	Minority	25.71	13.94	54.2%	68,180	76.7%
	Harbor Boulevard	Minority	18.50	12.92	69.8%	106,613	88.5%
	Ball Road	Minority	17.07	9.72	57.0%	24,990	84.0%
	Anaheim/Haster-Fairview	Minority	26.10	18.10	69.4%	103,432	76.1%
	Katella Avenue	Minority	22.35	9.40	42.0%	70,136	89.8%
-	Main Street	Minority	14.49	8.84	61.0%	95,064	90.0%
	Chapman Avenue	Minority	19.10	11.30	59.2%	56,166	88.2%
	Santa Ana - Costa Mesa - Newport Beach	Minority	21.47	10.98	51.2%	63,514	80.6%
	Garden Grove Boulevard	Minority	16.19	10.60	65.4%	24,990	84.7%
	Brea Mall - Newport Transportation Center	Minority	26.07	14.71	56.4%	140,606	79.9%
	Anaheim to Irvine	Minority	19.88	11.21	56.4%	32,848	71.8%
	Long Beach-Tustin via 17th/Westminster	Minority	24.48	13.23	54.0%	112,497	84.7%
	Huntington Beach - Tustin via Bolsa/1st	Minority	15.39	11.68	75.9%	99,918	86.4%
	Huntingon Beach to Irvine	Minority	19.12	12.92	67.5%	93,401	81.5%
	Sunset Beach to Tustin Station	Minority	17.44	10.46	60.0%	53,672	78.7%
	Newport Beach-Yorba Linda via Tustin/Red Hill	Non-Minority	24.65	7.81	31.7%	41,706	70.2%
	Sunset Beach-Tustin via Warner Avenue	Minority	16.26	9.47	58.3%	29,484	79.0%
	Huntington Beach-JWA via Talbert/MacArthur	Minority	14.15	6.33	44.7%	13,104	87.1%
	Tustin - Newport Beach	Minority	19.91	9.27	46.6%	27,608	90.5%
	Foothill Ranch - Rancho Santa Margarita	Non-Minority	8.56	1.65	19.2%	6,804	87.1%
	Anaheim - Laguna Hills	Minority	28.59	17.55	61.4%	37,133	86.7%
	Mission Viejo - Dana Point	Non-Minority	13.05	0.19	1.5%	10,752	94.3%
	Costa Mesa - Mission Viejo	Non-Minority	20.53	5.63	27.4%	21,168	84.2%
	Laguna Niguel - Rancho Santa Margarita	Non-Minority	15.85	1.96	12.4%	10,920	81.9%
	Laguna Beach - Mission Viejo	Non-Minority	14.48	2.83	19.6%	16,570	75.7%
	Tustin Station to Dana Point Harbor	Non-Minority	21.75	3.16	14.5%	13,925	80.9%
	Laguna Hills to San Clemente	Non-Minority	22.07	6.43	29.1%	31,938	86.9%
	Huntington Beach - Anaheim	Minority	27.43	14.56	53.1%	27,384	84.2%
	La Habra - Anaheim Canyon	Minority	14.13	6.63	46.9%	18,644	71.4%
	La Habra - Brea via Fullerton	Minority	14.11	9.23	65.4%	12,636	77.0%
	Santa Ana - Costa Mesa	Minority			COVID Pandemic		
	StrkMa-BrMILZ_former North end of 053	Minority	12.84	6.52	50.8%	16,480	84.6%
	Anaheim-Irvine via Santiago/Hewes/Bryan	Non-Minority	24.09	6.67	27.7%	18,900	84.8%
	Foothill Ranch - L.H.T.C.	Minority	11.17	4.49	40.2%	12,916	90.2%
	Huntington Beach-Irvine via Adams/Birch/Campus	Non-Minority	16.99	1.50	8.8%	16,464	84.3%
	Huntington Beach - Irvine	Minority			COVID Pandemic		
	Fullerton - Santa Ana	Minority	12.74			44,982	86.2%
	Santa Ana - Long Beach	Minority			COVID Pandemic		
862	Santa Ana Regional Transp Civic Center	Minority	2.11	2.11	100.0%	17,850	89.6%

Minority persons account for 57.6% of the Orange County population. Minority areas are block groups where minority persons make up 57.6% or more of all persons in each block group. Local bus routes having one-third or more of their service lengths within minority block groups are considered minority bus routes.

On-Time Performance for Express and Rail Feeder Routes (Feb-21 Service Change)

	On-Time Performance	ior Express a	na Kali Feeder K	coutes (Feb-21	Service Change)		
Route	ute Description		Minority Riders	NonMinority	Percent of Minority	Total Timopoints	On-Time
Roule	Description		Millionly Riders	Riders	Riders	Total Timepoints	Percentage
206	Santa Ana - Lake Forest Express	Minority	Temporarily Sus	pended During	COVID Pandemic		
213	Brea - Irvine Express	Non-minority	Temporarily Sus	pended During	COVID Pandemic		
453	Orange Transportation Center - St. Joseph's Hospital	Non-minority	30	18	62.5%	2,520	97.9%
463	The Depot at Santa Ana - Hutton Center	Non-minority	17	5	77.3%	3,024	87.7%
472	Tustin Station - Irvine Business Complex	Non-minority	44	21	67.7%	1,680	86.1%
473	Tustin Station - UCI	Non-minority	31	14	68.9%	1,512	92.9%
480	Irvine Station - Lake Forest	Non-minority	30	25	54.5%	756	97.6%
701	Huntington Beach - Los Angeles Express				COVID Pandemic		
721	Fullerton - Los Angeles Express	Minority	Temporarily Sus	pended During	COVID Pandemic		
794	Riverside - South Coast Metro Express	Non-minority	Temporarily Sus	pended During	COVID Pandemic		

Express and feeder routes with 81.2% or more minority riders are considered minority bus routes.

On-Time Performance Title VI Comparison				
Type	Total	On-Time		
туре	Timepoints	Percentage		
Minority	1,702,903	82.3%		
Non-Minority	237,650	79.7%		
Systemwide	1,940,553	82.0%		

SECTION 5: SERVICE CHANGES

In accordance with FTA Circular 4702.1B, effective October 1, 2012, transit providers operating 50 or more fixed route vehicles during peak hours of service and serving a population of Urbanized Area (UZA) of 200,000 or greater must evaluate prior performance, and all proposed changes that exceed the transit provider's major service change threshold. The purpose of the evaluation is to determine whether those proposed changes will have a discriminatory impact.

To comply with this FTA requirement, transit providers must adopt the following three policies:

- Major Service Change Policy
- Disparate Impact Policy
- Disproportional Burden Policy

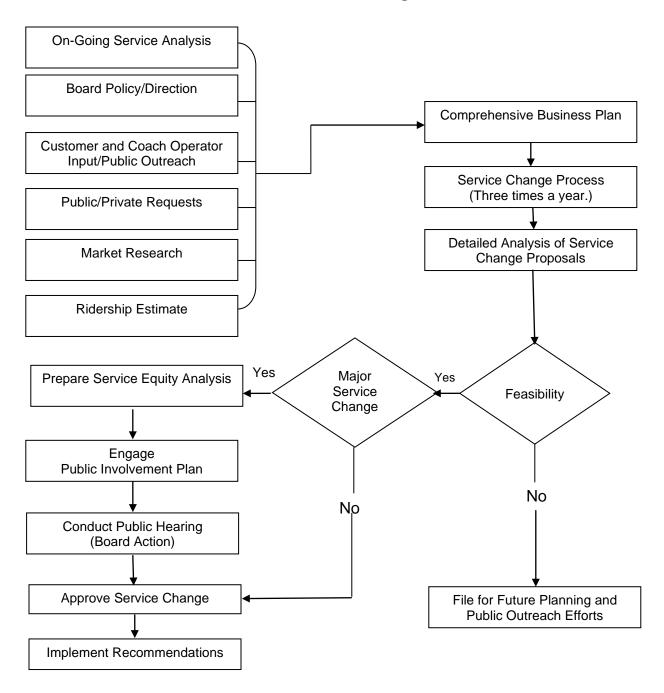
The OCTA Service and Fare Change Evaluation Policy (Policy) defines what actions constitute a major change and are therefore subject to a service or fare Title VI equity analysis prior to implementation. The Policy establishes a threshold for determining when proposed change(s) result in a disparate impact on minority populations and/or a threshold for determining when the proposed change(s) have a disproportional burden borne by a low-income population.

A copy of the 2019 Service and Fare Change Evaluation Policy is provided in **Attachment P**.

Changes in Service

As of July 12, 2010, annual service changes occur three times a year in February, June, and The major elements of the decision-making process that are utilized in the development of the OCTA service change programs are illustrated below:

Fixed-Route Service & Fare Change Evaluation Process



OCTA is committed to improving bus service for the benefit of all its customers. The chart below lists the service changes and/or fare increases/decreases since the filing of the previous Title VI report in October 2018.

List of Service & Fare Changes Since October 2018

Service Change	Description				
October 2018 Service Changes	Minor Service Change - minor adjustments to bus schedules in response to customer and coach operator input and increase efficiency.				
February 2019 Service Changes	Minor Service Change - minor adjustments to bus schedules in response to customer and coach operator input and increase efficiency				
June 2019 Service Changes	Minor Service Change - minor adjustments to bus schedules in response to customer and coach operator input and increase efficiency				
October 2019 Service Changes	Major Service Change – Phase 1 of the OC Bus 360° service improvement action plan				
February 2020 Service Changes	Major Service Change – Phase 2 of the OC Bus 360° service improvement action plan				
June 2020 Service Changes	Minor Service Change - minor adjustments to bus schedules in response to customer and coach operator input and increase efficiency				
October 2020 Service Changes	Minor Service Change - minor adjustments to bus schedules in response to customer and coach operator input, and increase efficiency				
February 2021 Service Changes	Major Service Change due to COVID-19 temporary service reduction passing the 12-month threshold.				

A copy of the equity analysis report, public outreach efforts and signed Board meeting minutes approving the OC Bus 360 Bus Service Plan for the October 2019 and February 2020 service changes is provided in **Attachment G**.

A copy of the February 2021 Bus 12-Month Reduction of Service Plan as due to the COVID-19 pandemic equity analysis, public outreach efforts, and Board meeting minutes approving the service change is provided in **Attachment H**.

CONCLUSION

OCTA is committed to the enforcement of United States DOT Title VI regulations and will provide the most effective and efficient transit services possible, with full accountability to the constituency it serves. Through these established service standards and policies, OCTA will ensure that no person or group of persons shall be discriminated against with regard to the routing, scheduling, or quality of transit service on the basis of race, color, or national origin and make efforts to alleviate barriers such as language or income to OCTA services, programs, and information.

OCTA Title VI Plan Attachments

FTA Fiscal Year 2021 Certifications and Assurances

Certifications and Assurances

Fiscal Year 2021

FEDERAL FISCAL YEAR 2021 CERTIFICATIONS AND ASSURANCES FOR FTA ASSISTANCE PROGRAMS

	(Signature pages alternate to providing Certifications and Assuran	ices in TrAMS.)
Name	of Applicant: Orange County Transportation Authority	
The A	pplicant certifies to the applicable provisions of categories 01–21.	<u> </u>
	Or,	
The A	pplicant certifies to the applicable provisions of the categories it has	s selected:
Cate	gory	Certification
01	Certifications and Assurances Required of Every Applicant	
02	Public Transportation Agency Safety Plans	
03	Tax Liability and Felony Convictions	
04	Lobbying	
05	Private Sector Protections	
06	Transit Asset Management Plan	
07	Rolling Stock Buy America Reviews and Bus Testing	
08	Urbanized Area Formula Grants Program	
09	Formula Grants for Rural Areas	
10	Fixed Guideway Capital Investment Grants and the Expedited Project Delivery for Capital Investment Grants Pilot Program	
11	Grants for Buses and Bus Facilities and Low or No Emission Vehicle Deployment Grant Programs	

Certif	ications and Assurances	Fiscal Year 2021
12	Enhanced Mobility of Seniors and Individuals with Disabilities Programs	
13	State of Good Repair Grants	
14	Infrastructure Finance Programs	
15	Alcohol and Controlled Substances Testing	
16	Rail Safety Training and Oversight	
17	Demand Responsive Service	
18	Interest and Financing Costs	
19	Construction Hiring Preferences	
20	Cybersecurity Certification for Rail Rolling Stock and Operations	
21	Tribal Transit Programs	

FEDERAL FISCAL YEAR 2021 FTA CERTIFICATIONS AND ASSURANCES SIGNATURE

PAGE

(Required of all Applicants for federal assistance to be awarded by FTA in FY 2021)

AFFIRMATION OF APPLICANT

Name of the Applicant: Orange County Transportation Authority

BY SIGNING BELOW, on behalf of the Applicant, I declare that it has duly authorized me to make these Certifications and Assurances and bind its compliance. Thus, it agrees to comply with all federal laws, regulations, and requirements, follow applicable federal guidance, and comply with the Certifications and Assurances as indicated on the foregoing page applicable to each application its Authorized Representative makes to the Federal Transit Administration (FTA) in federal fiscal year 2021, irrespective of whether the individual that acted on his or her Applicant's behalf continues to represent it.

FTA intends that the Certifications and Assurances the Applicant selects on the other side of this document should apply to each Award for which it now seeks, or may later seek federal assistance to be awarded during federal fiscal year 2021.

The Applicant affirms the truthfulness and accuracy of the Certifications and Assurances it has selected in the statements submitted with this document and any other submission made to FTA, and acknowledges that the Program Fraud Civil Remedies Act of 1986, 31 U.S.C. § 3801 et seq., and implementing U.S. DOT regulations, "Program Fraud Civil Remedies," 49 CFR part 31, apply to any certification, assurance or submission made to

Certifications and Assurances

Affirmation, signed by the attorney and dated this federal fiscal year.

Fiscal Year 2021

connection with a federal public transportation program authorized by 49 U.S.C. ch	apter 53 or any other statute			
In signing this document, I declare under penalties of perjury that the foregoing Cer any other statements made by me on behalf of the Applicant are true and accurate.	tifications and Assurances, and			
SignatureLance M. Larson				
Name Lance M. Larson, Executive Director, Government Relations	_Authorized Representative of Applican			
AFFIRMATION OF APPLICANT'S ATTORNE	Y			
For (Name of Applicant): Orange County Transportation Authority				
As the undersigned Attorney for the above-named Applicant, I hereby affirm to the Applicant that it has authority under state, local, or tribal government law, as applicable, to make and comply with the Certifications and Assurances as indicated on the foregoing pages. I further affirm that, in my opinion, the Certifications and Assurances have been legally made and constitute legal and binding obligations on it.				
I further affirm that, to the best of my knowledge, there is no legislation or litigation might adversely affect the validity of these Certifications and Assurances, or of the assisted Award.	performance of its FTA			
Signature	Date: <u>2/22/2/</u>			
Name James M. Donich, General Counsel	_Attorney for Applicant			
Each Applicant for federal assistance to be awarded by FTA must provide an Affirm	nation of Applicant's Attorney			
pertaining to the Applicant's legal capacity. The Applicant may enter its electronic				
Attorney's signature within TrAMS, provided the Applicant has on file and uploaded	d to TrAMS this hard-copy			

FTA. The criminal provisions of 18 U.S.C. § 1001 apply to any certification, assurance, or submission made in

Notification of Protection Under Title VI

This is a sample of the interior vehicle permanent placard which includes Title VI information in multiple languages.



This is a sample of the Title VI Notice of Protection brochure in English and Spanish.

El Titulo VI de la Ley de Derechos Civiles de 1964 establece que l'iniguna persona en los Estados Unidos, por motivos de raza, cobr u origen, será excluida de la participación, se le negarán beneficios, ni estará sujeta a discriminación en ningún programa o actividad que reciba asistencia financiera federal",

Nuestra Politica
Como benefecior de franciamiento federal Chrange
Courty, Timeportation Authority (CCTA), asegura tue,
todos as sa servicio, programa y authoristicales, y las
de sus sub beneficiarios, se brinden y administran
de manera justa, si impottar raza, color, origen ni
attuación aconómica. CCTA também se armesa por
regionarios sobre conunidates ministrativa y de
bajos recursos, Además, CCTA toma medidas
acrovables para biendra caceos reprotatre a
programas a personas con un dominio limitado
del regias, CCTA também porte ha la termidación,
sobre control cale programa de la regionario del regionario del



¿Quién Puede Presentar una Reclamación en Relación con el Titulo VII cultajor person a que orea que ella en particular o como mientro de un grupo especifico de persona ha aido victimo del decriminación por su raza, color, origen u de interior de claises portegidas, puede presentar una reclamación por escrito anto COTA o la Socionativa de Timporte (Societary of Timpoportation (DVT)).

Procedimientos Para la Presentación de Quejas de Derechos Civiles Se debe presentar una redamención por escrito y firmada dentro de los 180 días luego de la fecha de la supuesta discriminación. La reclamación debe contener la siguiente información:

- Su nombre, dirección y número telafónico. Si usted presenta la redamación en nombre de otra persona, incluya el nombre, dirección, número de teléfono de dicha persona y su relación con ela (por ejemplo, amigo, cuidador, padre, etc.).
- El nombre y dirección de la agencia, programa u organización que usted cree que lo discriminó.
- Su firma.

OCTA insista que quejas deben ser inicialmente presentadas con el OCTA para su resolución, sino una queja puede ser presentada con el FTA o DOT.

¿A Quién Debo Informar Sobre Mi Reclamación?
Los demandantes deben presentar una reclamación por escrito y firmada directamente ante OCTA, o ante la/s oficina/s de la FTA y/o la DOT que se identifican a contrusación:

- Maggie McJltron
 Human Resources & Organizational Development
 Orange Courty Transportation Authority
 500 South Main Street
 PO, Dox 11419
 Orange, CA 92863-1584
 Orange, CA 92863-1684
 Dirección de correo electrónico:
 tillevi-inquiries@octa.net Maggie McJiton
- teal-riquinsesuccia.net
 Department of Transportation, Office of Civil
 Flights (Departamento de Transporte,
 Officia de Devoctos Civiles)
 Tale V Program Coordinator
 (Coordinator of Programs del Triulo VI)
 East Bulding, 5th Prior TCR
 1200 New Jersey, Avis, SE
 Washington, DC 20590

Si unted no puede o es incapaz de presentar una declaración por escrito, se puede hacer una reclamación nal acobre la discriminación. Comuniques al 714-636-FIDE (pocion 2) y habite con un Representante del Sarvicio de Autorión al Clente, El demandante será entrevistado por el empleado consepondiente autoridado para están reclamaciones, comespondiente autoridado para están reclamaciones, comespondiente autoridado para están reclamaciones, comespondiente autoridado para entre reclamaciones cardes de encertas. Se hindradar servicios gratutas de traducción a todos las demandantes que tengan domino instatos de Ingles. Sin entregan, todas las enclamaciones deben ser firmadas por el demandante o su representante.

Para más información sobre el Titulo VI o para descappe al procedimiento de reclamaciones y el formulario de reclamaciones para impririr, viete nuestro sito de Internet www.octa.net/title/U, Si tene más preguntas sobre el Titulo VI, puede envietes por como electrónico a titule-inquiries@octa.net o tamar al departemento de atención al cliente de OCTA al 714-636-RIDE (opción 2).











Orange County Transportation Authority 550 South Main Street, Orange, CA 92863



Title VI of the Civil Rights Act of 1964

provides that "no person in the United States shall, on the grounds of race, color, or nation of origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance."

receiving federal francial assistance."

Our Policy

Our Policy

As a respert of federal funding, Orange County

As a respert of federal funding, Orange County

Temporation Authority (COTA) assesses that all of

its senices, programs, and achietise and that of

its senices, programs, and achietise and that of

its sub-explemet, are provided and achietise and that

for conomic status. COTA also makes efforts

to prevent descrimination through the impacts

of its programs on minority and love-income

populations, in addition, COTA takes reasonable

for persons with limited English proficiency,

Further, COTA prohibits Intimidation, corection,

or engagement in other discriminatory conduct

agent any note because he or a fels he sight a



Who May File a Title VI Complaint?

Who May rise a rise in the content of the content o

Procedures for Filing
Civil Rights Complaints
A signed complaint must be fled within 180 days
after the date of the alleged discrimina tion. The
complaint must include the following information:

- Your name, address, and telephone number. If you are fling on behalf of another person, include their name, address, telephone number and your relationship to the complainant (e.g. friend, caregiver, parent, etc.)
- The name and address of the agency, program or organization that you believe discriminated against you.
- A description of how, why, and when you believe you were discriminated against. Include as much background information as possible about the alleged act(s) of discrimination.

OCTA encourages complaints to be initially filed with the OCTA for resolution but a complaint may be filed with the FTA or DOT.

Who Should I Report My Complaint To?

Complaint 10?
Complainants may submit a signed written complaint directly to OCTA or to the FTA and/or DOT office(s) identified below:

- Maggie McJilton
 Human Resources & Organizational Development Human Resources & Organizational Dev Orange County Transportation Authority 550 South Main Street P.O. Box 14184 Orange, CA 92863-1584 e-mail: titlev-inquiries@octa.net
- Department of Transportation, Office of Civil Rights Title VI Program Coordinator East Building, 5th Floor TCR 1200 New Jassey Ave., SE Washington, DC 20590

watnington, IL 2 design.

Flyou are unable or incapable of providing a written statement, a verbal complaint of discrimination was the made, Rease contact 714-68-96-BIDE (prior to) and speak with a Customer Relations Representative. The complaints will be interevened by an aporporate official authorized for sease complaints, if necessary, the official can assist the complaints in concentry world complaints to writing, then translation services are complaints. The complaints will be complainted in the configuration and the complaints of the compla

For more Title VI information or to download the complaint procedure and printable complaint form, visit our website at www.octa.net/titleVI. Additional Title VI inquiries can be submitted via e-mail at title—inquiries@cota.net or by contacting the OCTA Customer Relations department by calling 714-636-RIDE (option 2).

A complaint may be fled in person at the OCTA Headquarter Offices at Orange County Transportation Authority 550 South Main Street, Orange, CA 92863

October 2019



ORANGE COUNTY
TRANSPORTATION AUTHORITY

SUS DERECHOS DE ACUERDO CON EL TÍTULO VI DE LA **LEY DE DERECHOS CIVILES DE 1964**









This is a sample of an OCTA bus book which includes Title VI protection information in English and Spanish.

INFORMATION

QUESTIONS AND HOURS OF OPERATION		Mon-Fri	Sat/Sun	Holidays
OC Bus is here to help. If you have questions or concerns you can always call the OC Bus Customer	Trip Planning	7-7	8-6	8-5
Information Center at 714-636-RIDE (7433). Bilingual	Customer Service	8-5	Closed	Closed
operators are available to help. Hours of operation	Pass Sales	8-2	Closed	Closed
are noted to the right.				

CONTACTING US

If you have comments, concerns, or suggestions about OC Bus service, contact Customer Relations by:

E-mail: customers@octa.net Web: octa.net/comment Monday – Friday from 8am to 5pm

714, 949 or 800-636-RIDE (7433), extension 2 P.O. Box 14184 Orange, CA 92863

CUSTOMER CONDUCT POLICY

Violent, illegal or disruptive conduct will not be tolerated on board the vehicle. Violators will be prosecuted to the fullest extent of the law in accordance with:

- Penal Code Sections 171.7, 594, 640, 640.5 and 16590
- Public Utilities Code Sections 99155 and 99170
- Vehicle Code Section 407.5 For more information, please visit ocbus.com/customerconduct

CUSTOMER SERVICE POLICY

OCTA is committed to providing safe, reliable, courteous, accessible and user-friendly services to its customers. To ensure quality and fairness, OCTA will make reasonable modifications to its policies, practices and procedures, where neces and procedures, where necessary, to avoid discrimination on the basis of disability or where the individual with a disability would otherwise be unable to use OCTA services, programs or activities. For additional information about reasonable modification requests, please visit ocbus.com/ reasonablemodification.

ACCESS SERVICE

ACCESS SERVICE

ACCESS Service is OCTA's paratransit service for persons with a disability resulting in functional limitations that prevent them from using the regular bus system. In order to use the service, you must schedule an ACCESS in-person assessment, please call ACCESS Eligibility at 714-560-5956 Ext. 2, and meet the Americans with Disabilities Act (ADA) criteria.

Reserving ACCESS

To reserve or cancel an ACCESS trip, check on the status of a ride, or for general ACCESS information, call ACCESS at:

877-OCTA-ADA (628-2232) TDD phone for the hearing impaired 800-564-4ADA (4232)

ACCESS Information is also available at ocbus.com.

ACCESS Phone Hours

Monday through Friday 7:00 a.m. – 5:00 p.m. Saturday, Sunday and Holidays 8:00 a.m. – 5:00 p.m.

8:00 a.m. – 5:00 p.m.
For information about older adult programs and services, contact the Office on Aging Information and Assistance Call Center at 800-510-2020 or 714-567-7500.
Or visit their website at officeonaging.ocgov.com

CALIFORNIA SERVICE DOG FRAUD LAW

If someone attempts to pose a regular pet as a **service dog**, the maximum **penalty** is a \$1,000 fine and up to six months in jail. • Penal code 365.7

NOTIFICATION OF TITLE VI

Title VI of the Civil Rights Act of 1964 provides that "no person in the United States shall, on the grounds of race, color or nation of origin, be excluded color or nation of origin, be excluded from participation in, be denied the benefits of or be subjected to discrimination under any program or activity receiving federal financial assistance."

Any person who believes that he or any specific class of persons, has been individually, or as a member of any specific class of persons, has been subjected to discrimination on the basis of race, color, national origin or other protected-class interests may file a written complaint with the Orange County Transportation Authority (OCTA), the Federal Transit Administration (FIA) or the Secretary of Transportation. Further, OCTA prohibits intimidation, coercion, or engagement in other discriminatory conduct against anyone because hay one sha filed a complaint to secure rights protected by Title VI. Any person who believes that he or rights protected by Title VI.

E-mail: TitleVI-Inquiries@octa.net

Customer Relations: 714-636-RIDE (7433)

Hearing Impaired: 714-636-HEAR (4327) TDD

OCTA LOST & FOUND

OCIA LUSI & FOUL
Address:
11903 Woodbury Road
Garden Grove, CA 92843
Phone: (714) 650-5934
Hours:
130 p.m. – 4:00 p.m.
Friday Pickup by appointment only

INFORMACÍON

PREGUNTAS Y HORAS DE OPERACIÓN Mon-Fri Sat/Sun Holidays OC Bus está aquí para ayudar**l**e. Si usted tiene preguntas o preocupaciones, usted siempre puede llamar a la OC Planificación de viaje cerrado 8-5 cerrado Servicio de atencion al cliente del pase Bus Centro de Información al Cliente al 714-636-Ride (7433). Los operadores bilingües están disponibles para Ventas del pase contestar sus preguntas. Las horas de operación se observan a la derecha.

CONTACTE CON NOSOTROS Si tiene comentarios, algun problema o sugerencia acerca de nuestro servicio, póngase en contacto con El Departamento de relaciones con los clientes por:

La Web: octa.net/comment **Telefono:** Lunes - Viernes de 8am a 5pm 714, 949 or 800-636-RIDE (7433),

Correo: P.O. Box 14184 Orange, CA 92863

POLÍTICA DE CONDUCTA DEL CLIENTE La conducta violenta, ilegal o disyuntiva no será tolerada a bordo del vehículo. Los infractores serán perseguidos con todo el rigor de la ley, de acuerdo con:

- Código Penal Secciones 171.7, 594, 640, 640,5 y 16.590
- Código de Servicios Públicos de las Secciones 99155 y 99170
- Código de Vehículos de la Sección 407 5

Para obtener más información, visite

PÓLIZA DE SERVICIO AL CLIENTE

POLIZA DE SERVICIO AL CLIENTE LA Autoridad de Transporte del Condado de Orange (OCTA) se compromete a proporcionar servicios segunos, fiables, amables, accesibles y faciles de usar para sus clientes Para quantizar la calidad y la equidad, la OCTA hará modificaciones razonables a sus políticas, prácticas y procedimientos, cuando sea necesario, para evitar la discriminación por motivos de discapacidad o cuando la persona con discapacidad, de otro modo no podrá utilizar los servicios de OCTA, programas o actividades.

Para obtener información adicional acerca de las solicitudes de modificación

SERVICIO ACCESS

SERVICIO ACCESS
El servicio ACCESS es el servicio de paratránsito de OCTA para personas con una incapacidad (debido a limitaciones funcionales) que no pueden usar el sistema regular del autobús. Para poder utilizar este servicio, deberá hacer una cita de evalvación en persona con ACCESS. Enscript l'Insera le libera de li libera de la libera de l'Insera le libera de l'Inse ACCESS, favor de llamar a la linea de elegibilidad de ACCESS al 714-560-5956 Ext. 2, y cumplir los criterios del Acta de Americanos Discapacitados (ADA, Americans with Disabilities Act).

Reservado con ACCESS

Para reservar o cancelar un viaje ACCESS, comprobar el estado del viaje, para obtener información general sobre ACCESS, llame a ACCESS al número: 877-OCTA-ADA (628-2232)

Teléfono TDD para los discapaci auditivos: 800-564-4ADA (4232) Solicitudes también disponibles en www.

Información y Horas de Reservación Lunes a Viernes 7:00 a.m. – 5:00 p.m.

Sábados, Domingos y Días Feriados 8:00 a.m. – 5:00 p.m.

8:00 am. – 5:00 pm.

Para consultar la información sobre servicios y programas para adultos mayores, póngase en contacto con la Oficina de Información y Asistencia para Adultos Mayores (Office on Aging Information and Asistiance) al 80:0-510-2020 o 714-5:67-75:00, Puede también visitar su sitio web en www.office.oranging.orgov.com

NOTIFICACIÓN DE PROTECCIÓN BAJO

EL TÍTULO VI El Título VI del Acta de Derechos Civiles de 1964 estipula que "ninguna persona en los Estados Unidos debe, por motivo de su raza, color, origen o nacionalidad, ser excluida de participar recibir beneficios, o estar sujeta a la discriminación de cualquier programa o actividad que reciba asistencia financiera federal."

Cualquier persona que cree que él o ella, Cualquier persona que cree que el o ella, individualmente o como miembro de una clase específica de personas, ha sido objeto de discriminación por motivos de raza, colo, origen nacional u otros intereses protegidos puede presentar una queja por escrito al Orange County Transportation Authority (OCTA), la debieita ceis Fadera (ELT). Transportation Authority (OCTA), la Administración Federal del Tránsito (FTA) o la Secretaría de Transporte. Además, OCTA prohibe la Intimidación, la coerción o la participación en una conducta discriminatoria en contra de cualquiera persona porque él o ella ha presentado una denuncia para garantizar los derechos protegidos por el Título VI.

Para presentar una denuncia por escrito o solicitar más información, contactar a:

Correo Electrónico: TitleVI-Inquiries@octa.net

Customer Relations: 714-636-RIDE (7433)

Personas con problemas auditivos: 714-636-HEAR (4327) TDD

714-036-HEAR (4327) TIDD
EL FRAUDE DE PERROS DE SERVICIO
Según la ley de California, falsear que un
perro es un animal de servicio entrenado
es un delito punible con hasta seis meses
de prisión y lo una muta de hasta \$1000.

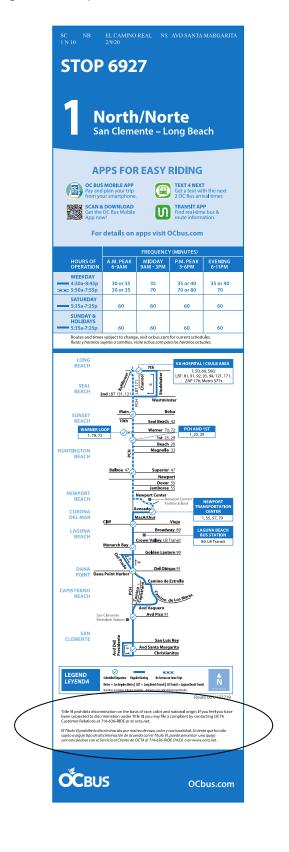
Código Penal 365.7

OBJETOS PERDIDOS DE OCTA Dirección:

Dirección: 11903 Woodbury Road Garden Grove, CA 92843 Teléfono: (714) 560-5934

Horas: Lunes a jueves: 8:00 a.m. - 12:30 p.m. y 1:30p.m. - 4:00p.m. Viernes: Se puede recoger pero solo

This is a sample of an OCTA bus stop information which includes Title VI protection information in English and Spanish.



This is a sample of an OCTA Transportation Center Informational Kiosks which includes Title VI protection information in English and Spanish.





Orange County Transportation Authority **Title VI Complaint Procedure** Tracking and Investigating

It is the policy of the Orange County Transportation Authority (OCTA) to employ its best efforts to ensure that all programs, services, activities and benefits are implemented without discrimination. OCTA follows complaint investigation and format procedures which are in keeping with Title VI requirements. This is the OCTA procedure for tracking and investigating complaints alleging discrimination on the basis of race, color or national origin.

Any person who believes that he or she, individually or as a member of any specific class of persons, has been subjected to discrimination on the basis of race, color, national origin may file a written complaint with OCTA, the Federal Transit Administration (FTA) or the Secretary of Transportation. Further, OCTA prohibits intimidation, coercion or engagement in other discriminatory conduct against anyone because he or she has filed a complaint to secure rights protected by Title VI.

A signed complaint must be filed within 180 days after the date of the alleged discrimination, unless the time for filing is extended by the Secretary of Transportation. OCTA encourages complaints to be initially filed with the OCTA for resolution. However, in those cases where the complainant is dissatisfied with the resolution by the OCTA, the same complaint may be submitted to the FTA or the Secretary of Transportation for investigation. Unless otherwise permitted, the final determination of all the Title VI complaints affecting programs administered by the FTA will be made by the Office of the Secretary, Department of Transportation (DOT).

Signed written complaints maybe submitted to the OCTA directly or the FTA offices identified below:

- Maggie McJilton, Executive Director HROD/Office of Civil Rights Orange County Transportation Authority 550 South Main Street P.O. Box 14184 Orange, CA 92863-1584
- Federal Transit Administration Region IX Civil Rights Officer 90 Seventh Street, Suite 15-300 San Francisco, CA 94103-6701
- Federal Transit Administration Office of Civil Rights Title VI Program Coordinator East Building, 5th Floor-TCR 1200 New Jersey Avenue, SE Washington, DC 20590

The complaint information should include the date of the alleged act of discrimination, when the complainant(s) became aware of the alleged action of discrimination; or the date on which that conduct was discounted or the latest instance of conduct.

Complainants should present a detailed description of the issue(s), including the name(s) and job title(s) of those individual(s) perceived as parties in the complaint. The allegation must involve discrimination on the grounds of race, color or national origin. Allegations must involve an OCTA service, programs or activity of a federal-aid recipient, sub-recipient or contractor.

In cases where the complainant is unable or incapable of providing a written statement but wishes the OCTA or the FTA to investigate alleged discrimination, a verbal complaint of discrimination may be made. The complainant will be interviewed by an appropriate official authorized to receive complaints. If necessary, the official will assist the complainant in converting verbal complaints to writing. Translation services will be provided to all complainants, as necessary. All complaints must, however, be signed by the complainant or his/her representative.

Information for filing a Title VI complaint can be accessed on the OCTA website at www.octa.net or by contacting the OCTA Customer Relations Department at 714-636-RIDE. E-mail inquiries or initial complaints can be sent directly to the OCTA Office of Civil Rights at titlevi-inquiries@octa.net. English and Spanish Title VI protection notification is provided in the OCTA Bus Book and in brochures available on OCTA buses, at eight transportation hubs, two administrative office locations and the OCTA Store. Multi-lingual translation services are available at 714-636-RIDE.

Complaint Format:

- All complaints must be in writing and signed by the complainant or his/her representative before action can be taken. Complaints shall state, as fully as possible, the facts and circumstances surrounding the alleged discrimination.
- OCTA will provide the complainant or his/her representative with a written acknowledgment that OCTA has received the complaint within ten working days.

Tracking Complaints:

- The following complaint information will be tracked on the OCTA Title VI Complaint/Investigation log by the Office of Civil Rights in the Human Resources & Organizational Development Division:
 - 1. Date the complaint was received by the OCTA Office of Civil Rights
 - 2. Date an acknowledgment letter was sent to the complainant
 - 3. Entity
 - 4. Protected category
 - 5. Program/Activity/Service
 - 6. Summary of the allegation
 - 7. Status of the complaint
 - 8. Was the complaint investigated yes/no
 - 9. Action Taken
 - 10. The response letter was sent to the complainant action taken

Determination of Investigative Merit:

OCTA will begin an investigation within fifteen (15) working days of receipt of a valid complaint. A complaint shall be regarded as meriting investigation unless:

- It clearly appears on its face to be frivolous or trivial.
- Within the time allotted for making the determination of jurisdiction and investigative merit, the party complained against voluntarily concedes noncompliance and agrees to take appropriate remedial action.
- Within the time allotted for making the determination of jurisdiction and investigative merit, the complainant withdraws the complaint; or
- Other good cause for not investigating the complaint exists (e.g. respondent is presently under investigation by another Federal agency).

Request for Additional Information from Complainant and/or Respondent:

In the event that the complainant or respondent has not submitted sufficient information to make a determination of jurisdiction or investigative merit, OCTA may request additional information from either party. This request shall be made within 15 working days of the receipt of the complaint and will require that the party submit the information within 60 working days from the date of the original request. Failure of the complainant to submit additional information within the designated time frame may be considered good cause for a determination of no investigative merit. Failure of respondent to submit additional information within the designated time frame may be considered good cause for a determination of noncompliance.

Investigative Report:

OCTA will complete an investigation within ninety (90) days of receipt of the complaint. If additional time for the investigation is needed, the complainant will be contacted. A written report will be prepared by the responsible investigator at the conclusion of the investigation. The investigative report will include the following:

- Summary of the complaint, including a statement of the issues raised by the complainant and the respondent's reply to each of the allegations, citations of relevant Federal, State, and Local Laws, rules, regulations, and guidelines, etc.
- Description of the investigation, including a list of the persons contacted by the investigator and a summary of the interviews conducted; and a statement of the investigator's findings and recommendations. A closing letter will be provided to the complainant.

OCTA Timeline Requirements:

Signed complaint filed with the OCTA Office of Civil Rights	180 days
OCTA written acknowledgement from date of receipt	10 days
Begin investigation	15 days
Request for additional information from complainant(s)	15 days
Submit additional information	60 days
Complete investigation	90 days

Recordkeeping Requirements:

The OCTA Civil Right Compliance Officer will ensure that all records relating to the OCTA Title VI Complaint Process are maintained with the department records for seven years as of the date of the complaint.

Records will be available for compliance review audits.



Title VI Complaint Form Orange County Transportation Authority (OCTA) Office of Civil Rights

Title VI of the Civil Rights Act of 1964 provides that "no person in the United States shall, on the grounds of race, color or nation of origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance".

It is the policy of OCTA to employ its best efforts to ensure that all programs, services, activities, and benefits are implemented in a non-discrimination manner.

Any person who believes that he or she, individually, or as a member of any specific class of persons, has been subjected to discrimination on the basis of race, color, national origin may file a written complaint within 180 days after the date of the alleged discrimination with OCTA, the FTA or the Secretary of Transportation. Further, OCTA prohibits intimidation, coercion, or engagement in other discriminatory conduct against anyone because he or she has filed a complaint to secure rights protected by Title VI.

Please provide the following information:

Your Name	Phone Nu	Phone Number		
Street Address	<u> </u>			
City	State	Zip Code		
Person(s) discriminated against (i	f someone oth	erthan complainant)		
Street Address				
City	State	Zip Code		

Race

Date of Incident:

- Color
- National Origin (Limited English Proficiency)

If you are unable or incapable of providing a written statement, but wish the OCTA to investigate alleged discrimination; a verbal complaint of discrimination may be made. Please contact **714/636-RIDE** and speak with a Customer Relations Representative. The complainant will be interviewed by an appropriate official authorized to receive complaints. If necessary, the official will assist you in converting verbal complaints to writing. Translation services will be provided to all complainants, as necessary. All complaints must, however, be signed by the complainant or his/her representative.

Which of the following best describes the reason for the alleged discrimination took place (circle one)

	dent. Provide the names and title of all OCTA appened and whom you believe was responsible. e is required.
Please mail your complaint form directly to OCTA to	to the following address:
Maggie McJilton, Executive Director, HROD OCTA Office of Civil Rights 600 South Main Street Orange, CA 92863	
Have you filed a complaint with any other federal,	state or local agency? (Circle one) Yes/No
Agency	Contact Person
Street Address, City, State, Zip Code	
Agency	Contact Person
Street Address, City, State, Zip Code	
Listed below are the state and federal addresses if one or both of these agencies.	you wish to file a Title VI complaint directly with
Region IX Office of Civil Rights 90 Seventh Street, Suite 15-300 San Francisco, CA 94103-6701	Federal Office Federal Transit Administration Office of Civil Rights Title VI Program Coordinator East Building 5 th Floor – TCR 1200 New Jersey Avenue, SE Washington, DC 20590 it is true to the best of my knowledge, information
Complainant's Signature	Date

Title VI Complaint Tracking

Date Received	Date Acknowledged	Entity	Protected Category	Program Activity	Summary	Status	Investigation Y/N	Response	Action
11/10/2020	11/20/2020	Public	Disability/ Sex/Gender	Sub- Recipient NOCCCD	Fees for College Pass Program	Closed	2/24/2021	2/24/2021 Closure Letter Sent	Information sent to OCTA College Bus Pass Coordinator for further review.
12/18/2019	12/18/2019	Public	Military	Fixed Route	Passenger alleged he was subjected to discrimination when he was not able to use his military ID for a reduced fare. Complaint form sent requesting information	Closed	N	Inquiry only	No response from Complainant
10/9/2019	N/A	Public	LEP	Fixed Route	Passenger alleged Coach Operator told another passengers to stop speaking Spanish while she was using her cell phone.	Closed	Y	Inquiry only	Bus surveillance footage reviewed and the allegation was false.
10/4/2019	10/18/2019	Public	Race	Fixed Route	Passenger asked the Coach Operator to let him off before the bus stop. Passenger stated Coach Operator violated his civil rights due to his race.	Closed	Y	12/18/2019	Bus surveillance footage reviewed and the allegation was false. Complainant engaged in verbal exchange with Operator when denied the ability to exit at a non designated bus stop.
8/30/2018	8/30/2018 Phone Call	Public	ADA	Service	Passenger filed customer comment on 7/9/2018 and was coded Title VI. Customer alleges as a disabled veteran he was denied the opportunity to speak with a supervisor. Working with CIC to address delay in forwarding the comment. Working with First Transit to obtain more details regarding the incident.	Closed	Y		Phone conversation with customer. Customer upset - no follow up from commented dated 7/9/2018. Customer stated he does not know what Title VI is. Stated he uses his ADA status to file complaints for others and as a platform for change. Customer comment read and no dispute about content was noted.
3/5/2018	3/6/2018	Public	Unknown	Service	Passenger submitted copy of bus schedule and notice of protection info from bus book	Closed	Y	3/6/2018	Request for additional information

OCTA 2021 Public Involvement Plan

Orange County Transportation Authority Public Involvement Plan



Strategies and Methods for Promoting Public Involvement

External Affairs Division Office of Civil Rights

July 2021

OCTA Public Involvement Plan

Purpose

The Orange County Transportation Authority (OCTA) Public Involvement Plan (PIP) establishes procedures that allow for, encourage, and monitor participation of all direct stakeholders in the OCTA service area including, but not limited to, low-income, hard-to-reach, diverse individuals and those with limited English proficiency (LEP)¹. This document describes proactive strategies, procedures, and desired outcomes to seek out and consider the needs and input of the general public, and to engage them in planning and decision-making activities at OCTA.

In developing the PIP, OCTA analyzed the demographic population for diverse, low-income, and LEP segments, as well as the steps required to incorporate these often underserved segments. Hard copies of the PIP will be available at the OCTA main office upon request. Electronic versions of the document will be available on the OCTA.net website.

Goals and Objectives of the Public Involvement Plan

The goal of the PIP is to offer a variety of opportunities for the general public to engage in the planning and decision-making activities at OCTA in accordance with Federal Transit Administration (FTA) circular C 4702.1B Chapter III-5 *Promoting Inclusive Public Involvement* and the National Cooperative Highway Research Program Report 710 *Practical Approaches for Involving Traditionally Underserved Populations in Transportation Decision making.*

Objectives:

- To determine what non-English languages and other cultural barriers may exist to public participation within the Orange County area;
- To provide a general notification of meetings, particularly forums for public input, in a manner that is understandable to all populations in the area;
- To hold meetings in locations which are accessible and reasonably welcoming to all area residents, including, but not limited to, low-income, hard-to-reach and diverse members of the public;
- To provide avenues for two-way flow of information and input from populations which are typically not likely to attend such meetings;
- To provide a framework of actions appropriate to various types of plans and programs, as well as amendments or alterations to any such plan or program;
- To use various illustrative visualization techniques to convey the information, including, but not limited to, charts, graphs, photos, maps, and the OCTA website.

Identification of Stakeholders

Stakeholders are those who are either directly or indirectly affected by a plan, project or the recommendations of that plan or project. Those who may be adversely affected or who may be denied benefit of a plan's recommendation(s) are of particular interest in the identification of specific stakeholders. Stakeholders are broken down into several

¹ OCTA defines an LEP person as those individuals limited by the ability to speak English less than "not very well" or "not at all" as reported by the U.S Census Bureau.

groups: general publics, diverse, low- income, public agencies, non-profit organizations and businesses.

Direct Stakeholders

General: According to the 2019 U.S. Census Bureau population estimates, there are 3,175,692 residents in the Orange County Area. Over 70 percent of the population consider themselves to be solely of the white race. Over 99 percent of the households have somebody over the age of 14 who speaks English, with 54 percent speaking only English in the home.

Some of the techniques that can be used to engage the general population are public notices of meetings in the local newspapers and open house format public information meetings. While these techniques will continue, staff is making a greater effort to engage the general public, possibly with techniques such as nominal group exercises, surveys, participation in community events, and use of local and ethnic news media, etc.

Diverse Populations: According to the U.S. Census Bureau 2019 population estimates, diverse populations comprise almost half of the percentage of the population in the Orange County area (See Table 1). Hispanics are the largest diverse, with nearly 34 percent of the total population of Orange County. Black and Asian persons account for 2.1 percent and 21.7 percent of the population, respectively. There are also a small number of American Indian/Alaska natives and Hawaiian/Pacific Islander individuals, accounting for less than 1 percent each. Persons who consider themselves to be of more than one race account for slightly over 3.6 percent of the population.

TABLE 1
Orange County Area
Population

Category	Number	Percentage of
Total	3,175,692	100%
Hispanic/Latino	1,079,735	34%
White	1,263,925	39.8%
African American	66,690	2.1%
American Indian/Alaskan Native	31,757	1%
Asian	689,125	21.7%
Hawaiian and Pacific Islander	12,702	0.4%

Source: U.S. Bureau of the Census, 2019 Population estimates Less than 3.6% of population is equal to persons of two or more races

Limited English Proficiency: Engaging LEP populations can initially appear to be challenging. Language and cultural differences may not be compatible with the more traditional means of engaging the public in the planning process. OCTA will make reasonable efforts to engage LEP populations using techniques such as including notations in public notices in appropriate non-English languages that will provide contact where individuals can be informed of the process/project and will have the opportunity to give input. Focus groups may also be established for the purpose of gaining input from a particular defined portion of the community. Also, non-profit organizations and

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advocacy groups can be a good resource for contacts and dissemination of information to LEP populations. Such non-profit organizations, advocacy groups, or agencies can have insight into the needs of the under-represented populations, as well as providing valuable contacts for arenas for input.

Low-Income: According to the 2019 U.S. Census Bureau Population Estimates, Io wincome households are classified as below poverty "if their total family income or unrelated individual income was less than the poverty threshold specified for the applicable family size, age of householder, and number of related children under 18 present." Low-income households account for 10 percent of all households in the Orange County area, while 10.7 percent of the population is actually below the poverty level. To ensure low-income segments are not under-served, OCTA has identified the service area segments with a per capita income of 80 percent or less of the national average in order to establish low-income thresholds. Low-income population in the Orange County area should be given every reasonable opportunity to provide input on transportation plans and programs to avoid disproportionate harm, or lack of benefit, of transportation programs and projects. Consideration should be given to the correlation between low-income and illiteracy when developing effective means of communication.

While low-income, hard-to-reach individuals may have access to all of the traditional means of public involvement, discussed under "general public," they may be less likely to become involved or offer input. Some methods of gaining input either directly or indirectly from this portion of the population include focus groups, informal interviews, and agency/advocacy group contacts.

Indirect Stakeholders

Non-Profit Organizations/Public Agencies: Non-profit organizations and public agencies can provide valuable input to the planning process in addition to assisting in gaining participation from traditionally under-represented populations². Pertinent public agencies include those that have clients who fall into under-represented populations, including, but not limited to minorities, low-income, hard-to-reach and LEP households. These agencies have great insight into the needs of their clients and are useful partners in overcoming difficult barriers that may not be understood by professionals dealing more distinctly with the provision of proposed program or project services.

Private Organizations and Businesses: Private organizations and businesses offer a number of perspectives that are valuable to the planning process. Often transportation for employees is of critical concern to private sector employers. For that reason, representation of private business interests will be welcomed in the planning process.

Public Involvement Plan

This document will serve as the PIP for the OCTA. Availability of the policy for review will be advertised in a manner reasonably expected to reach the general public, as well as diverse populations, low-income persons, and other traditionally under-served and hard-to-reach populations before the document goes into effect. This could occur through contacts mentioned earlier in this document, with notification of contacts available in English, Spanish, Vietnamese, Braille and other languages upon request, in addition to traditional public notices in local newspapers.

Public involvement is important at all stages of plan development. Opportunities for participation for both users and non-users of the OCTA programs, service, projects and activities will be available. Members of the public can obtain information about the process from or submit input to OCTA at:

Title VI Process - PIP, Room 734
Orange County Transportation Authority
550 S. Main Street
P.O. Box 14184
Orange, CA 92863-1584

Other stages of the planning process, such as reviewing draft documents and mapping, are more conducive to other techniques. Documents will be available for review at the OCTA administrative offices, located at 550 S. Main Street in Orange, California, and on OCTA webpage, www.octa.net. If materials are requested in other languages, large type, and/or Braille, staff will make a reasonable attempt to accommodate those needs.

Other techniques may also be determined useful at other stages of the process, and new and different techniques will be utilized, as deemed appropriate, to engage public participation.

Outreach Efforts

In addition to the outreach efforts identified earlier in this plan, OCTA's External Affairs Division staff will use the following public engagement techniques for its capital projects, planning studies, and public committees as deemed appropriate by OCTA External Affairs Division staff and the Orange County Transportation Authority:

Capital Projects:

Some or all of the following procedures, strategies, techniques, and media will be utilized to engage the public in the decision-making and planning process for all capital programs:

Presentations to professional, civic, student, community and faith-based organizations, as well as local agencies.

Articles in community newsletters.

Participation in special events, such as community fairs, health care fairs, and cultural celebrations.

Press releases and meetings with local media representatives.

Informal conversations with individuals and small groups.

Interviews with people who are or could be affected by study recommendations.

Presentations by experts on various transit-related subjects.

²Traditionally under-represented populations include but are not limited to minorities, low-income, and LEP households.

User and non-user surveys.

Use of various visualization techniques to convey the information, including, but not limited to, charts, graphs, photos, and maps.

All materials will be multilingual, and translation services will be provided as needed during meetings.

A combination of in person and virtual meetings/briefings will be used to ensure the greatest possible reach. Virtual meetings will feature a phone in option for those without broadband internet access.

Planning Studies:

A variety of outreach methods and tools are used to inform, educate, and seek input from the public when conducting transportation planning studies. OCTA staff actively engages with diverse populations and develops multilingual outreach materials to encourage meaningful and inclusive engagement. Following are several engagement techniques:

- Public workshops (in-person and virtual), pop-ups, and neighborhood meetings
- Multilingual digital media (social media, ads, geofencing, eblasts, blogs, web)
- Multilingual traditional media (newspaper ads)
- Multilingual online surveys
- Multilingual telephone helpline
- Multilingual collateral materials (fact sheets, postcards, infographics, FAQ)
- Stakeholder/Community Based Organization Roundtables and 1:1 briefings

Public Committees:

Community participation is essential when planning transportation solutions. OCTA seeks citizen input on our programs, studies and projects throughout the year through public meetings, open houses and workshops, online surveys, newspaper ads and focus groups. In addition to these and other public participation opportunities, citizen committees advise the Orange County Transportation Authority (OCTA) on a wide range of projects and programs, help identify opportunities for community input, and serve as a conduit for public participation. OCTA strongly encourages Orange County residents and community leaders to get involved and help improve the quality of life and mobility options for all Orange County residents. The Grand Jurors Association of Orange County (GJAOC) conducts an annual recruitment to fill vacancies on an additional committee, the Measure M Taxpayer Oversight Committee. This committee is independently selected by a third-party organization and its membership is directed by the Measure M ordinance.

 The Special Needs Advisory Committee (SNAC) advises OCTA about issues that relate to OCTA fixed-route transit and paratransit services for customers with special transportation needs. The Special Needs Committee was originally formed in 1992 in response to the Americans with Disabilities Act and formalized the predecessor "504 Committee."

- The committee meets quarterly and is composed of two appointees per each Director on the OCTA Board of Directors
- The SNAC is specifically engaged on issues relating access and senior services.
- Members often represent organizations that work closely with the disabled and senior communities.
- Members are asked to share OCTA information with their constituents.
- The Citizens Advisory Committee (CAC) actively participates in helping examine traffic solutions, providing input to OCTA's transportation studies and communicating with their constituencies. During the year, committee members are asked to participate in roundtable discussions and hear special presentations on various transportation projects, programs and services.
 - The committee meets quarterly and is composed of two appointees per each Director on the OCTA Board of Directors
 - As an advisory body, members' comments and suggestions help to shape OCTA's services and communications to be responsive and user-friendly to the public.
 - The wide range of viewpoints and interests represented by the CAC membership also provides OCTA with an added sounding board for prospective programs and initiatives.
 - Members are asked to share OCTA information with their constituents.

Major Service & Fare Changes and Fixed Route Bus Initiatives

Major Service & Fare Change:

Public Hearing Process:

The Federal Transit Administration requires that transit agencies have policies that provide the public an opportunity to comment on proposed major service changes and fare increases or decreases, and policy changes. The following procedure provides for a public hearing in the event of a major service change or fare increase or decrease. The procedure for public review includes the following elements:

- 1. Public open house(s), workshop(s), focus group(s), community meeting(s), and/or virtual community meetings.
- Publishing a notice describing the proposed major service change or fare increase or decrease in multiple language newspaper(s) of general circulation 30 days prior to the public hearing.

- 3. Place public notice brochures and/or advertisements on board buses describing the proposed changes.
- 4. Conduct a public hearing.

The public must be notified of each major service change or fare increase or decrease proposal and their comments must be gathered, considered and presented to the Board of Directors (Board) prior to Board approval of the proposed changes. . Some or all of the following procedures, strategies, techniques, and media will be utilized to notify and engage the public in providing feedback prior to OCTA Board adoption of the proposed changes:

- Multilingual bus advertising and collateral: on-board brochures/flyers, with or without comment cards; bus interior and exterior advertisements.
- Multilingual informational signage, posters around major transit hubs.
- Multilingual digital Information: emails, social media, and dedicated web pages
- Multilingual telephone hotlines
- Multilingual advertisements: print, radio, and television advertisements
- Public open house(s), workshop(s), focus group(s), community meeting(s), and/or virtual community meetings held in multiple languages.
- Press releases and meetings with local media representatives.
- Multilingual information distribution through direct mailings and/or presentations to employers, schools, colleges and community-based organizations including those in disadvantaged and diverse communities.
- User and non-user survey instruments to gather feedback
- Multilingual information tool kits for Cities' use and distribution
- Use of various illustrative visualization techniques to convey the information, including, but not limited to, charts, graphs, photos, maps, and the Internet.

Community Board Recruitment:

Some or all of the following procedures, strategies, techniques, and media will be utilized to recruit membership for open positions for transit related decision-making and planning committees and boards:

Notifications to professional, public, and student organizations.

Articles in community newsletters.

Press releases to all local media

Informal conversations with individuals and small groups.

Stakeholder Working Group Recruitment

Some of or all of the following procedures, strategies, techniques, and media will be utilized to recruit membership for open positions for transit related decision-making and planning stakeholder working groups:

Notifications to professional, public, and student organizations.

Informal conversations with individuals and small groups.

Interviews with people who are or could be affected by study recommendations.

Presentations by experts on various transit-related subjects.

User and non-user surveys.

Use various illustrative visualization techniques to convey the information, including, but not limited to, charts, graphs, photos, maps, and the internet.

Other techniques will be examined to determine the best methods of involving greater participation from all segments of the service area population during the planning process.

Availability of Planning Documents: Hard copies of documents, upon completion, will be available at the OCTA main office upon request located at 550 South Main St., Orange, CA 92863. Electronic versions of the documents will be available on the OCTA.net website.

Response to Information Requests and Comments: Comments will be documented by the External Affairs Division, presented to decision-making bodies, modified in the content of the document, as necessary, and will be included in the appendices of planning products after they are approved and published. Comments received after studies and when other planning documents are completed and approved, will be documented and referenced when amending or updating planning projects in the future.

Public Involvement Plan Contact List: Information can be requested from External Affairs Division / Diversity Outreach staff in person and e-mail at tlevi-inquiries@octa.net, an U.S. mail at:

Title VI Process - PIP, Room 734 Orange County Transportation Authority 550 S. Main Street P.O. Box 14184 Orange, CA 92863-1584

The PIP will be subject to public engagement and will be updated as appropriate based on public input received during the solicitation period, the changing needs of the demographics, and communication preferences once every five years.

OCTA will continually update the stakeholder list to reflect additional diverse and low-income organizations that are the most significant stakeholders for Title VI compliance.

Public Involvement Plan Stakeholders

- Senior Centers
- Community Centers
- Community events
- Cities
- Social Service Agencies
- Community Based Organizations
- Religious and Faith Based Organizations
- Colleges and Universities
- School Districts
- High Schools
- Middle Schools
- Middle-Elementary Schools
- Elementary Schools
- Adult Education
- Hospitals
- Libraries
- Employer Transportation Coordinators/Employers
- Transportation Management Associations
- Chambers of Commerce
- Business Associations
- Home Owner Associations
- Ethnic media outlets
- OCTA Diverse Community Leaders' Group Network

OCTA October 2019 and February 2020 Bus Service Plan



Orange County Transportation Authority Board Meeting
Orange County Transportation Authority Headquarters
Board Room - Conference Room 07-08
550 South Main Street
Orange, California
Monday, July 22, 2019 at 9:00 a.m.

Any person with a disability who requires a modification or accommodation in order to participate in this meeting should contact the OCTA Clerk of the Board, telephone (714) 560-5676, no less than two (2) business days prior to this meeting to enable OCTA to make reasonable arrangements to assure accessibility to this meeting.

Agenda Descriptions

The agenda descriptions are intended to give members of the public a general summary of items of business to be transacted or discussed. The posting of the recommended actions does not indicate what action will be taken. The Board of Directors 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 Comments on Agenda Items

Members of the public may address the Board of Directors regarding any item. Please complete a speaker's card and submit it to the Clerk of the Board or notify the Clerk of the Board the item number on which you wish to speak. 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 (3) minutes.

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

Call to Order

Invocation

Director Hernandez

Pledge of Allegiance

Director Wagner





Special Calendar

Orange County Transportation Authority Special Calendar Matters

1. Presentation of Resolution of Appreciation for Employee of the Month for June 2019

Present Orange County Transportation Authority Resolution of Appreciation No. 2019-066 to Stella Lin, Administration, as Employee of the Month for June 2019.

2. Presentation of Resolutions of Appreciation for Employees of the Month for July 2019

Present Orange County Transportation Authority Resolutions of Appreciation Nos. 2019-067, 2019-068, and 2019-069 to Carlos Novelo, Coach Operator; Rafael Luna, Maintenance; and Iris Deneau, Administration, as Employees of the Month for July 2019.

3. Recognition of the Orange County Transportation Authority's 2019 Summer College Intern Program

Karen DeCrescenzo/Maggie McJilton

The Orange County Transportation Authority's (OCTA) Summer College Intern Program is a ten-week summer program for students enrolled full-time in an accredited college program. The program helps college students develop workplace readiness skills, gain work experience, and exposure to the transportation industry. This summer, OCTA is hosting 14 college students from throughout the United States who are working in a variety of departments throughout the Authority. Twelve will be attending the July 22, 2019, Board Meeting. The Chief Executive Officer, Darrell E. Johnson, will introduce the participants to the Board of Directors.





Consent Calendar (Items 4 through 12)

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

Orange County Transportation Authority Consent Calendar Matters

4. Approval of Minutes

Approval of the Orange County Transportation Authority and affiliated agencies' regular meeting minutes of July 8, 2019.

5. Amendment to the 91 Express Lanes Three-Party Operating Agreement

Kirk Avila/Kenneth Phipps

Overview

The existing three-party agreement for joint operations of the combined 91 Express Lanes facility expires in June 2021. On April 22, 2019, the Orange County Transportation Authority Board of Directors authorized the release of a competitive procurement for contractor services for the joint operations of the 91 Express Lanes in Orange and Riverside counties. In the event that the approved contractor is not ready to commence operations for the 91 Express Lanes on July 1, 2021, an optional extension period with the current contractor is presented for approval for a period of up to six months.

Recommendation

Authorize the Chief Executive Officer to negotiate and execute Amendment No. 4 to Agreement No. C-3-1529 among the Orange County Transportation Authority, Riverside County Transportation Commission, and Cofiroute USA, LLC, in an amount not to exceed \$3,437,496, for six, one-month optional extension periods from July 1, 2021 through December 31, 2021, for continued operating services on the 91 Express Lanes.



6. Amendment to Agreement for System Manager and Business Analyst Support Victor Velasquez/Andrew Oftelie

Overview

On August 25, 2014, the Orange County Transportation Authority Board of Directors approved an agreement with Carpe Datum to provide system manager and business analyst support services for various financial systems used by the Financial Planning and Analysis Department for a five-year term, with one two-year option term. An amendment is required to exercise the option term of the agreement.

Recommendation

Authorize the Chief Executive Officer to negotiate and execute Amendment No. 3 to Agreement No. C-4-1559 between the Orange County Transportation Authority and Carpe Datum to exercise the two-year option term of the agreement, effective September 1, 2019 through August 31, 2021, in the amount of \$383,984, to provide system manager and business analyst support. This will increase the maximum obligation for a total contract value of \$1,398,192.

Second Quarter 2019 Investment and Debt Report Sean Murdock/Andrew Oftelie

Overview

The California Government Code authorizes the Orange County Transportation Authority Treasurer to submit a quarterly investment report detailing the investment activity for the period. This investment report covers the second quarter of 2019, April through June, and includes a discussion on the Orange County Transportation Authority's debt portfolio. Nissan, an issuer for asset-backed securities held by Orange County Transportation Authority, was downgraded from A2 to A3, which is below Orange County Transportation Authority's investment policy requirement of A2. The asset-backed securities continue to be AAA-rated with no negative price action since the Nissan downgrade, so Orange County Transportation Authority has chosen to retain the securities.

Recommendation

Receive and file the Quarterly Debt and Investment Report prepared by the Treasurer as an information item.





Orange County Transit District Consent Calendar Matters

8. Bus Operations Performance Measurements Report for the Third Quarter of Fiscal Year 2018-19

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. This report summarizes the year-to-date performance of these services through the third quarter of fiscal year 2018-19. The established measures of performance assess the safety, courtesy, reliability, and overall quality of the public transit services provided.

Recommendation

Receive and file as an information item.

9. Agreement for Mobility Management Services

Gracie A. Davis/Jennifer L. Bergener

Overview

The Orange County Transportation Authority's Mobility Management Program offers travel training to OC ACCESS riders, seniors, and persons with disabilities to teach the skills and gain the familiarity needed to travel safely and independently on the fixed-route bus system. The Mobility Management Program is a free service that provides information on the different mobility resources available in Orange County and educates seniors and persons with disabilities about using public transportation to enhance their independence through greater mobility options. The current agreement for the provision of travel training services will expire on July 31, 2019. Approval by the Board of Directors is requested to select a contractor to continue to provide travel training as part of the Mobility Management Program.



9. (Continued)

Recommendations

- A. Approve the selection of Mobility Management Partners, Inc., as the firm to provide mobility management services.
- B. Authorize the Chief Executive Officer to negotiate and execute Agreement No. C-9-1244 between the Orange County Transportation Authority and Mobility Management Partners, Inc., in the amount of \$248,911, for a one-year initial term, with one, two-year option term, to provide mobility management services.

Orange County Local Transportation Authority Consent Calendar Matters

10. Contract Change Order for Removal and Disposal of Contaminated Materials at the Maintenance and Storage Facility Property for the OC Streetcar Project

Mary Shavalier/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. A contract change order is required for the removal and disposal of contaminated materials at the maintenance and storage facility property.

Recommendation

Authorize the Chief Executive Officer to negotiate and execute Contract Change Order No. 2.1 to Agreement No. C-7-1904 with Walsh Construction Company II, LLC, in the amount of \$160,000, for the removal and disposal of contaminated materials at the maintenance and storage facility property for the OC Streetcar project.



11. Consultant Selection for the Preparation of Orange County Rail Infrastructure Defense Against Climate Change Plan

Jason Lee/James G. Beil

Overview

On February 21, 2019, the Orange County Transportation Authority issued a request for proposals to prepare an Orange County Rail Infrastructure Defense Against Climate Change Plan. Proposals were received in accordance with the Orange County Transportation Authority's procurement process for professional and technical services. Board of Directors' approval is requested for the selection of a firm to perform the required work.

Recommendations

- A. Approve the selection of WSP USA, Inc., as the firm to prepare an Orange County Rail Infrastructure Defense Against Climate Change Plan.
- B. Authorize the Chief Executive Officer to negotiate and execute Agreement No. C-8-2072 between the Orange County Transportation Authority and WSP USA, Inc., in the amount of \$549,953, to prepare an Orange County Rail Infrastructure Defense Against Climate Change Plan.
- 12. Agreement for the Intelligent Transportation Management System Integration and Engineering with the OC Streetcar Vehicles

 Cleve Cleveland/Jennifer L. Bergener

Overview

The Orange County Transportation Authority utilizes an Intelligent Transportation Management System to provide dispatch communications, vehicle locators, data interface, and other services for the county-wide bus system. To support and maintain one integrated system, there is a need for software, hardware, and engineering services to integrate the OC Streetcar vehicles into this system. A proposal was solicited and received from Conduent Transport Solutions, Inc., in accordance with the Orange County Transportation Authority's sole source procurement procedures for professional and technical services.



12. (Continued)

Recommendation

Authorize the Chief Executive Officer to negotiate and execute sole source Agreement No. C-9-1192 between the Orange County Transportation Authority and Conduent Transport Solutions, Inc., in the amount of \$2,719,650, for the integration of the OC Streetcar vehicles into the existing Intelligent Transportation Management System.

Regular Calendar

Orange County Transportation Authority Regular Calendar Matters

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

Beth McCormick/Jennifer L. Bergener

Overview

On March 23, 2015, the Orange County Transportation Authority Board of Directors approved an agreement with First Transit, Inc., for the management and operation of contracted fixed-route, Stationlink, and express bus services. Several amendments have been made to this agreement expanding the scope of work to include providing iShuttle services and additional Measure M, Project V-funded circulators on behalf of cities and to extend the term to May 31, 2021. First Transit, Inc. has requested an amendment to adjust the wage rates for select operating labor classifications.

Recommendations

- A. Authorize the Chief Executive Officer to negotiate and execute Amendment No. 9 to Agreement No. C-4-1737 between the Orange County Transportation Authority and First Transit, Inc., in the amount of \$6,544,810, to allow First Transit, Inc. to implement wage adjustments for operating staff. This will increase the maximum obligation of the agreement to a total contract value of \$242,571,788.
- B. Approve an amendment to the Orange County Transportation Authority Fiscal Year 2019-20, Operations Division Budget, in the amount of \$4,520,537.





Orange County Transit District Regular Calendar Matters

14. October 2019 and February 2020 Bus Service Plan Recommendations Gary Hewitt/Kia Mortazavi

Overview

Bus system changes to improve system productivity and ridership are proposed for the October 2019 and February 2020 service changes. The proposed changes required a public hearing and public outreach process to gather customer input prior to implementation. Final route recommendations have been developed based on the input received.

Recommendations

- A. Approve the final October 2019 and February 2020 Bus Service Plan and direct staff to begin implementation.
- B. Receive and file the October 2019 and February 2020 Bus Service Plan Public Involvement Program final report.
- C. Direct the Executive Director of Planning, or his designee, to file a Notice of Exemption from the California Environmental Quality Act related to the bus service changes.

Orange County Local Transportation Authority Regular Calendar Matters

15. OC Streetcar Project Quarterly Update

Mary Shavalier/James G. Beil

Overview

The Orange County Transportation Authority is currently implementing the OC Streetcar project. Project updates are provided to the Board of Directors on a quarterly basis. This report provides a project update for the fourth quarter of fiscal year 2018-19 (April-June).

Recommendation

Receive and file as an information item.





Discussion Items

16. Public Comments

At this time, members of the public may address the Board of Directors regarding any items within the subject matter jurisdiction of the Board of Directors, but no action may be taken on off-agenda items unless authorized by law. Comments shall be limited to three (3) minutes per speaker, unless different time limits are set by the Chairman subject to the approval of the Board of Directors.

17. Chief Executive Officer's Report

18. Directors' Reports

19. Closed Session

A Closed Session will be held as follows:

Pursuant to Government Code Section 54956.9(d) - Conference with General Counsel - Potential Litigation - One Matter.

20. Adjournment

The next regularly scheduled meeting of this Board will be held at **9:00 a.m. on Monday, August 12, 2019**, at the Orange County Transportation Authority Headquarters, 550 South Main Street, Board Room - Conference Room 07-08, Orange, California.



July 11, 2019

To: Transit Committee

From: Darrell E. Johnson, Chief Executive Officer

Subject: October 2019 and February 2020 Bus Service Plan

Recommendations

Overview

Bus system changes to improve system productivity and ridership are proposed for the October 2019 and February 2020 service changes. The proposed changes required a public hearing and public outreach process to gather customer input prior to implementation. Final route recommendations have been developed based on the input received.

Recommendations

- A. Approve the final October 2019 and February 2020 Bus Service Plan and direct staff to begin implementation.
- B. Receive and file the October 2019 and February 2020 Bus Service Plan Public Involvement Program final report.
- C. Direct the Executive Director of Planning, or his designee, to file a Notice of Exemption from the California Environmental Quality Act related to the bus service changes.

Background

The Orange County Transportation Authority (OCTA) implements schedule and route revisions to selected bus routes three times a year, in February, June, and October. The goal of the Fiscal Year (FY) 2019-20 Bus Service Plan is to grow ridership, increase productivity, and implement routing changes during the OC Streetcar construction. Several of the recommendations are considered major service changes under OCTA's Service and Fare Change Evaluation Policy and required public outreach and a public hearing prior to Board of Directors' (Board) approval.

Staff presented the draft recommendations to the Board in April 2019 (Attachment A). A comprehensive public outreach program was conducted and concluded with a public hearing at the Board meeting on June 10, 2019. Staff is proposing final route recommendations based on public feedback.

Discussion

To address continuing bus ridership declines, in 2015, the Board endorsed a comprehensive action plan, known as OC Bus 360°. This effort included a comprehensive review of current and former rider perceptions, a peer review panel that reviewed the OCTA performance and plans, new branding and marketing tactics tied to rider needs, improved bus routes and services to better match demand and capacity, technology changes to improve passenger experience, fare adjustments, and other changes to stimulate ridership and provide new funding.

There are indications that the ridership decline is slowing after implementation of OC Bus 360°. Staff has developed the draft FY 2019-20 Bus Service Plan to reallocate additional service to grow ridership and improve productivity. In addition, the recommendations include restructuring bus service in the Santa Ana Civic Center area during the OC Streetcar construction. The recommended final service plan would reallocate about 1.9 percent of the bus service, equivalent to 30,000 annual revenue hours. The route recommendations are consistent with prior OC Bus 360° efforts and the OC Streetcar Bus Rail Interface Plan.

Public Outreach Summary

In April 2019, the Board directed staff to implement a public outreach program to solicit feedback on the proposed October 2019 and February 2020 Bus Service Plan. This effort resulted in a total of 210 individual respondents giving feedback on the proposed changes and concluded with a public hearing at the June 10, 2019, Board meeting. At the public hearing, six speakers requested that OCTA consider modifying the final Bus Service Plan in response to each individual's travel circumstance.

While there was general support for the approach to the service reallocation included in the proposed Bus Service Plan, there were concerns over:

- Eliminating routes 129, 206, and 211,
- Eliminating segments of routes 83 and 86,
- Reducing frequency on routes 53/X and 89,
- Simplifying routing for direct service on Route 213/A,
- Combining routes 129 and 143 into a new Route 153.

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

Final Service Plan Changes

Staff recommends a series of changes to the October 2019 and February 2020 Bus Service Plan based on customer and stakeholder feedback received. The final recommendations are detailed in Attachment C. Maps with the updated changes on weekdays and weekends are shown in Attachment D and Attachment E. Of the original 24 routes recommended for changes, 11 were modified in some manner based on feedback. Below is a summary of the recommended changes to the final Bus Service Plan.

- Route 53/X (Anaheim Irvine)
 - <u>Draft</u>: Reduce weekday AM peak frequency from 20 to 30 minutes.
 and midday service from 24 to 36 minutes.
 - <u>Final</u>: Withdraw recommendation based on negative public input and further review of ridership impact.
- Route 60 (Long Beach Tustin) and Route 560 (Long Beach Santa Ana)
 - <u>Draft</u>: Run all trips to Long Beach during peak and midday.
 Implement more direct routing for Bravo! 560.
 - <u>Final</u>: Withdraw recommendation based on further review of ridership projection. An updated ridership projection for these combined changes does not justify the amount of resources required. The Route 60/560 routing and frequencies will be revisited when the OC Streetcar opens for revenue service.
- Route 79 (Tustin Newport Beach)
 - <u>Draft</u>: Add weekday southbound trips between Michelson Drive and University of California, Irvine (UCI) due to heavy passenger loads.
 - <u>Final</u>: A review of recent ridership shows that only one trip needs to be added at this time. Staff will monitor ridership after implementation to see if any more trips are necessary. This additional service will only operate during the UCI school year.

- Route 83 (Anaheim Laguna Hills)
 - Draft: Implement OC Streetcar routing in Santa Ana, cut Walnut Loop (Anaheim), and serve Anaheim Gardenwalk; improve weekday frequency to 15/30 minutes during peak and 30 minutes midday. Improve weekend service to 30-minute frequency.
 - <u>Final</u>: Withdraw routing changes in the Anaheim Resort area based on input from City of Anaheim regarding ridership impacts on Walnut Street and uncertainty securing a bus layover location at Gardenwalk. Frequency improvements and routing changes in Santa Ana will be implemented.
- Route 86 (Costa Mesa Mission Viejo)
 - <u>Draft</u>: Cut route back to Laguna Hills Transportation Center; improve frequency to 60 minutes all day.
 - <u>Final</u>: Withdraw recommendation based on negative public input and further review of ridership impact.
- Route 129 (La Habra Anaheim)
 - o Draft: Eliminate and combine sections with routes 145 and 153.
 - <u>Final</u>: Withdraw recommendation based on negative public input and further review of ridership impact.
- Route 143 (La Habra Brea)
 - <u>Draft</u>: Implement new route from combined portions of routes 129 and 143 at 50-minute weekday frequency.
 - <u>Final</u>: Withdraw routing recommendation based on negative public input and further review of ridership impact. Implement weekday frequency improvements only.
- Route 153 (Brea Anaheim)
 - <u>Draft</u>: Implement new route from combined portions of routes 129 and 153 at 60-minute frequency.
 - <u>Final</u>: Withdraw recommendation based on negative public input and further review of ridership impact.

- Route 206 (Santa Ana Lake Forest Express)
 - o Draft: Eliminate route.
 - <u>Final</u>: Eliminate only one morning and one afternoon trip based on public input to keep the service. A recent ridership review shows that some of the trips have higher ridership and some resources can be saved by only eliminating low ridership trips.
- Route 213 (Brea Irvine Express)
 - <u>Draft</u>: Simplify routing for direct service between Brea Mall, Santa Ana Depot, and UCI.
 - <u>Final</u>: Routing has been revised from original proposal based on public feedback. The new routing will keep the stop at the Fullerton Transportation Center and Village at Orange. It will serve most of the existing passengers while making all the trips more direct and easier to understand.

Service Improvement and Reduction Highlights

Overall, the proposed service changes are expected to temporarily increase annual revenue hours by 4,800 per year and decrease peak vehicle requirements by three buses. The new Downtown Santa Ana Shuttle will use approximately 8,100 of the increased revenue hours and would be discontinued when the OC Streetcar opens. The changes are expected to grow ridership by 107,000 annual boardings. Below is a summary of the route improvements and reductions in the proposed final October 2019 and February 2020 Bus Service Plan organized by service change. Full details are included in Attachment C.

Final October 2019 Service Changes.

- Extend Route 26 to Yorba Linda Boulevard and Imperial Highway (all days) and reduce peak frequency (weekdays),
- Extend weekday Route 59 midday trips to The District (weekdays),
- Add one morning trip on Route 79 to address passenger loading to UCI (weekdays),
- Eliminate two low ridership trips on Route 206 (weekdays),
- Eliminate Route 211 because of low ridership (weekdays),
- Reduce two low ridership trips and revise routing on Route 213 (weekdays),
- Eliminate Stationlink Route 462 in Downtown Santa Ana for OC Streetcar.
- Revise routing on routes 55 and 83 in Santa Ana Civic Center for OC Streetcar construction (all days),

- Improve frequency on Route 83 (all days),
- Implement new Downtown Santa Ana Shuttle during OC Streetcar construction (all days).

Proposed Final February 2020 Service Changes.

- Eliminate routes 21 and 24 and replace with new Route 123 covering most of the discontinued routes with service from the Goldenwest Transportation Center to Anaheim Canyon Metrolink Station via the Buena Park Metrolink Station (weekdays),
- Extend all peak trips on Route 54 to Chapman Avenue and Valley View Street (weekdays),
- Improve frequencies on routes 56 and 72 (weekends),
- Improve frequency on Route 143 (weekdays).

Title VI and Environmental Justice Analysis

Staff conducted a Title VI and Environmental Justice Analysis of the recommended October 2019 and February 2020 Bus Service Plan, per OCTA policy and Federal Transit Administration requirements. The analysis accumulated impacts to minority and low-income communities by comparing the transit service levels before and after the route changes. Based on this analysis, it has been determined that the final Bus Service Plan recommendations, taken in their entirety, would not have a disparate impact on minority persons nor a disproportionate burden on low-income persons.

Next Steps

With Board approval, staff will begin implementing the recommendations for the October 2019 and February 2020 service changes. Customers will be notified of the changes starting three weeks prior to implementation.

Summary

It is recommended the Board approve the proposed final October 2019 and February 2020 Bus Service Plan. The final route recommendations respond to public feedback and will improve productivity of the fixed-route bus service.

Attachments

- A. Draft Fiscal Year 2019-20 Bus Service Plan
- B. Proposed October 2019 and February 2020 Bus Service Plan, Public Involvement Program, Final Report, July 11, 2019
- C. Proposed Fiscal Year 2019-20 Bus Service Plan
- D. Proposed Final October 2019 and February 2020 Bus Service Plan, Weekday Route Changes
- E. Proposed Final October 2019 and February 2020 Bus Service Plan, Weekend Route Changes

Prepared by:

Gary Hewitt

Section Manager, Transit Planning

(714) 560-5715

Approved by:

Kia Mortazavi

Executive Director, Planning

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		Recommendations		Daily R	evenue Hour	Change	Daily	Boarding Ch	ange
Route	Weekday	Saturday	Sunday		Saturday	Sunday	Weekday	Saturday	Sunday
21: Buena Park – Sunset Beach via Valley View Street / Bolsa Chica Road	Terminate south end of route at Goldenwest Transportation Center and combine with Route 24 at 60 minute headway (New Route 123). OC Flex covers deleted portion.	-	-	(31.1)	-	-	(255)	-	-
24: Buena Park – Orange via Malvem Avenue / Chapman Avenue / Tustin Avenue	Combine with Route 21 and cut back to Anaheim Canyon Metrolink (New Route 123).	-	-	(33.7)	-	1	(492)	-	-
26: Fullerton – Placentia via Commonwealth Avenue / Yorba Linda Boulevard	Extend route to Yorba Linda Boulevard/Imperial Highway and reduce peak service to 20/40 minutes and keep 30 minutes midday. Add one morning tripper for Metrolink to California State University, Fullerton.	Extend route to Yorba Linda Boulevard and Imperial Highway.	Extend route to Yorba Linda Boulevard and Imperial Highway.	0.5			40	44	34
53/53X: Anaheim – Irvine via Main Street	Reduce AM peak frequency from 20 to 30 minutes. Reduce midday service from 24 to 36 minutes.	-	-	(24.0)	-	-	(78)	-	-
54: Garden Grove – Orange via Chapman Avenue	Eliminate peak hour short turn terminal on west end of the line and start all trips at Chapman Avenue and Valley View Street.	-	-	6.0	-	1	39	-	1
55: Santa Ana – Newport Beach via Standard Avenue / Bristol Street / Fairview Street / 17th Street	Implement OC Streetcar routing in Santa Ana Civic Center.	Implement OC Streetcar routing in Santa Ana Civic Center.	Implement OC Streetcar routing in Santa Ana Civic Center.	ı	-	1	-	-	ı
56: Garden Grove – Orange via Garden Grove Boulevard		Implement same Saturday and Sunday schedule; improve frequency from 70 to 45 minutes.	Implement same Saturday and Sunday schedule; improve frequency from 70 to 45 minutes.		13.0	14.3	,	143	117
59: Anaheim — Irvine via Kraemer Boulevard / Glassell Street / Grand Avenue / Von Karman Avenue	Extend midday short trips from Dyer Road and Pullman Street to The District.	-	-	-	-	-	-	-	-
60: Long Beach – Tustin via Westminster Avenue / 17th Street	Run all trips to Long Beach during peak and midday. Implement more direct routing for Bravo! 560.	-	-	33.3	-	-	-	-	-
72: Sunset Beach – Tustin via Warner Avenue		Improve weekend frequency from 65 to 45 minutes.	Improve weekend frequency from 65 to 45 minutes.	-	12.0	12.0	-	138	83
79: Tustin – Newport Beach via Bryan Avenue / Culver Drive / University Avenue	Add weekday southbound trips between Michelson Drive and University of California, Irvine due to heavy passenger loads.	-	-	2.0	-	1	60	-	1
83: Anaheim – Laguna Hills via Interstate 5 / Main Street	Implement OC Streetcar routing, cut Walnut Loop, and serve Anaheim Gardenwalk; improve frequency to 15/30 minutes during peak and 30 minutes midday; improve span by adding one southbound evening trip.	Implement OC Streetcar routing, cut Walnut loop, and serve Anaheim Gardenwalk; improve frequency to 30 minutes.	Implement OC Streetcar routing, cut Walnut loop, and serve Anaheim Gardenwalk; improve frequency to 30 minutes.	3.5	2.0	15.0	(451)	(215)	(82)
86: Costa Mesa – Mission Viejo via Alton Parkway / Jeronimo Road	Cut route back to Laguna Hills Transportation Center; improve frequency to 60 minutes all day.	-	-	(2.7)	-	-	-	-	-
89: Mission Viejo – Laguna Beach via El Toro Road / Laguna Canyon Road	Reduce frequency from 30 to 45 minutes midday.	-	-	(12.0)	-	-	(103)	-	-

Draft Fiscal Year 2019-20 Bus Service Plan

		Recommendations			evenue Hour			/ Boarding Cl	
Route	Weekday	Saturday	Sunday	Weekday	Saturday	Sunday	Weekday	Saturday	Sunday
129: La Habra — Anaheim via La Habra Boulevard / Brea Boulevard / Birch Street / Kraemer Boulevard	Combine with Route 153.	Combine with Route 153.	Combine with Route 153.	(37.5)	(32.6)	(28.3)	(620)	(397)) (288
143: La Habra – Brea via Whittier Boulevard / Harbor Boulevard / Brea Boulevard / Birch Street	Combine with Route 129.	Combine with Route 129.	Combine with Route 129.	(36.0)	(29.3)	(25.9)	(591)	(372)) (233
153: Brea – Anaheim via Placentia Avenue	Combine with Route 129.	Combine with Route 129.	Combine with Route 129.	(34.7)	(27.4)	(25.4)	(374)	(229)	(183
206: Santa Ana – Lake Forest Express via Interstate 5 Freeway	Eliminate Route.	-	-	(6.9)	-	-	(49)	-	-
211: Huntington Beach – Irvine Express via Interstate 405	Eliminate route unless free rides are provided during Interstate 405 construction.	-	-	(22.4)	1	-	(53)	-	-
213/A: Brea – Irvine Express via State Route 55	Simplify routing for direct service between Brea Mall, Santa Ana Depot, and University of California, Irvine.	-	-	(3.8)	1	-	44	-	-
462: Santa Ana Regional Transportation Center – Civic Center via Santa Ana Boulevard / Civic Center Drive	Eliminate route and replace with Civic Center shuttle.	-	-	(6.9)	-	-	(142)	-	-
560: Santa Ana – Long Beach via 17th Street / Wesminster Avenue	New non-stop routing from Westminster Avenue and Goldenwest Street to the City of Long Beach every 36 minutes. Reduce midday to 18 minute frequency.	-	-	(6.7)	1	-	1	-	-
123: Huntington Beach - Anaheim via Valley View Street / Bolsa Chica Road / Malvern Avenue / Chapman Avenue	Implement new route on 60 minute frequency from combined portions of routes 21 and 24.	-	-	60.8	-	-	912	-	-
New 143: North County Circulator via Harbor Boulevard / Central Avenue / Brea Boulevard	Implement new route from combined portions of routes 129 and 143 at 50 minute frequency.	-	-	64.0	48.0	48.0	960	720	720
New 153: Brea- Anaheim via Placentia Avenue	Implement new route from combined portions of routes 129 and 153 at 60 minute frequency.	_	-	30.0	24.0	24.0	450	360	360
662: Downtown Santa Ana Shuttle via Civic Center Drive	Implement new route to replace Route 462 and deleted portion of Route 83 during OC Streetcar construction; provide 10 minute peak and 20 minute off peak frequency until midnight.	and deleted portion of Route 83 during OC Streetcar construction; provide 20 minute frequency from 6:00 AM to midnight.	Implement new route to replace Route 462 and deleted portion of Route 83 during OC Streetcar construction; provide 20 minute frequency from 6:00 AM to midnight.	24.0	18.0	18.0	480	270	
			ily Fiscal Year 2019-20 Service Change Ial Fiscal Year 2019-20 Service Change		27.7	51.7 (4,275.2)	(222)	462	797 13,577

Major Service Changes (Changes Highlighted in Gray):

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

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

⁻ Weekday service increase or decrease of 25% or more annualized vehicle revenue hours, or weekend service increase or decrease of 25% or more annualized vehicle revenue hours (within 12 month period).



Proposed October 2019 and February 2020

Bus Service Plan

Public Involvement Program

Final Report

July 11, 2019



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Introduction

In 2015, the Orange County Transportation Authority (OCTA) Board of Directors (Board) launched OC Bus 360°, a plan that examines and improves bus service in an effort to reverse declining bus ridership and improve productivity. During the initial implementation of this comprehensive plan, OC Bus 360° provided improved service in high-demand areas by reallocating existing resources, enhanced passenger experience through technology, and created new branding and marketing to attract new riders. There are some indications the ridership decline is slowing following the initial implementation of the OC Bus 360° program.

To continue the positive direction of OC Bus 360°, staff has developed the Proposed October 2019 and February 2020 Bus Service Plan to reallocate service to improve productivity and reduce fleet requirements. The proposed service changes consist primarily of the redeployment of resources, including both service reductions and improvements. In addition, the recommendations include restructuring bus service in the Santa Ana Civic Center area during the OC Streetcar construction. The service recommendations are consistent with prior OC Bus 360° efforts and the OC Streetcar Bus Rail Interface Plan.



Executive Summary

The Orange County Transportation Authority is committed to ensuring that key stakeholders and the public remain engaged and informed about OC Bus 360°, a plan that examines and improves bus service in an effort to reverse declining bus ridership and improve productivity.

As part of the Proposed October 2019 and February 2020 Bus Service Plan development, OCTA developed a comprehensive outreach strategy. The goal of the outreach effort was to provide the public with information and to ensure customer and public input is heard and used to inform the final recommended Service Plan being presented to the OCTA Board for consideration.

A variety of tactics were used to inform and gather feedback, including public meetings and roundtables, direct mailings, email updates, bus and newspaper advertisings, press releases and well as 50,000 service change booklets / printed surveys in multiple languages. In addition, OCTA conducted online and social media outreach with feedback gathered through a qualitative online and mailed print survey.

Key Findings:

The overall feedback from these activities yielded the following key themes:

- Most feedback on the individual proposed changes in the October 2019 and February 2020 Bus Service Plan was positive – with a majority of comments and individual survey responses expressing support for the proposed changes among the individuals that had an opinion.
- The proposed changes to the following routes were strongly supported: 72, 60, 59, 56 and 55. These changes included frequency improvements, new trip additions and route extensions.
- The proposed changes with strong opposition included routes 213/A, 211, 206, 129, 89, 86, 83, 53/53X and 24. These changes included route eliminations, frequency reductions and cutting services from key points of interest such as Golden West / Irvine / Brea Transportation Centers, Anaheim Canyon Metrolink Station, The Village at Orange and Orange Circle.
- There was general support for adjustments to improve system productivity, including reallocating service from low-demand areas to provide additional weekend service.
- Routes with improved service generally received more positive comments.
 However, there were concerns with changes that included service eliminations and route reductions.

Public Information and Outreach Program

On April 22, 2019, the OCTA Board of Directors received the Proposed October 2019 and February 2020 Bus Service Plan and directed staff to implement a public outreach program to solicit feedback.

Tactics

A variety of tactics were implemented to gain public feedback.

Public Notification

- Print Advertisements 6 newspaper ads
- OC Register, Excelsior, and Nguoi Viet Community Meeting Notices
- OC Register, Excelsior and Nguoi Viet Public Hearing Notice

Bus Advertisements and Collateral

- 50,000 Public Notice Multilingual Brochures with comment card in English, Spanish, and Vietnamese
- OCTA website in English, Spanish, and Vietnamese including an online survey
- Interior Bus Cards (550 each language/1,650 total) English, Spanish, and Vietnamese

Mailings - Letters with multilingual brochures were mailed out to:

- 105 stakeholders and businesses libraries, schools, senior centers, city halls, etc.
- 56 potentially impacted ACCESS customers

Electronic Media

- Two emails regarding the plan/community meetings were each sent to 17,000 addresses
- Two "On the Move" e-Newsletters 7,500 distribution per issue
- Public information and ads on Facebook





Local Jurisdiction Communication

Emails were sent to public information officers at all cities with service change information for re-distribution via cities' communication channels. OCTA staff shared information with city public works staff where proposed changes would reduce or eliminate bus service.

Press Releases and Public Service Announcements (714) 636-RIDE Customer Information Center Hotline

Public Meetings

Community Meetings (3)

- Brea Community Center, Brea (May 21, 2019)
- Santa Ana Senior Center, Santa Ana (May 22, 2019)
- Irvine Lakeview Senior Center (May 23, 2019)

OCTA Advisory Committees

- Citizen Advisory Committee (April 16, 2019)
- Special Needs Advisory Committee (April 23, 2019)
- Diversity Community Leaders Quarterly Meeting (May 7, 2019)

Customer Roundtable

OCTA Headquarters, Orange (May 16, 2019)

Public Hearing

OCTA Headquarters, Orange (June 10, 2019)





Feedback from Public Meetings

Community Meetings

Several meetings took place where customers and the public had the opportunity to discuss the proposed changes and provide input. A total of 24 customers participated in three community meetings and 18 public comments were recorded. A summary of comments from each meeting are listed below.

Brea Community Center, Brea, May 21, 2019 (Participants: 15)

After receiving information about the proposed bus changes, attending customers at the Brea Community Center offered feedback on a variety of issues.

Nine customers objected to the proposed routing changes on Route 213/A due to concerns about commuting and said that the alternative option, Route 143, would not work for them. Two commented that they would have to quit their jobs if the proposed changes are implemented. They said students who take this route from Fullerton Transportation Center to UCI will also be affected by this change.

Regarding Route 26, two customers said they were glad it would be extended to Yorba Linda Boulevard and Imperial Highway. One would like to see it extended to Anaheim Hills.

Two customers commented on Route 143. While happy about the increased frequency, they said the proposed changes would prohibit them from going to the Target store in Brea.

One customer had concerns on the proposed elimination on Route 129. She stated that if the route is discontinued, she will not be able to use the ACCESS service because she won't be within a quarter mile of a bus stop.

Santa Ana Senior Center, Santa Ana, May 22, 2019 (Participants: 3)

At the Santa Ana Senior Center meeting, attendees expressed concerns about proposed eliminations on Routes 206 and 211.

Commenting on Route 206, one customer said that workers near Barranca Parkway and Bake Parkway will be significantly impacted. The proposed options to take routes 87 and 177 are not viable since the bus stops are at least two miles away. The person expressed the opinion that ridership is low because service has not been good in the past few months due to no-shows and late arrivals and if service improves, riders will come back.

Another customer asked if the frequency change for Route 53/53X would only be for weekdays, and staff answered yes.

A customer commented on positive interactions with ACCESS drivers and approved of community meetings to discuss upcoming bus service changes.

<u>Irvine Lakeview Senior Center, May 23, 2019</u> (Participants: 6)

Two customers commented on Route 86 at the Irvine Lakeview Senior Center.

One said that Route 86 is his transportation fallback and asked why rerouting was proposed as it will require him to walk more. Staff explained that a location was needed where the bus could both park and connect with other routes, and the Laguna Beach Transportation Center serves both purposes.

Another commenter on proposed changes to Route 86 said her mother will need to walk farther and wait longer for the bus. The bus is her mother's only transportation, and she uses it to travel to Westminster.

According to one person, people in North County don't know they can take the bus on the freeway to South County to work and shop. Staff responded that OCTA would conduct more grassroots education.

OCTA Advisory Committees

Citizen Advisory Committee

April 16, 2019 – OCTA Headquarters (Participants: 19)

The committee asked about proposed changes to Route 83. Staff said this route is being changed at one end due to the OC Streetcar in Santa Ana and at the other end of the route to service the Garden Walk.

The committee asked about Route 83 and what the advantages / disadvantages are of not servicing Disneyland. Staff said it will still make a connection at Disneyland and showed the planned route, which should serve more employment areas. The committee also asked about Route 53. Staff said the changes would affect Route 53X and some of the trips would go all the way into Irvine. The committee asked about the frequency in the core service area and was told by staff that it will stay the same.

The committee asked about the Bravo Route 560 and will this ever connect to the Blue Line. Staff said the service to the transit center in that area was cut because there was a lot of duplicate service already there. OCTA decided to end the route at the VA and not go any further.

Special Needs Advisory Committee

April 23, 2019 – OCTA Headquarters (Participants: 9)

At the April 23, 2019 meeting of the Special Needs Advisory Committee, members received a presentation on the Proposed October 2019 and February 2020 Bus Service Plan, including the planned outreach efforts for public comments.

Feedback from the committee included discussion about the proposed changes to Route 86, including concerns that the proposed change would limit connectivity from central Orange County to south Orange County in this area.

Additional feedback involved the new bus routes in the Santa Ana Civic Center / OC Streetcar construction area. A committee member wanted to make sure that the proposed routes would still allow commuters from Santa Ana to reach the Laguna Hills area. Staff welcomed the feedback and said they would review the where people are traveling to / from work in the area.

Diversity Community Leaders Quarterly Meeting

May 7, 2019 – OCTA Headquarters (Participants: 21)

The Proposed October 2018 and February 2019 Bus Service Change was presented at the Diversity Community Leaders Quarterly Meeting on May 7, 2019. While there was no route specific feedback, the participated diversity community leaders agreed to distribute the information in the communities.

Customer Roundtable

May 21, 2019 – OCTA Headquarters (Participants: 22)

A special customer roundtable was held to gather input on the proposed service changes. Attending customers received information about the proposed changes and then provided feedback on a variety of issues.

There was discussion about the overall strategy of the Bus 360. Generally, customers agreed with the concept of removing or restricting a route if the resources could be reallocated somewhere else that is more beneficial.

There was strong attendee support for proposed changes to routes 24, 26 and 72. Customers commented that the proposed changes were excellent.

Several customers supported proposed route changes to routes 26 and 79, because of the increased service for early morning students to CSUF and UCI. There was also support for proposed changes to Route 21 because of improved service to Golden West Transportation Center.

Customers generally opposed proposed changes to routes 86 and 129, noting that changes to the route would eliminate service to needed areas. Two current riders of Route 206 strongly opposed the proposed elimination of the route. They noted that at least two of the morning / afternoon trips were busy and discussed the lack of alternatives to this route.

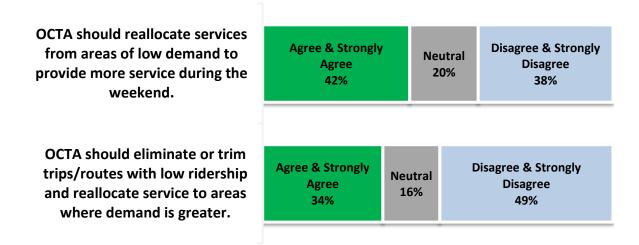
Online and Print Survey

A qualitative online and print survey was conducted for customer and public feedback on proposed service changes. The online survey was available at OCTA.net and was widely publicized in social media postings and other materials. The print version of the survey (with the same questions) was included as a mail-in response attached to each of the 50,000 Service Change Booklets that were distributed onboard OC Bus, at transit centers, libraries and among the community. A total of 129 online and 27 mailed surveys were collected.

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

The responses regarding individual routes are included along with other public feedback channels in the following "What We Heard" section and Comments by Routes charts.

There was general support for the service improvements included in the Proposed October 2019 and February 2020 Bus Service Plan. Based on survey questions regarding Bus Service Change strategies, most customers agreed with OCTA's approach to reallocate resources from low-ridership routes to provide more service during the weekend. However, 49 percent of respondents disagreed with the approach to eliminate or trim trips/routes with low-ridership and reallocate service to areas where the demand is greater.



Public Comments – Email and Phone Calls

Public comments were collected via phone calls and emails from nine individuals to OCTA customer relations staff.

Public Hearing

June 10, 2019 - OCTA Headquarters

Feedback received at the public hearing included comments opposing proposed changes to routes 86, 211 and 213. Staff from the City of Mission Viejo expressed concerns about the impact to current riders and their lives. Comments on routes 211 and 213/A opposed the proposed eliminations, saying that low ridership is due to service issues and the increased fare. They commented that the loss of the routes will have a serious impact on employees and students in the UCI area.

What We Heard

Following extensive public outreach, a total of 216 individuals provided feedback comments on the proposed changes at community meetings, a customer roundtable and the public hearing, online, and by mail and phone. The table below identifies how those individuals shared their feedback.

Who Provided Feedback

Method Received	No. of Individuals
Online Surveys	129
Mailed Surveys	27
Customer Roundtable*	22
Community Meetings*	18
Phone Calls/Emails	9
Public Hearing*	6
Advisory Committees*	5
Total	216

The number of individuals who provided feedback is shown rather than meeting attendance.

The proposed changes that most customers supported included:

- Improving frequency on routes 56 and 72
- Extending service segments on routes 26, 59, and 60
- Increasing connectivity to Metrolink Stations and Transit Centers on Route 123
- Implementing OC Streetcar routing on Route 55
- Implementing non-stop service from Westminster Avenue and Goldenwest Street to Long Beach on Route 560

While there was general support for the overall changes, a number of routes received opposing comments. These changes include route eliminations, frequency reductions and cutting services from key points of interest such as Goldenwest / Irvine / Fullerton transportation centers, Anaheim Canyon Metrolink Station, The Village at Orange and Orange Circle. The table below lists the routes with strong opposition to the proposed changes.

Proposed Route Changes That Were Strongly Opposed						
Proposed October 2019 Changes						
Route	Change Description	Opposing Comments				
206: Santa Ana – Lake Forest Express	Route elimination	49				
53/53X: Anaheim – Irvine	Frequency reduction (10 -12 min. reduction)	45				
213/A: Brea – Irvine Express	Brea – Irvine Express Rerouting removes service to Fullerton Transportation Center and Orange Circle					
89: Mission Viejo – Laguna Beach	Frequency reduction (15 min. reduction)	37				
211: Huntington Beach – Irvine Express	Route elimination to Golden West Transportation Center	36				
Proposed	February 2020 Changes					
Route Change Description		Opposing Comments				
86: Costa Mesa – Mission Viejo	Route reduction removes service from Lake Forest's Jeronimo / Los Aliso area					
129: La Habra – Anaheim	Habra – Anaheim Route elimination that combines portions with Routes 143 & 153					
Route reduction removes service from the Village at Orange/ Anaheim Canyon Metrolink Station		34				

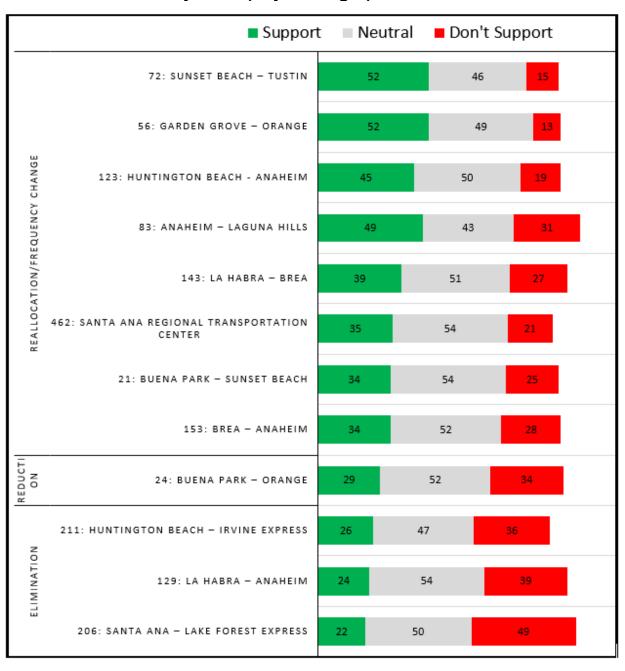
Feedback on Individual Routes

A total of 2,797 comments from 216 individuals was received, including public meeting comments and survey responses to individual route changes. Most feedback on the individual proposed changes was positive, with 35 percent of comments expressing support for the proposed changes, 24 percent of comments opposing the changes and 41 percent comments were neutral or stated no opinion for or against the proposed changes.

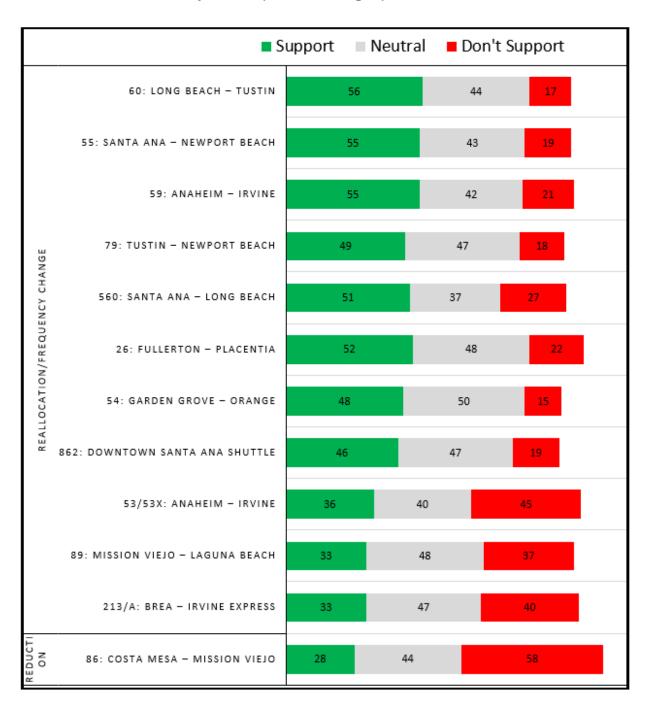
The following two charts show number and type of comments received for each individual route. A link to the actual comments are available at: OCbus.com/Bus2019-20Comments.

The first chart shows comments received for routes with proposed major (greater than 25 percent change in service hours) changes. The second chart shows comments received for routes with minor changes.

Number of Comments by Route (Major Changes)



Number of Comments by Route (Minor Changes)



The overall feedback as well as responses to individual route changes was provided to the OCTA Planning Department to inform the final service change recommendations.

Conclusion

After a comprehensive outreach effort and public hearings, 216 individuals commented on the proposed changes. Most feedback on the proposed changes in the October 2019 and February 2020 Bus Service Plan was positive, with some opposition to proposed changes on individual routes.

Public feedback from all sources was analyzed to identify major themes and identify common issues.

Routes with improved service generally received more positive comments. However, there were concerns with route changes that included service eliminations and route reductions.

The proposed elimination of routes 206, 211 and 129 and service reduction of routes 53/53X, 213/A, 89, 211, 83, 86, 24 and 153 generated mostly negative comments, although the overall volume of comments in support for all routes changes was higher than those opposing to the changes.

Based on public input, there was general support for adjustments to improve system productivity, including reallocating service from low-demand areas to provide additional weekend service.

The public feedback received on the proposed service changes was shared with OCTA's Planning Division and used to inform and develop the final proposed service change recommendations.

Web Links to Meeting Minutes and Comment Matrix

The links below are for the following meetings and documents.

Comment Matrix
Minutes from three Community Meetings
Minutes from Customer Roundtable
Minutes from Public Hearing

OCbus.com/Bus2019-20Comments
OCbus.com/Bus2019-20Meetings
OCbus.com/Bus2019-20Roundtable
OCbus.com/Bus2019-20Hearing

Online and Print Survey Questionnaire Form

Your input is very important. Please provide your comments below. Su contribución es muy importante. Por favor proporcione sus comentarios a continuación. Ý kiến đóng góp của quý vị là rất quan trọng. Hãy ghi ý kiến của quý vị vào phần dưới đây.

Name	e / Nombre / Tên:						
Zip C	ode / Código postal / ma bưu điện: Email	/ Correo electrónico:					
Por fa declar	e indicate if you agree or disagree with the statements below. vor indique si está de acuerdo o está en desacuerdo con las aciones a continuación. ho biết quý vị đồng ý hay không đồng ý với những nhận định tây.	1 = Strongly Agree / Muy de acuerdo / Rất Đồng ý 2 = Agree / De acuerdo / Đồng ý 3 = Neutral / Neutral / Trung lập 4 = Disagree / Desacuerdo / Không Đồng ý 5 = Strongly Disagree / Muy en desacuerdo / Rất Không Đồng					
1	demand is greater. OCTA debe eliminar o reducir viajes/rutas de baja dem	low ridership and reallocate service to areas where anda y reasignar el servicio a zonas con demanda más alta. ó ít hành khách và phân chia lại dịch vụ đến các khu vực có					
2		ow demand to provide more service during the weekend. aja demanda para poder brindar más servicio los fines de cầu thấp để cung cấp thêm dịch vụ vào cuối tuần.					
3	cho biết lý do. Route/Ruta/Tuyến đường Comment/Coment Route/Ruta/Tuyến đường Comment/Coment Route/Ruta/Tuyến đường Comment/Coment Route/Ruta/Tuyến đường Comment/Coment						
4	de uso compartido de OCTA, los servicios de búsqued	consideraría otras opciones, como el programa de camionetas a de transporte compartido (ridematching) y ortos más? ó muốn dùng các cách khác như chương trình đi chung xe van					

9

GET MORE INFORMATION

For more information on the Proposed Bus Service Plan, please visit OCbus.com/BusPlan or call (714) 636-RIDE. You can provide comments online or mail them to: OCTA, Attn: Marketing, Rm 722, 600 S. Main St., P.O. Box 14184, Orange, CA 92863-1584.

Para más información sobre plan propuesto para el servicio de autobuses, por favor visite OCbus.com/BusPlan o llame al (714) 636-RIDE. Puede proporcionar sus comentarios en línea o por correo a: OCTA, Attn: Marketing, Rm 722, 600 S. Main St., P.O. Box 14184, Orange, CA 92863-1584.

Để biết thêm thông tin về Đề nghị Kế hoạch Dịch vụ Xe Buýt xin mời truy cập vào trang OCbus.com/BusPlan hay gọi điện thoại số (714) 636-RIDE. Quý vị có thể đóng góp ý kiến trực tuyến hoặc gửi thư về địa chỉ: OCTA, Attn: Marketing, Rm 722, 600 S. Main St., P.O. Box 14184, Orange, CA 92863-1584.

Translators and Accessibility

Spanish and Vietnamese translation services will be available at all community meetings.

Any person with a disability who requires a modification or accommodation in order to participate in these meetings should contact the OCTA Clerk of the Board at (714) 560-5676 no less than two (2) business days prior to this meeting to enable OCTA to make reasonable arrangements to assure accessibility to these meetings.

For more information or to comment online, visit OCbus.com/BusPlan. If you would like to receive this information in 中文, 한국어, ی سراف, or any other languages, please call (714) 636-RIDE.

Traductores y accesibilidad

Los servicios de traducción al español y vietnamita estarán disponibles en todas las reuniones de la comunidad.

Cualquier persona con una discapacidad que requiere una modificación o establecimiento, con el fin de participar en estas reuniones, debe comunicarse con el Secretario de la Junta del OCTA al (714) 560-5676 no menos de dos (2) días hábiles antes de esta reunión para permitir a que la OCTA haga arreglos razonables para asegurar la accesibilidad a estas

Para obtener más información o hacer comentarios en línea, visite OCbus.com/BusPlan. Si desea recibir esta información en un idioma que no sea Inglés, español o vietnamita, por favor llame al (714) 636-RIDE.

Các phiên dịch viên và Sự Tham gia của người khuyết tật

Các dịch vụ phiên dịch tiếng Tây Ban Nha và tiếng Việt sẽ được cung cấp tại tất cả các cuộc họp cộng đồng.

Bất kỳ người khuyết tật nào cần có những điều chỉnh hay tiện nghi cần thiết để tham dự các cuộc họp cần liên hệ Thư ký OCTA của Hội đồng theo số (714) 560-5676 ít nhất hai (2) ngày làm việc trước khi cuộc họp diễn ra để cho phép OCTA có sự bố trí hợp lý nhằm đảm bảo khả năng tham gia của người khuyết tật vào các cuộc họp này.

Để biết thêm thông tin hay để góp ý kiến trực tuyến, mời quý vị truy cập vào trang OCbus.com/BusPlan. Nếu quý vị muốn nhận thông tin này bằng một ngôn ngữ khác ngoài tiếng Anh, tiếng Tây Ban Nha hay tiếng Việt, xin vui lòng gọi (714) 636-RIDE.

SS

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ORANGE COUNTY TRANSPORTATION AUTHORITY ATTN: MKTG RM 722 PO BOX 14184

ORANGE CA 92863-9831

ATTACHMENT C

Proposed Fiscal Year 2019-20 Bus Service Plan

	Recommendations			Daily R	evenue Hour	Change	Daily Boarding Change		
Route	Weekday	Saturday	Sunday	Weekday	Saturday	Sunday		Saturday	Sunday
21: Buena Park – Sunset Beach via Valley View Street / Bolsa Chica Road	Terminate south end of route at Goldenwest Transportation Center and combine with Route 24 at 60 minute headway (New Route 123). OC Flex covers deleted portion.	-	-	(31.1)	-	-	(255)	-	-
24: Buena Park – Orange via Malvern Avenue / Chapman Avenue / Tustin Avenue	Combine with Route 21 and cut back to Anaheim Canyon Metrolink (New Route 123).	-	-	(33.7)	-	-	(492)	-	-
26: Fullerton – Placentia via Commonwealth Avenue / Yorba Linda Boulevard	Extend route to Yorba Linda Boulevard/Imperial Highway and reduce peak service to 20/40 minutes and keep 30 minutes midday. Add one morning tripper for Metrolink to California State University, Fullerton.	Extend route to Yorba Linda Boulevard and Imperial Highway.	Extend route to Yorba Linda Boulevard and Imperial Highway.	0.5			40	44	34
53/53X: Anaheim – Irvine <i>via Main Street</i>	Reduce AM-peak frequency from 20 to 30- minutes: Reduce midday service from 24 to 36 minutes:	-	-	1	-	-	-	-	-
54: Garden Grove – Orange via Chapman Avenue	Eliminate peak hour short turn terminal on west end of the line and start all trips at Chapman Avenue and Valley View Street.	-	-	6.0	1	-	39	1	-
55: Santa Ana – Newport Beach via Standard Avenue / Bristol Street / Fairview Street / 17th Street	Implement OC Streetcar routing in Santa Ana Civic Center.	Implement OC Streetcar routing in Santa Ana Civic Center.	Implement OC Streetcar routing in Santa Ana Civic Center.	ı	-	-	-	-	-
56: Garden Grove – Orange via Garden Grove Boulevard	-	Implement same Saturday and Sunday schedule; improve frequency from 70 to 45 minutes.	Implement same Saturday and Sunday schedule; improve frequency from 70 to 45 minutes.	,	13.0	14.3	1	143	117
59: Anaheim — Irvine via Kraemer Boulevard / Glassell Street / Grand Avenue / Von Karman Avenue	Extend midday short trips from Dyer Road and Pullman Street to The District.	-	-	-	,	-	20	1	-
60: Long Beach Tustin via Westminster Avenue / 17th Street	Run all trips to Long-Beach during-peak and- midday. Implement-more direct routing for- Bravo! 560.	-	-	-	-	-	-	-	-
72: Sunset Beach – Tustin via Warner Avenue	-	Improve weekend frequency from 65 to 45 minutes.	Improve weekend frequency from 65 to 45 minutes.	-	12.0	12.0	1	138	83
79: Tustin – Newport Beach via Bryan Avenue / Culver Drive / University Avenue	Add weekday southbound trips between Michelson Drive and University of California, Irvine due to heavy passenger loads.	-	-	0.3	-	-	30	-	-
83: Anaheim – Laguna Hills via Interstate 5 / Main Street	Implement OC Streetcar routing, cut Walnut Loop, and serve Anaheim Gardenwalk; improve frequency to 15/30 minutes during peak and 30 minutes midday; improve span by adding one southbound evening trip.	Implement OC Streetcar routing , cut - Walnut loop, and serve Anaheim- Gardenwalk; improve frequency to 30 minutes.	Implement OC Streetcar routing , cut-Walnut loop, and serve Anaheim Gardenwalk ; improve frequency to 30 minutes.	3.5	2.0	15.0	(382)	(179)	(48)
86: Costa Mesa — Mission Viejo via Alton Parkway / Jeronimo Road	Cut route back to Laguna Hills Transportation Center; improve frequency to 60 minutes all day.	-	-	-	-	-	1	-	,
89: Mission Viejo – Laguna Beach via El Toro Road / Laguna Canyon Road	Reduce frequency from 30 to 45 minutes midday.	-	-	(12.0)	-	-	(76)	-	-

Proposed Fiscal Year 2019-20 Bus Service Plan

	Recommendations		Daily Revenue Hour Change			Daily Boarding Change			
Route	Weekday	Saturday	Sunday	Weekday	Saturday	Sunday	Weekday	Saturday	
129: La Habra — Anaheim via La Habra Boulevard / Brea Boulevard / Birch Street / Kraemer Boulevard	Combine with Route 153.	Combine with Route 153.	Combine with Route 153.	-	-	-	-	-	-
143: La Habra – Brea via Whittier Boulevard / Harbor Boulevard / Brea Boulevard / Birch Street	Combine with Route 129. Improve frequency from 75 to 50 minutes	Combine with Route 129.	Combine with Route 129.	15.0	-	-	147	-	-
153: Brea – Anaheim via Placentia Avenue	Combine with Route 129.	Combine with Route 129:	Combine with Route 129:	-	-	-	-	-	-
206: Santa Ana – Lake Forest Express via Interstate 5 Freeway	Eliminate Route. Remove one low ridership AM and PM trip	-	-	(2.4)	-	-	(11)	-	-
211: Huntington Beach – Irvine Express via Interstate 405	Eliminate Route.		-	(22.4)	-	-	(53)	-	-
213/A: Brea – Irvine Express via State Route 55	Simplify routing for direct service between Brea Malı, ARTFG Fullerton Transportation Center, Santa Ana Depet Village at Orange, and UC Irvine; offer three southbound trips in the AM peak and three northbound trips in the PM peak.	-	-	(5.5)	-	-	(24)	-	-
462: Santa Ana Regional Transportation Center – Civic Center via Santa Ana Boulevard / Civic Center Drive	Eliminate route and replace with Civic Center shuttle.	-	-	(6.9)	-	-	(142)	-	-
560: Santa Ana Long Beach via 17th Street / Wesminster Avenue	New non-stop routing from Westminster-Avenue- and Goldenwest Street to the- City of Long Beach every 36 minutes. Reduce- midday to 18 minute frequency.	-	-	-	-	-	-	-	-
123: Huntington Beach - Anaheim via Valley View Street / Bolsa Chica Road / Malvern Avenue / Chapman Avenue	Implement new route on 60 minute frequency from combined portions of routes 21 and 24.	-	-	60.8	-	-	912	-	-
New 143: North County Circulator via Harbor Boulevard / Central Avenue / Brea Boulevard	Implement-new route from combined portions of routes 129 and 143 at 50 minute frequency.	-	-	-	-	-	-	-	-
New 153: Brea Anaheim via Placentia Avenue	Implement new route from combined portions of- routes 129 and 153 at- 60 minute frequency.	-	-	-	-	-	-	-	-
662-862: Downtown Santa Ana Shuttle via Civic Center Drive	construction; provide 10 minute peak and	20 minute frequency from 6:00 AM to midnight.	Implement new route to replace Route 462 and deleted portion of Route 83 during OC Streetcar construction; provide 20 minute frequency from 6:00 AM to midnight.	24.0	18.0	18.0	480	270	270
			illy Fiscal Year 2019-20 Service Change		45.0	59.3	232	416	
Major Service Changes (Changes Highlighted in Gray):		Annı	ual Fiscal Year 2019-20 Service Change	l	l	4,797.7	<u> </u>		107,329

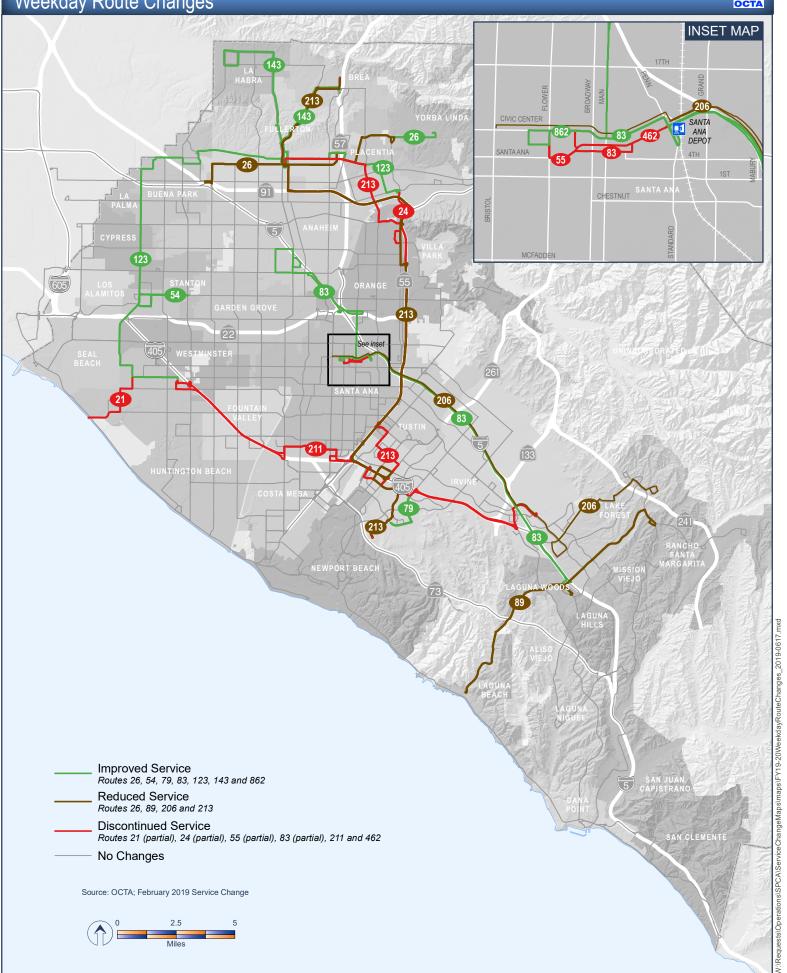
Major Service Changes (Changes Highlighted in Gray):

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

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

⁻ Weekday service increase or decrease of 25% or more annualized vehicle revenue hours, or weekend service increase or decrease of 25% or more annualized vehicle revenue hours (within 12 month period).









July 22, 2019

To: Members of the Board of Directors

From: Laurena Weinert, Clerk of the Board

Subject: October 2019 and February 2020 Bus Service Plan Recommendations

Transit Committee Meeting of July 11, 2019

Present: Directors Davies, Do, Jones, Pulido, Shaw, and Winterbottom

Absent: Director Moreno

Committee Vote

This item was passed by the Members present.

Directors Jones and Pulido were not present to vote on this item.

Committee Recommendations

A. Approve the final October 2019 and February 2020 Bus Service Plan and direct staff to begin implementation.

- B. Receive and file the October 2019 and February 2020 Bus Service Plan Public Involvement Program final report.
- C. Direct the Executive Director of Planning, or his designee, to file a Notice of Exemption from the California Environmental Quality Act related to the bus service changes.

Minutes of the Orange County Transportation Authority Orange County Transit District Orange County Local Transportation Authority Orange County Service Authority for Freeway Emergencies Board of Directors Meeting

Call to Order

The July 22, 2019 regular meeting of the Orange County Transportation Authority (OCTA) and affiliated agencies was called to order by Vice Chairman Jones at 9:03 a.m. at the OCTA Headquarters, 550 South Main Street, Board Room – Conference Room 07-08, Orange, California.

Roll Call

Following the Invocation and Pledge of Allegiance, the Clerk of the Board noted a quorum was present, with the following Directors in attendance:

Directors Present: Steve Jone

Steve Jones, Vice Chairman

Lisa A. Bartlett Doug Chaffee Andrew Do Laurie Davies Barbara Delgleize Gene Hernandez Jose F. Moreno Joe Muller

Mark A. Murphy Richard Murphy Miguel Pulido Donald P. Wagner

Gregory T. Winterbottom

Ryan Chamberlain, District Director

California Department of Transportation District 12

Directors Absent:

Tim Shaw, Chairman

Michael Hennessey

Michelle Steel

Also Present:

Darrell E. Johnson, Chief Executive Officer

Ken Phipps, Deputy Chief Executive Officer

Laurena Weinert, Clerk of the Board Olga Prado, Assistant Clerk of the Board

James Donich, General Counsel

Members of the Press and the General Public

Special Calendar

Orange County Transportation Authority Special Calendar Matters

1. Presentation of Resolution of Appreciation for Employee of the Month for June 2019

Darrell E. Johnson, Chief Executive Officer (CEO), presented OCTA Resolution of Appreciation No. 2019-066 to Stella Lin, Administration, as Employee of the Month for June 2019.

2. Presentation of Resolutions of Appreciation for Employees of the Month for July 2019

Darrell E. Johnson, CEO, presented OCTA Resolutions of Appreciation Nos. 2019-067, 2019-068, and 2019-069 to Carlos Novelo, Coach Operator; Rafael Luna, Maintenance; and Iris Deneau, Administration, as Employees of the Month for July 2019.

3. Recognition of the Orange County Transportation Authority's 2019 Summer College Intern Program

Darrell E. Johnson, CEO, provided opening comments that this year, OCTA launched a new Summer College Intern Program to appeal to a wider pool of college students and market OCTA nationally. Mr. Johnson presented OCTA's 2019 Summer College Intern Program participants as follows:

- Joseph Chidiac, Pepperdine University, is working in External Affairs.
- Warren Collins, University of Georgia, is working in Human Resources and Organizational Development.
- Jett Zeimantz, Claremont McKenna College, is working in Operations.
- Nicole Thee, Northern Arizona University, is working in External Affairs.
- Katie Tam, John Hopkins University, is working in Planning.
- Mark Hyun, Chapman University, is working in Operations.
- Samantha Beck, Seattle Pacific University, is working in Operations.
- Camille Ituralde, University of California, Los Angeles, is working in Operations.
- Gauvri Nathwani, University of California, Santa Barbara, is working in Human Resources and Organizational Development.
- Frank Kiriakopoulos, University of California, Riverside, is working in Operations.
- Daniel Lim, University of California, Irvine, is working in Operations.
- Ceili Harrell-Tuttle, Columbia University, is working in Operations.

Consent Calendar (Items 4 through 12)

Orange County Transportation Authority Consent Calendar Matters

4. Approval of Minutes

A motion was made by Director Davies, seconded by Director Hernandez, and declared passed by those present, to approve the Orange County Transportation Authority and affiliated agencies' regular meeting minutes of July 8, 2019.

Director Moreno abstained from the vote due to being absent from the July 8, 2019 Board of Directors meeting.

Director Pulido was not present to vote on this item.

5. Amendment to the 91 Express Lanes Three-Party Operating Agreement

A motion was made by Director Davies, seconded by Director Hernandez, and declared passed by those present, to authorize the Chief Executive Officer to negotiate and execute Amendment No. 4 to Agreement No. C-3-1529 among the Orange County Transportation Authority, Riverside County Transportation Commission, and Cofiroute USA, LLC, in an amount not to exceed \$3,437,496, for six, one-month optional extension periods from July 1, 2021 through December 31, 2021, for continued operating services on the 91 Express Lanes.

Director Pulido was not present to vote on this item.

6. Amendment to Agreement for System Manager and Business Analyst Support

A motion was made by Director Davies, seconded by Director Hernandez, and declared passed by those present, to authorize the Chief Executive Officer to negotiate and execute Amendment No. 3 to Agreement No. C-4-1559 between the Orange County Transportation Authority and Carpe Datum to exercise the two-year option term of the agreement, effective September 1, 2019 through August 31, 2021, in the amount of \$383,984, to provide system manager and business analyst support. This will increase the maximum obligation for a total contract value of \$1,398,192.

Director Pulido was not present to vote on this item.

7. Second Quarter 2019 Investment and Debt Report

A motion was made by Director Davies, seconded by Director Hernandez, and declared passed by those present, to receive and file the Quarterly Debt and Investment Report prepared by the Treasurer as an information item.

Director Pulido was not present to vote on this item.

Orange County Transit District Consent Calendar Matters

8. Bus Operations Performance Measurements Report for the Third Quarter of Fiscal Year 2018-19

A motion was made by Director Davies, seconded by Director Hernandez, and declared passed by those present, to receive and file as an information item.

Director Pulido was not present to vote on this item.

9. Agreement for Mobility Management Services

A motion was made by Director Davies, seconded by Director Hernandez, and declared passed by those present, to:

- A. Approve the selection of Mobility Management Partners, Inc., as the firm to provide mobility management services.
- B. Authorize the Chief Executive Officer to negotiate and execute Agreement No. C-9-1244 between the Orange County Transportation Authority and Mobility Management Partners, Inc., in the amount of \$248,911, for a one-year initial term, with one, two-year option term, to provide mobility management services.

Director Pulido was not present to vote on this item.

Orange County Local Transportation Authority Consent Calendar Matters

10. Contract Change Order for Removal and Disposal of Contaminated Materials at the Maintenance and Storage Facility Property for the OC Streetcar Project

A motion was made by Director Davies, seconded by Director Hernandez, and declared passed by those present, to authorize the Chief Executive Officer to negotiate and execute Contract Change Order No. 2.1 to Agreement No. C-7-1904 with Walsh Construction Company II, LLC, in the amount of \$160,000, for the removal and disposal of contaminated materials at the maintenance and storage facility property for the OC Streetcar project.

Director Wagner voted in opposition of this item.

Director Pulido was not present to vote on this item.

11. Consultant Selection for the Preparation of Orange County Rail Infrastructure Defense Against Climate Change Plan

A motion was made by Director Davies, seconded by Director Hernandez, and declared passed by those present, to:

- A. Approve the selection of WSP USA, Inc., as the firm to prepare an Orange County Rail Infrastructure Defense Against Climate Change Plan.
- B. Authorize the Chief Executive Officer to negotiate and execute Agreement No. C-8-2072 between the Orange County Transportation Authority and WSP USA, Inc., in the amount of \$549,953, to prepare an Orange County Rail Infrastructure Defense Against Climate Change Plan.

Director Pulido was not present to vote on this item.

12. Agreement for the Intelligent Transportation Management System Integration and Engineering with the OC Streetcar Vehicles

A motion was made by Director Davies, seconded by Director Hernandez, and declared passed by those present, to authorize the Chief Executive Officer to negotiate and execute sole source Agreement No. C-9-1192 between the Orange County Transportation Authority and Conduent Transport Solutions, Inc., in the amount of \$2,719,650, for the integration of the OC Streetcar vehicles into the existing Intelligent Transportation Management System.

Director Wagner voted in opposition of this item.

Director Pulido was not present to vote on this item.

Regular Calendar

Orange County Transportation Authority Regular Calendar Matters

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

Jennifer L. Bergener, Chief Operating Officer (COO), reported on this item as follows:

- An overview of the contracted service provided by First Transit, Inc. (First Transit), and how it maintains financial stability.
- First Transit has been experiencing a problem with rests and breaks and during February's service change, First Transit modified how they schedule Coach Operator assignments and breaks.
- Due to the shortage of coach operators, First Transit lost 2,300 trips which resulted in 2,800 lost service hours.
- First Transit took immediate action to remedy the shortage of operates by bringing operators from other properties and tour operators, using management team to operate vehicles, and increasing its starting wage.
- During the first four years of First Transit's contract, OCTA saved \$55 million and will save an additional \$24 million, if the recommendation is approved.
- The recommendations in the Staff Report were highlighted.

A discussion ensued regarding:

- Director Wagner stated the following:
 - OCTA could have gone out to bid instead of exercising the option term, as well as highlighted his concerns.
 - When the contract returns to exercise the second option term,
 Director Wagner suggested going out to bid.
 - The recommended price changed of approximately \$6 million is not the way public contracting is supposed to work.
 - First Transit's Coach Operator shortage is not the responsibility of OCTA and the taxpayers to address.
 - Referenced Item 8 on today's Board agenda, Page 8, of the Staff Report that notes First Transit being below standards for courtesy and reliability which in part is attributed to the Coach Operator shortage.
 - Asked staff to consider going out to bid as an alternative to exercising the final two-year option term.

- Transit Committee Chairman Do stated:
 - The Transit Committee recently discussed this item at length, and the unanticipated economic pressures of low unemployment, minimum wage increasing, and ongoing high costs of housing contributed to First Transit's issues.
 - The recommendations would provide significant savings to OCTA.
 - First Transit has made significant strides to improve its performance issues.
- Director Muller stated the following:
 - Agrees with Director Wagner's concerns.
 - To address the driver shortage, consider Uber or Lyft to deliver the same service.
 - Move forward with the recommendations and review other modes of transportation to deliver the same services at a lower cost.
- Director Bartlett stated the following:
 - When First Transit's contract was initiated in 2015, the California minimum wage increases were not determined.
 - It is difficult for First Transit to be competitive with the minimum wage increases.
 - The overall labor market has changed over the past few years, and OCTA needs to have a competitive working environment.
- Director Winterbottom stated the following:
 - Asked how long it would take if OCTA went out to bid.
 Ms. Bergener, COO, responded that it would take approximately six to nine months.
 - The bus service could be cut which would save a lot of money.
 - Uber type service would put more cars on the road.
 - Gave an example of when he managed the same type of service, and 35 years later not much has changed.
- Director R. Murphy stated the following:
 - Asked when OCTA awards the contract, what percentage of it is cost. Ms. Bergener, COO, responded 25 percent.
 - Concerned about the fairness when a firm considered the 25 percent higher costs and was not awarded the contract due its higher bid.
 - It is a bad precedent when the higher bidder is being put in an unfair position, and OCTA is getting a reputation of adjusting the contracts because a firm cannot foresee actual costs.

- Darrell E. Johnson, CEO, stated the following:
 - o The initial 2015 contract bid had only two bidders.
 - In order to lower costs, OCTA contracts 40 percent of its bus service.
 - During the implementation of this contract, OCTA implemented the OC Bus 360°, OC Flex pilot program, and demonstration project with Lyft in San Clemente.
 - OCTA believes going out to bid is a high-risk, which was discussed with the Transit Committee and the Board.
 - OCTA's Coach Operator attrition rate is approximately three times higher, and the economic factors are a challenge.
 - The recommendations are the lowest risk path.
 - o OCTA understands the Uber and Lyft voucher suggestions.
 - To receive federal funds for bus service, the Federal Transit Administration has specific regulations, and Uber and Lyft service is not allowed when using federal funds.

A motion was made by Director Do, seconded by Director Pulido, and declared passed by those present, to:

- A. Authorize the Chief Executive Officer to negotiate and execute Amendment No. 9 to Agreement No. C-4-1737 between the Orange County Transportation Authority and First Transit, Inc., in the amount of \$6,544,810, to allow First Transit, Inc. to implement wage adjustments for operating staff. This will increase the maximum obligation of the agreement to a total contract value of \$242,571,788.
- B. Approve an amendment to the Orange County Transportation Authority Fiscal Year 2019-20, Operations Division Budget, in the amount of \$4,520,537.

Orange County Transit District Regular Calendar Matters

14. October 2019 and February 2020 Bus Service Plan Recommendations

Darrell E. Johnson, CEO, provided opening comments and introduced Gary Hewitt, Section Manager of Transit Planning, who provided a PowerPoint presentation as follows:

- OC Bus 360°:
- Service Design Framework;
- Outreach;
- What We Heard;
- Changes to Draft Recommendations;
- Final October 2019 Service Changes;

- Final February 2020 Service Changes;
- Resource Impacts; and
- Next Steps.

Staff was thanked for listening to the public, especially in the Fifth District for Routes 83, 86, and 206. Additionally, staff was complimented for the helpful formatting of the draft and final service plan changes provided in the Staff Report.

A motion was made by Director Pulido, seconded by Director Do, and declared passed by those present, to:

- A. Approve the final October 2019 and February 2020 Bus Service Plan and direct staff to begin implementation.
- B. Receive and file the October 2019 and February 2020 Bus Service Plan Public Involvement Program final report.
- C. Direct the Executive Director of Planning, or his designee, to file a Notice of Exemption from the California Environmental Quality Act related to the bus service changes.

Orange County Local Transportation Authority Regular Calendar Matters

15. OC Streetcar Project Quarterly Update

Darrell E. Johnson, CEO, opened with comments and a co-presentation of the PowerPoint was provided as follows:

Jim Beil, Executive Director of Capital Programs, presented:

- Background;
- OC Streetcar Features;
- Utilities;
- Construction Segment 1;
- Santa Ana River Bridge;
- Maintenance and Storage Facility; and
- Construction Segments 2 through 5.

Kelly Hart, Project Manager, presented:

Vehicles and Other Key OC Streetcar Updates.

Tresa Oliveri, Principal Community Relations Specialist, presented:

Outreach.

A discussion ensued regarding:

- As the contractor goes through discovery, there is staff on-site analyzing/testing for toxins.
- OCTA's outreach team is working with the City of Santa Ana (Santa Ana) and communicating back to the construction team Santa Ana's requests. Additionally, OCTA is responding to the community's requests.

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

16. Public Comments

There were no public comments.

17. Chief Executive Officer's Report

Darrell E. Johnson, CEO, reported:

OC Fair Express:

- Yesterday, OCTA completed the second weekend of service on the OC Fair Express and ridership is doing well.
- So far, OCTA recorded more than 28,000 boardings which is about
 4.4 percent higher than last year's 26,862 boardings at this time.

Interstate 5 (I-5) Central Project:

- A second carpool lane will be added, in each direction, on the I-5 between the State Route (SR) 55 and SR-57.
- The I-5/Main Street high-occupancy vehicle bridge demolition is scheduled for Friday night, August 2, and Saturday night, August 3. The bridge demolition will require a full closure of the northbound I-5 from the SR-55 to the SR-22.
- There will also be lane closures on the southbound I-5 beginning at Gene Autry Way and continuing through the project area.
- The carpool connector from the southbound SR-57 to the southbound I-5 will be closed.
- Main Street will be closed in both directions from Santa Clara Avenue to Main Place Drive.
- OCTA continues to notify the public through all its regular channels including an interactive map online at www.octa.net/i5centralmap.

"Be Safe Be Seen" Workshops:

- OCTA is launching a bicycle safety campaign called "Be Safe Be Seen," which includes a series of free workshops.
- The first workshop was on Saturday in City of La Habra and workshops will continue throughout the summer as follows:
 - 5:30 p.m. on July 25 at the City of Orange, Civic Center
 - o 10:00 a.m. on August 3 at the City of Fullerton Main Library
 - o 5:30 p.m. on August 13 at the City of Huntington Beach City Hall
 - 9:00 a.m. on August 31 at the City of Tustin Senior Center
- If the Board Members want further information, contact OCTA's CEO.

18. Directors' Reports

Director Davies thanked Alice Rogan, Director of External Affairs, and Nora Yeretzian, Principal Marketing Specialist, for providing the OC Flex outreach at the recent summer concert in the City of Laguna Niguel (Laguna Niguel), and Director Davies highlighted what was promoted.

Director Davies reported that OCTA staff will also provide OC Flex outreach at additional summer concerts in Laguna Niguel and in the cities of Aliso Viejo and Mission Viejo.

Director Davies requested "Be Safe Be Seen" workshops in south Orange County.

Director Moreno asked that this Board meeting be adjourned in memory of former OCTA Board Member Irv Pickler, a long-time Anaheim resident, public servant, and community volunteer who passed away on July 17, 2019 at 98, and Director Moreno provided an obituary.

Director Bartlett reported that First Transit's contract was effective in 2015. Additionally, she stated that pursuant to Senate Bill 3 (minimum wage), there were modifications to the California Labor Code in 2016. She explained that is why First Transit came to OCTA about implementing wage adjustments, which is needed to remain competitive in the job market.

19. Closed Session

A Closed Session was be held as follows:

Pursuant to Government Code Section 54956.9(d) - Conference with General Counsel - Potential Litigation - One Matter.

Director Pulido was not present for the Closed Session item.

There was no report out for the Closed Session item.

20. Adjournment

The meeting adjourned at 10:17 a.m. in memory of former OCTA Board Member Irv Pickler, OCTA's Vice Chairman in 1991, who passed away on July 17, 2019.

The next regularly scheduled meeting of this Board will be held at 9:00 a.m. on Monday, August 12, 2019, at the Orange County Transportation Authority Headquarters, 550 South Main Street, Board Room – Conference Room 07-08, Orange, California.

ATTEST:

Steve Jones

OCTA Vice Chairman

Laurena Weinert
Clerk of the Board

OCTA June 2021 Bus Service Change



Orange County Transportation Authority Board Meeting
Orange County Transportation Authority Headquarters
Board Room - Conference Room 07-08
550 South Main Street
Orange, California
Monday, May 24, 2021 at 9:00 a.m.

Any person with a disability who requires a modification or accommodation in order to participate in this meeting should contact the Orange County Transportation Authority (OCTA) Clerk of the Board, telephone (714) 560-5676, no less than two (2) business days prior to this meeting to enable OCTA to make reasonable arrangements to assure accessibility to this meeting.

Agenda Descriptions

The agenda descriptions are intended to give members of the public a general summary of items of business to be transacted or discussed. The posting of the recommended actions does not indicate what action will be taken. The Board of Directors 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 the OCTA Headquarters, 600 South Main Street, Orange, California.

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

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

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



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

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

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

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

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

In order to ensure that staff has the ability to provide comments to the Board Members in a timely manner, please submit your public comments **90 minutes prior to the start time of the Board and Committee meeting date.**



Call to Order

Roll Call

Invocation

Director Jones

Pledge of Allegiance

Director Harper

Special Calendar

Orange County Local Transportation Authority Special Calendar Matters

1. Public Hearing to Amend the Orange County Local Transportation Authority Measure M2 Ordinance No. 3

Adriann Cardoso/Kia Mortazavi

Overview

On April 12, 2021, the Board of Directors directed staff to initiate the process to amend Orange County Local Transportation Authority Measure M2 Ordinance No. 3. The amendment will extend the temporary change to the maintenance of effort requirements for an additional year through fiscal year 2021-22 to assist local jurisdictions with the transition back to the pre-pandemic maintenance of effort benchmarks. The amendment process calls for a public hearing before the adoption of the proposed amendment.

- A. Amend the Orange County Local Transportation Authority Measure M2 Ordinance No. 3 to extend the fiscal year 2020-21 revised maintenance of effort requirements through fiscal year 2021-22 to assist local jurisdictions with the transition back to the pre-pandemic maintenance of effort benchmarks.
- B. Direct staff to provide written notice of the amendment to local jurisdictions.



Consent Calendar (Items 2 through 16)

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

Orange County Transportation Authority Consent Calendar Matters

2. Approval of Minutes

Approval of the Orange County Transportation Authority and affiliated agencies' regular meeting minutes of May 10, 2021.

3. Investments: Compliance, Controls, and Reporting, July 1 through December 31, 2020, Internal Audit Report No. 21-509
Gabriel Tang/Janet Sutter

Overview

The Internal Audit Department has completed an audit of investments for the period July 1 through December 31, 2020. Based on the audit, the Orange County Transportation Authority complied with its debt, investment, and reporting policies and procedures; however, the Internal Audit Department is recommending management consider incorporating assertions previously provided in quarterly reports to the Board of Directors that were eliminated in favor of providing monthly reports to the Board of Directors.

Recommendation

Direct staff to implement a recommendation provided in Investments: Compliance, Controls, and Reporting, July 1 through December 31, 2020, Internal Audit Report No. 21-509.



4. Fiscal Year 2020-21 Third Quarter Grant Reimbursement Status Report Sam Kaur/Andrew Oftelie

Overview

The Quarterly Grant Reimbursement Status Report summarizes grant activities for the Orange County Transportation Authority Board of Directors. This report focuses on activity for the third quarter of fiscal year 2020-21, covering January through March 2021.

Recommendation

Receive and file as an information item.

5. State Legislative Status Report

Alexis Leicht/Lance M. Larson

Overview

The Orange County Transportation Authority provides regular updates to the Legislative and Communications Committee on policy issues directly impacting its overall programs, projects, and operations. A position is recommended on legislation that would allow cities or counties eligible for local streets and roads funding to jointly propose projects for funding. An update is provided on fiscal year 2021-22 state budget discussions and the priorities being pursued by the Orange County Transportation Authority and its transportation partners.

Recommendation

Adopt a SUPPORT position on SB 640 (Becker, D-San Mateo), which would allow cities or counties eligible for local streets and roads funding to jointly propose projects for funding.



6. Federal Legislative Status Report

Dustin J. Sifford/Lance M. Larson

Overview

The Orange County Transportation Authority regularly updates the Legislative and Communications Committee on policy issues directly impacting the agency's programs, projects, and operations. An update on the President's infrastructure plan and the response from Republicans in Congress is provided. A summary of a related hearing on high-speed rail service is included. The report also details potential environmental policy changes that may affect the agency. In addition, several Congressional transportation-related hearings are summarized on various policy issues to give a high-level overview of the everchanging policy environment in our nation's capital.

Recommendation

Receive and file as an information item.

7. Low Carbon Transit Operations Program Recommendations for Fiscal Year 2020-21 and Prior Year Funds

Denise Arriaga Ibarra/Kia Mortazavi

Overview

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

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



7. (Continued)

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

Orange County Transit District Consent Calendar Matters

8. Review of Oversight Controls and Contract Compliance Related to the Bridgestone/Firestone Tire Lease and Services Agreement No. C-9-1354, Internal Audit Report No. 21-506 Gabriel Tang/Janet Sutter

Overview

The Internal Audit Department of the Orange County Transportation Authority has completed a review of oversight controls and contract compliance related to the Bridgestone American Tire Operations, LLC, tire lease and services agreement. Based on the review, the procurement of tire lease and services was handled in accordance with Orange County Transportation Authority procurement policies and procedures, and payments are properly reviewed and authorized by Orange County Transportation Authority staff. However, Bridgestone American Tire Operations, LLC, has not provided minimum staffing levels required by the contract, did not provide documents required to be submitted upon contract award, and was unable to provide certain required documents upon request. Additionally, contract requirements for torque re-check of new tires installed on ACCESS buses has not been implemented. Orange County Transportation Authority management has also not implemented monitoring controls to ensure contract compliance.

Recommendation

Direct staff to implement four recommendations provided in the Review of Oversight Controls and Contract Compliance Related to the Bridgestone/Firestone Tire Lease and Services Agreement No. C-9-1354, Internal Audit Report No. 21-506.



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

Overview

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

Recommendation

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

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

Overview

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

Recommendation

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



11. Approval to Release Request for Proposals for Bus Stop Maintenance Program

Jeffrey N. Tatro/Jennifer L. Bergener

Overview

The Orange County Transportation Authority requires the services of a firm to perform ongoing preventive and corrective maintenance at all of OCTA's more than 5,400 bus stops. The current agreement for these services expires on November 30, 2021, and staff has prepared a request for proposals to initiate a competitive procurement. Board of Directors' approval to release a request for proposals is requested.

Recommendations

- A. Approve the proposed evaluation criteria and weightings for Request for Proposals 1-3408 for the bus stop maintenance program.
- B. Approve the release of Request for Proposals 1-3408 for the bus stop maintenance program effective December 1, 2021 through November 30, 2024, with two, two-year option terms.

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

Overview

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



12. (Continued)

Recommendation

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

Orange County Local Transportation Authority Consent Calendar Matters

13. Agreement for Landscape Maintenance Services Along the Pacific Electric Right-of-Way

Joe Gallardo/James G. Beil

Overview

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

- A. Find J&S Property Management and Maintenance Inc., doing business as J&S Property Landscape, the apparent low bidder, as non-responsive for failure to complete the bid form in its entirety.
- B. Authorize the Chief Executive Officer to negotiate and execute C-1-3215 Agreement No. between the Orange County Transportation Authority and Mariposa Landscaping, Inc., the lowest responsive and responsible bidder, in the amount of \$284,640. for landscape maintenance services along the Pacific Electric Right-of-Way.



14. Environmental Mitigation Program Endowment Fund Investment Report for March 31, 2021

Robert Davis/Andrew Oftelie

Overview

The Orange County Transportation Authority has developed a Natural Community Conservation Plan/Habitat Conservation Plan, acquired conservation properties, and funded habitat restoration projects to mitigate the impacts of Measure M2 freeway programs. The California Community Foundation manages the non-wasting endowment required to fund the long-term management of the conservation properties. Each quarter, the California Community Foundation publishes a comprehensive report detailing the composition of the pool and its performance.

Recommendation

Receive and file as an information item.

15. Measure M2 Project U Senior Non-Emergency Medical Transportation Funding and Program Guidelines

Joanne Jacobsen/Jennifer L. Bergener

Overview

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

- A. Authorize the Chief Executive Officer to execute Cooperative Agreement No. C-1-3446 with the County of Orange to continue providing funding for the Senior Non-Emergency Medical Transportation program.
- B. Adopt the revised Measure M2 Project U Senior Non-Emergency Medical Transportation Funding Guidelines.



16. Cooperative Agreements with Agencies Participating in the Measure M2 Senior Mobility Program

Joanne Jacobsen/Jennifer L. Bergener

Overview

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

- A. Authorize the Chief Executive Officer to negotiate and execute cooperative agreements with 32 cities and three non-profit agencies participating in the Senior Mobility Program.
- B. Authorize the Chief Executive Officer to negotiate and execute Cooperative Agreement No. C-1-3259 between the Orange County Transportation Authority and the non-profit agency Abrazar, Inc., in the amount of \$82,248 to provide funding through June 30, 2022.
- C. Authorize the Chief Executive Officer to negotiate and execute Cooperative Agreement No. C-1-3260 between the Orange County Transportation Authority and the non-profit agency Korean American Senior Association of Orange County, in the amount of \$101,116 to provide funding through June 30, 2022.
- D. Authorize the Chief Executive Officer to negotiate and execute Cooperative Agreement No. C-1-3261 between the Orange County Transportation Authority and the non-profit agency Southland Integrated Services, Inc., in the amount of \$88,910, to provide funding through June 30, 2022.





Regular Calendar

Orange County Transit District Regular Calendar Matters

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

Overview

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

- A. Approve the final June 2021 bus service change and direct staff to begin implementation.
- B. Receive and file the June 2021 Bus Service Change Public Involvement Program Final Report.
- C. Direct the Executive Director of Planning, or his designee, to file a Notice of Exemption from the California Environmental Quality Act related to the bus service change.



Orange County Local Transportation Authority Regular Calendar Matters

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

Overview

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

Recommendations

- A. Authorize the Chief Executive Officer to negotiate and execute Contract Change Order No. 52.1 to Agreement No. C-7-1904 with Walsh Construction Company II, LLC, in the amount of \$540,000, for over-excavation of unsuitable soils for the construction of the OC Streetcar project.
- B. Authorize the Chief Executive Officer to negotiate and execute Contract Change Order No. 4.3 to Agreement No. C-7-1904 with Walsh Construction Company II, LLC, in the amount of \$2,000,000, for work to address utility conflicts for the construction of the OC Streetcar project.

Discussion Items

19. Future of Transit Workshop 1

Kurt Brotcke/Kia Mortazavi

The Orange County Transportation Authority's core business includes bus operations, rail (Metrolink), Measure M2, Express Lanes, non-program specific projects, and motorist services. Orange County is a constantly changing environment that requires continual refinements/improvements to services in response to ridership and revenue trends, changing demographics and needs, state policies, etc. A number of studies have been conducted and are planned in the future to help shape the future of transit. This workshop is to inform the Board of Directors on these services and studies. Board of Director's feedback is instrumental in shaping the Orange County Transportation Authority's vision for the future of transit.



- 20. Public Comments
- 21. Chief Executive Officer's Report
- 22. Directors' Reports
- 23. Closed Session

Pursuant to Government Code Section 54956.9(d)(1) - Conference with General Counsel - Existing Litigation - Orange County Transportation Authority v. SOCO Retail Fee Owner, LLC, et al, OCSC Case No. 30-2018-01014059.

24. Adjournment

The next regularly scheduled meeting of this Board will be 9:00 a.m. on held Monday, June 14, 2021 at the Orange County Transportation Authority Headquarters, Board Room - Conference Room 07-08, 550 South Main Street, Orange, California.



May 13, 2021

To: Transit Committee

From: Darrell E. Johnson, Chief Executive Officer

Subject: June 2021 Bus Service Change

Overview

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

Recommendations

- A. Approve the final June 2021 bus service change and direct staff to begin implementation.
- B. Receive and file the June 2021 Bus Service Change Public Involvement Program Final Report.
- C. Direct the Executive Director of Planning, or his designee, to file a Notice of Exemption from the California Environmental Quality Act related to the bus service change.

Background

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

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

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

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

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

Federal Requirements

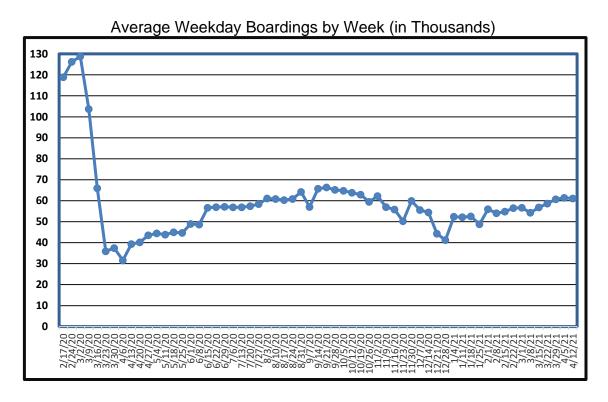
OC Bus routes have been operating under a public health emergency since the initial service changes went into effect in March 2020. The Federal Transit Administration (FTA) allows transit agencies to implement necessary service changes on a temporary basis during emergencies or unique circumstances, such as the COVID-19 pandemic. However, a service equity analysis is required for temporary major service changes¹ enacted directly or indirectly related to an emergency that continues longer than 12 months or those that are planned as permanent. Further, FTA requires that, pursuant to Title VI, any major service change lasting longer than 12 months must include a service equity analysis. This analysis determines if there are disparate impacts on minority and/or low-income populations who rely on bus service. OCTA performed the required service equity analysis, conducted public outreach, and held the public hearing on April 26, 2021, for the June 2021 service change.

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

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

Discussion

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



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

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

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

Public Outreach Summary

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

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

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

- Increase service frequency
 - o Routes 25, 30, 35, 29, 71.
- Add service span
 - Weekday mornings: Routes 26, 53, 25, 72, 30, 54, 70,
 - Weekday evenings: Routes 42, 87, 25, 83, 26, 38,
 - Weekends: Routes 42, 87, 29, 167, 86.
- Restore service/routes suspended due to COVID-19
 - o Routes 560, 57X, 721, 701.
- Improve On-Time Performance
 - o Routes 57, 35, 53, 50.

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

Final Service Plan Recommendations

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

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

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

Title VI and Environmental Justice Analysis

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

Summary

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

Attachments

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

Prepared by:

Jorge Duran Service Planning Analyst, Principal, (714) 560-5765 Kia Mortazavi Executive Director, Planning (714) 560-5741

Approved by:

Draft June 2021 Bus Service Change Summary

	Ĭ	Pro-C		nual	Pronose	d June 202	1 Annual	Chai	nge in Annu	ıal
		Pre-COVID-19 Annual Proposed June 2021 Annual Revenue Vehicle Hours Revenue Vehicle Hours			Revenue Vehicle Hours					
Route	Service Change Summary	WKD	SAT	SUN	WKD	SAT	SUN	WKD	SAT	SUN
	Reduce Frequency of Service WKD Only	33,775	4,390	4,897	21,752	4,403	4,890	(12,023)	13	(7)
-	Reduce Frequency of Service WKD Only	17,162	1,883	2,101	9,282	1,883	2,101	(7,880)	-	-
	Reduce Frequency of Service WKD Only	21,242	1,716	1,898	8,373	1,716	1,914	(12,869)	_	16
	Reduce Frequency of Service WKD Only	51,667	9,289	9,229	49,096	9,289	9,364	(2,571)	_	135
-	Reduce Frequency of Service WKD Only	27,761	2,123	2,372	11,892	2,135	2,382	(15,870)	12	10
	Reduce Frequency of Service WKD Only	15,334	1,155	1,198	5,657	1,154	1,265	(9,677)	(2)	68
	Reduce Frequency of Service WKD Only	29,920	3,378	3,089	16,567	3,378	3,089	(13,354)	-	
-	Reduce Frequency of Service WKD Only	38,603	3,500	2,814	22,704	3,500	2,789	(15,899)	_	(25)
	Reduce Frequency of Service WKD Only	35,330	3,036	3,420	20,710	3,036	3,420	(14,620)	_	-
	Reduce Frequency of Service WKD Only	43,193	5,457	6,137	28,267	5,494	6,140	(14,926)	36	3
\vdash	Reduce Frequency of Service WKD Only	51,429	8,323	8,238	46,389	8,313	8,286	(5,041)	(10)	48
	Reduce Frequency of Service WKD Only	22,160	2,441	2,731	11,883	2,440	2,744	(10,277)	(1)	14
	Reduce Frequency of Service WKD Only	60,274	7,485	8,362	40,864	7,566	8,295	(19,410)	81	(67)
	Reduce Frequency of Service WKD Only	43,597	5,557	5,904	37,103	5,507	6,021	(6,494)	(50)	117
-	Reduce Frequency of Service WKD Only	52,862	7,637	6,793	38,352	7,628	6,783	(14,510)	(9)	(10)
	Reduce Frequency of Service WKD Only	44,421	4,558	4,039	22,606	4,571	4,008	(21,815)	13	(31)
	Reduce Frequency of Service WKD Only	45,692	6,439	6,480	32,887	6,483	6,449	(12,805)	43	(31)
	Reduce Frequency of Service WKD Only	17,026	2,099	2,364	10,969	2,147	2,376	(6,056)	48	12
	Reduce Frequency of Service WKD Only	75,378	11,716	11,611	58,132	11,794	12,172	(17,247)	77	562
	Reduce Frequency of Service WKD Only	27,748	2,304	2,401	13,082	2,667	2,501	(14,667)	363	100
$\overline{}$	Reduce Frequency of Service WKD Only	43,775	9,240	9,723	49,130	9,256	9,599	5,355	16	(124)
	Reduce Frequency of Service WKD Only	41,654	7,303	6,965	41,790	7,252	6,915	136	(51)	(50)
	Reduce Frequency of Service WKD Only	46,618	6,256	6,691	35,802	5,726	6,247	(10,816)	(530)	(445)
	Reduce Frequency of Service WKD Only	33,609	4,228	3,941	25,296	4,300	3,959	(8,313)	72	18
_	Reduce Frequency of Service WKD Only	32,793	3,805	3,365	18,641	3,835	3,351	(14,153)	30	(14)
-	Reduce Frequency of Service WKD Only	19,142	2,049	2,036	10,357	2,090	2,050	(8,785)	41	15
-	No Change in Frequency	6,685		-	6,622	-	-	(64)	-	
	Reduce Frequency of Service WKD Only	23,898	2,193	2,446	10,753	2,193	2,446	(13,145)	_	_
	No Change in Frequency	4,314	2,100	2,110	3,753	2,100	2,110	(561)	_	
	Reduce Frequency of Service WKD Only	26,206	4,091	3,774	20,132	4,105	3,783	(6,073)	14	9
	No Change in Frequency	7,999	,00 .		7,926	-,,,,,,	-	(72)		
	No Change in Frequency	10,935	_	_	10,935	_	_	-	_	
-	No Change in Frequency	6,970	_	_	7,013	_	_	43	_	
$\overline{}$	Reduce Frequency of Service WKD Only	16,286	1,609	1,723	7,892	1,609	1,723	(8,394)	_	
	Reduce Frequency of Service WKD Only	18,131	1,582	1,616	8,028	1,582	1,616	(10,102)	_	
\vdash	Reduce Frequency of Service WKD Only	23,039	3,559	2,742	17,548	3,559	2,742	(5,491)	_	_
	No Change in Frequency	16,333	-		16,099	-		(234)	_	_
_	Reduce Frequency of Service WKD Only	9,563	1,672	1,639	8,339	1,703	1,659	(1,224)	31	20
 	Reduce Frequency of Service WKD Only	13,426	1,513	1,491	7,467	1,513	1,491	(5,959)	-	
-	Suspended Service	10,022	,0.0	,			-,	(10,022)	_	_
	Reduce Frequency of Service WKD Only	8,946	1,425	1,474	6,987	1,425	1,474	(1,959)	_	
-	No Change in Frequency	14,429	1,720	- 1,777	14,565	1,720	- 1,714	136	_	
	Reduce Frequency of Service WKD Only	6,626	615		6,719	615	-	94	-	
	No Change in Frequency	8,517	-	-	8,517	-	-	-	-	
	Suspended Service	1,105	-		-	_	-	(1,105)	_	
-	Suspended Service	2,465						(2,465)	_	
	No Change in Frequency	1,751			1,598	_		(153)	-	
-	No Change in Frequency	2,945			3,166	-	-	221	-	
-	No Change in Frequency	1,849	-		1,649	-		(200)	-	
	No Change in Frequency	1,785			1,819			34	_	
\vdash	No Change in Frequency	1,624			1,424	-		(200)	-	
	Suspended Service	25,143	-		-	-	-	(25,143)		-
	Reduce Frequency of Service WKD Only	25,143	3,182	3,559	15,649	3,137	3,510	(10,319)	(44)	(49)
	Suspended Service	34,047	3,102	3,559	15,049	3,137	3,310	(34,047)	(44)	(49)
	Suspended Service	2,546				-	-	(34,047)	-	-
	Suspended Service Suspended Service	3,825		-	-	-	-			<u> </u>
			-	-	-	-	-	(3,825)	-	-
-	Suspended Service	4,008	- 905	- 000	- 4 446	- 000	1 003	(4,008)	- 4	-
862	Reduce Frequency of Service WKD Only	8,428 1,321,971	895 149,703	999 150,260	4,446 886,622	900 149,901	1,003 150,558	(3,982) (435,349)	198	299

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



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



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Introduction

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

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

Executive Summary

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

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

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

Key Findings

High Level of Customer Input

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

Positive response to OC Bus Service during COVID-19

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

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

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

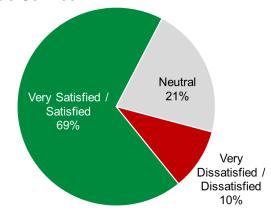
- Customers weren't comfortable riding due to COVID-19 (7 percent)
- There wasn't enough service where needed (7 percent)

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

Most Customers are Satisfied with Current OC Bus Service

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

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



n = 1,155 responses from 493 respondents

Route Specific Feedback on Current OC Bus Service

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

- Increase service frequency (14 percent)
 Routes 30, 25, 35, 29, 71, 37
- Add additional service (9 percent)

Weekday Mornings: Routes 26, 54, 72, 25, 53 Weekday Evenings: Routes 38, 42, 87, 37, 25, 26

Weekends: Routes 42, 87, 86, 29, 167

- Restore service / routes suspended due to COVID-19 (3 percent)
 Routes 560, 57X, 721, 701
- Improve On-Time Performance (3 percent)
 Routes 57, 35, 50, 53

Customer Requested Transit Enhancements

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

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

All Customer Feedback Considered in Proposed June 2021 Service Plan

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

Background

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

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

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

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

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

Public Information and Outreach Program

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

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

Tactics

A variety of tactics were implemented to gain public feedback.

Digital Information

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

Bus Advertisements and Collateral

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

Telephone Hotlines

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

Advertisements

 Print Advertisements - seven newspaper ads



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

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

Local Jurisdiction Communication

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

Local News Media

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

Public Comments - Email, Phone Calls, and Social Media

Public comments were collected from multiple channels,

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

Virtual Community Meetings (3)

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

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

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

<u>Vietnamese Virtual Meeting, March 10, 2021</u> (74 attendees)

OCTA Advisory Committees

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

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





Fill out online questionnaire by 3/26 at OCbus.com/2021Feedback



Participate in a virtual meeting By computer: OCbus.com/2021BusChange By phone: 669.900.6833

ENGLISH: Tuesday, March 9, 2021 at 6 p.m. Meeting ID: 989 4355 7315 SPANISH: Wednesday, March 10, 2021 at 6 p.m. Meeting ID: 962 6419 0361

Meeting ID: 962 6419 0361 VIETNAMESE: Wednesday, March 10, 2021 at 3 p.m. Meeting ID: 969 1321 5973



Provide comments via phone by 3/26 ENGLISH: (714) 560-5007 SPANISH: (714) 560-5002 WETNAMESE: (714) 560-5003



Mail comment card by 3/26
Fill out and mail the postage-paid comment
card available on the bus.



OCbus.com/2021BusChange

Comment as part of the June Service Change Public Hearing Comments must be provided in writing by 5:00 p.m. on April 25, 2021 by emailing to boardoffirectors@octa.net



Online and Print Questionnaire

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

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

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

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

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

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

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

Public Hearing

April 26, 2021 – Virtual OCTA Board Meeting

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

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

What We Heard

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

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

Current Usage of OC Bus

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

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

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

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

n = 2,108 respondents

Reasons for Riding Less Frequently / Not at All

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

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

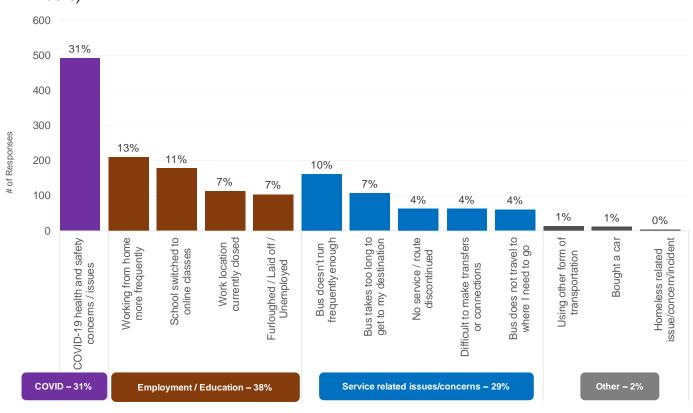


Figure 2: Primary reasons for riding less or not riding (currently riding less and inactive riders)

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

Trip Purpose Among Current Riders

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

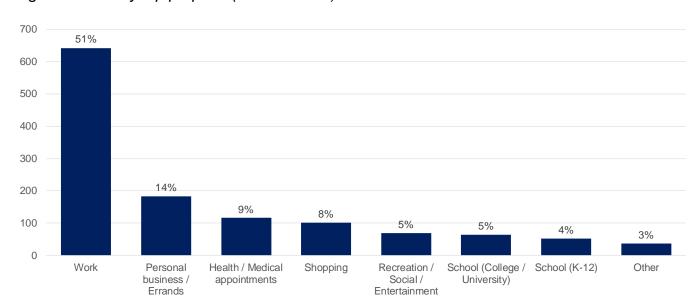


Figure 3: Primary trip purpose (current riders)

n = 1,263 respondents

Customer Experience with OC Bus during COVID-19

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

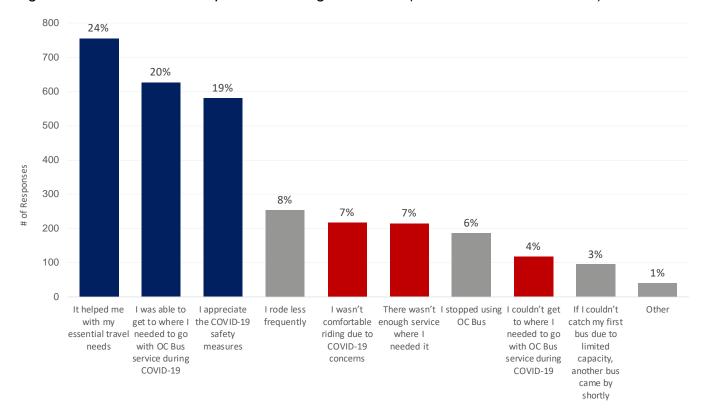


Figure 4: OC Bus service experience during COVID-19 (current and inactive riders)

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

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

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

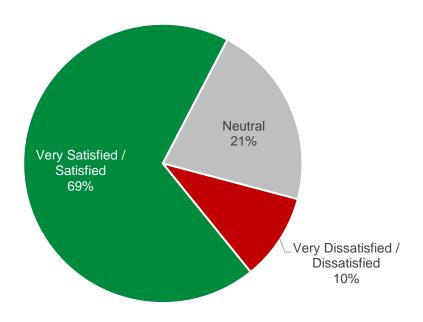
Feedback on Current OC Bus Service

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

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

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

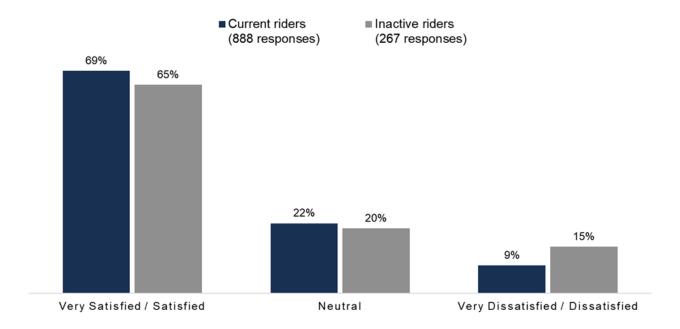
Figure 5: Overall customer satisfaction ratings (current and inactive riders).



n = 1,155 responses from 493 respondents

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

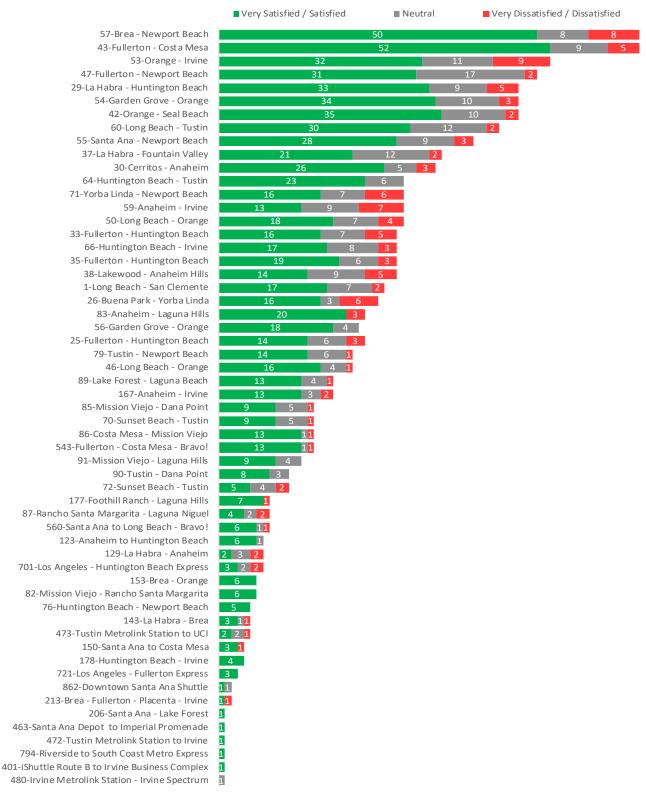
Figure 6: Overall customer satisfaction ratings by rider type (current and inactive riders).



n = 1,155 responses from 493 respondents

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





Route-specific feedback comments

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

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

Comment Theme	Comment Category	# of Comments	% of Comments
Satisfaction	Satisfied with service/route	503	39%
	Driver Compliment	51	4%
	Thank you	23	2%
Satisfaction Total		577	45%
Service enhancements	Increase frequency	178	14%
	Restore service/route (suspended due to COVID-19)	43	3%
	Improve on-time performance	38	3%
	Add/Increase early morning hrs	34	3%
	Overcrowded	33	3%
	Add/Increase late evening hrs	29	2%
	Add/Increase weekend service	25	2%
	Improve travel time	24	2%
	Difficulty connecting between routes	20	2%
	Add/Increase service	19	1%
	Add/Increase weekday service	14	1%
	Too many transfers/connections	5	0%
	Difficulty connecting to other transit services	2	0%
	Improve bus stop amenities	2	0%
	Improve safety/security on the bus	1	0%
Service enhancements 7	Total	467	36%
General Comments	General comment/suggestion/information	112	9%
General Comments Total		112	9%
COVID-19	COVID-19 related safety concern/issue/incident	80	6%
COVID-19 Total		80	6%
Negative	Homeless related issue/concern/incident	20	2%
	Driver Complaint	20	2%
	Dissatisfied with service/route (suspended due to COVID-19)	10	1%
Negative Total	50	4%	
Grand Total		1,286	100%

n = 1,286 comments from 577 respondents

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

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

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

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

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

Future Service Enhancements Requested

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

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

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

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

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

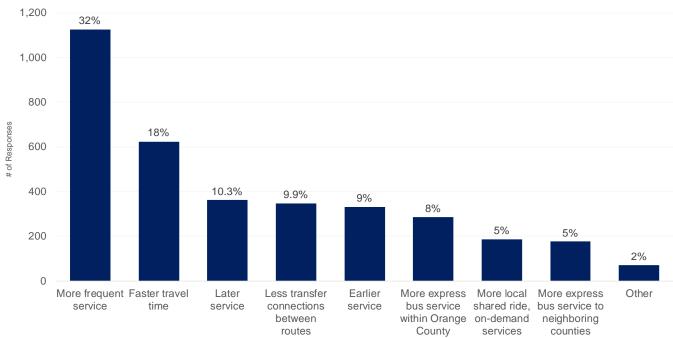


Figure 9: Future service enhancements (current and inactive riders)

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

Future Service Amenities Requested

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

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

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

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

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

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

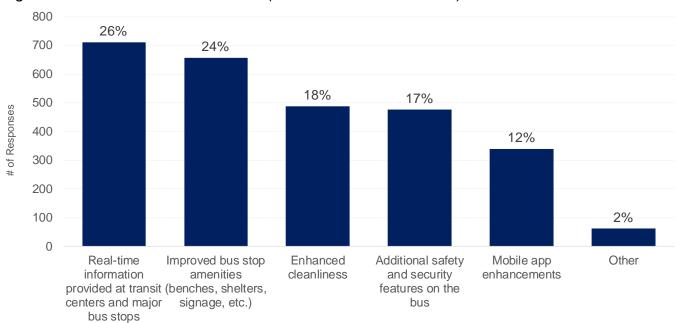


Figure 10: OC Bus service amenities (current and inactive riders)

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

Public Comments

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

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

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

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

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

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

Other public comments requested service enhancements or amenities, including:

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

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

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

Conclusion

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

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

Appendices

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

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

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

B. Service Change Questionnaire Results

Introduction

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

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

Methodology Considerations

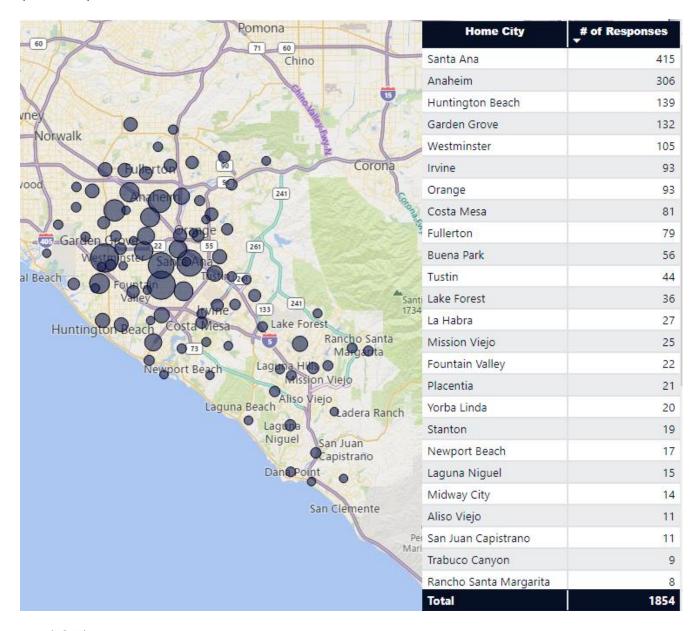
As the customer questionnaire was a self-selecting survey, the results are not considered statistically significant and can't be considered representative of all OC Bus riders. However, this type of qualitative feedback can provide useful information and themes for further investigation or research –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

Respondent Home Geographic Region

Q1: In what ZIP code is your HOME located?

All respondents (with valid ZIP codes)

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



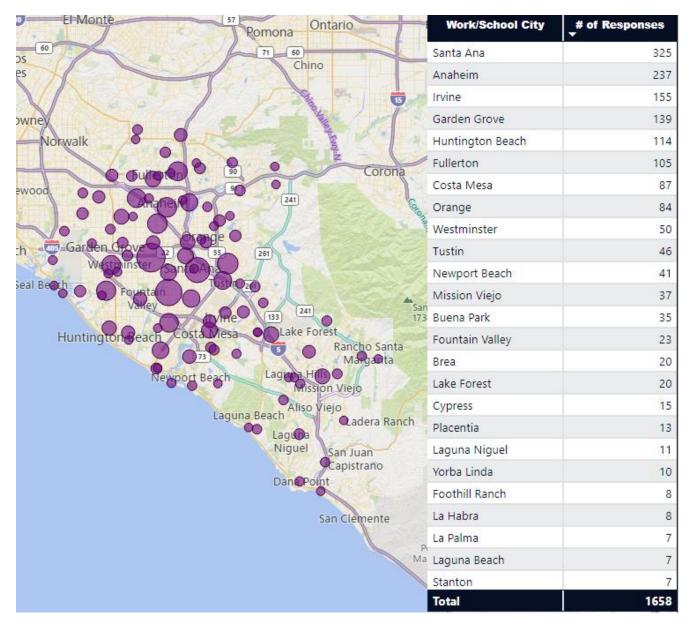
n = 1,854 responses

Respondent Geographic Region - Work/School

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

All respondents (with valid ZIP codes)

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



n = 1,658 responses

Respondent Rider Type

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

All respondents

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

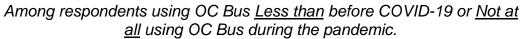
n = 2,108 respondents

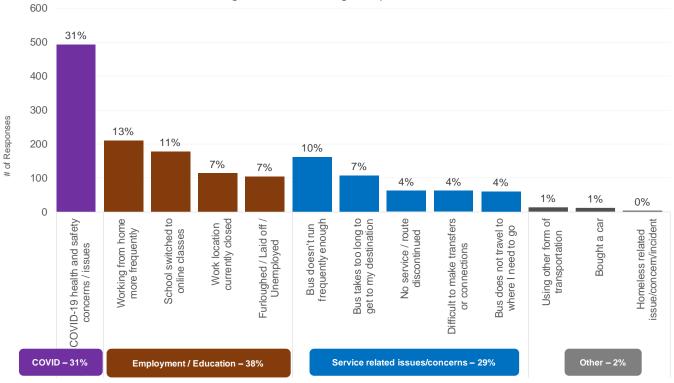
- Current riders (72%) defined as individuals who previously rode OC Bus before the COVID-19 pandemic and continued to ride during the pandemic, with 16% riding more than before, 14% the same as before and 28% riding less than before the pandemic.
- Inactive riders (19%) defined as individuals who previously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

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

Reasons for Riding OC Bus Less or Not Riding

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



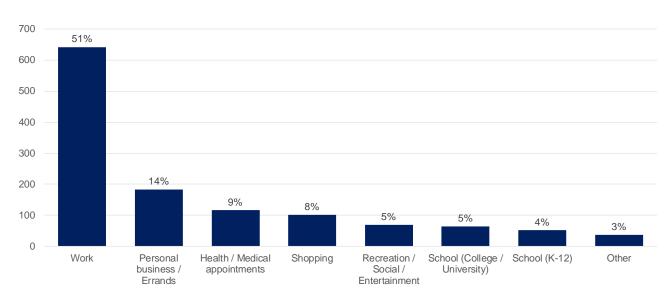


n = 1,588 responses from 808 respondents (multiple responses possible)

Primary Trip Purpose

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

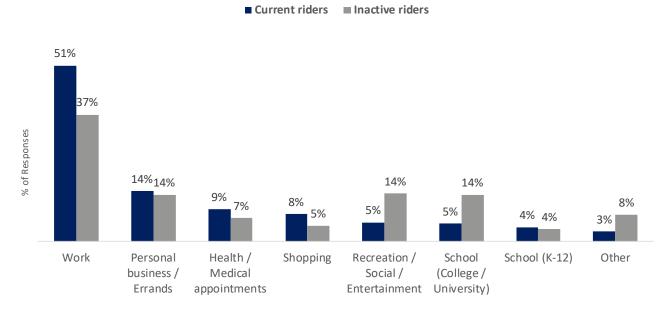




n = 1,263 respondents

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

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

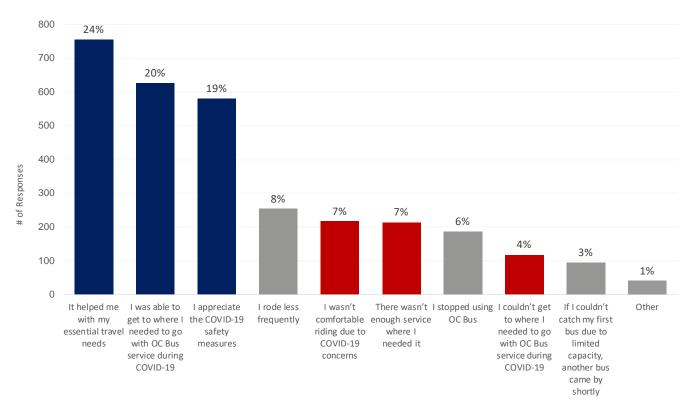


n = 1,568 respondents

OC Bus Service Experience During the Pandemic

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

Current and Inactive riders



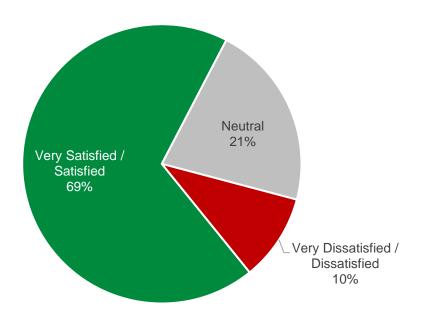
n = 3,090 responses from 1,542 respondents (multiple responses possible)

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

Customer Satisfaction - Overall

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

Current and Inactive riders

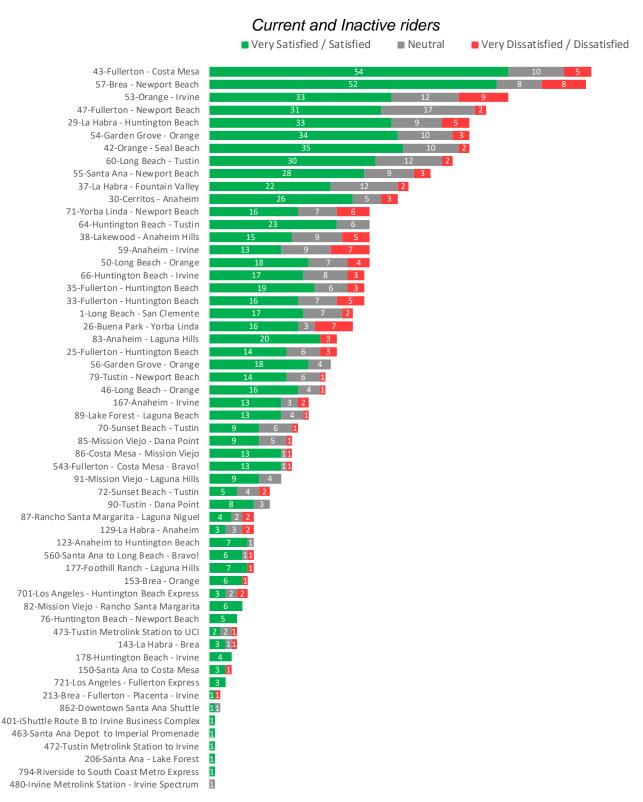


n = 1,155 responses from 493 respondents

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

Customer Satisfaction by Route

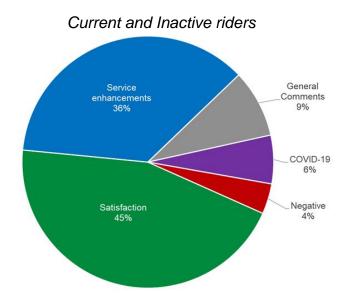
Q8: Please rate your satisfaction with the OC Bus route. (Select up to three (3) routes, with #1 being your most frequently used route)



Route-Specific Comments - Categorized

Q9: Most frequently used route comments.

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



Detailed summary of route-specific feedback categorization by theme.

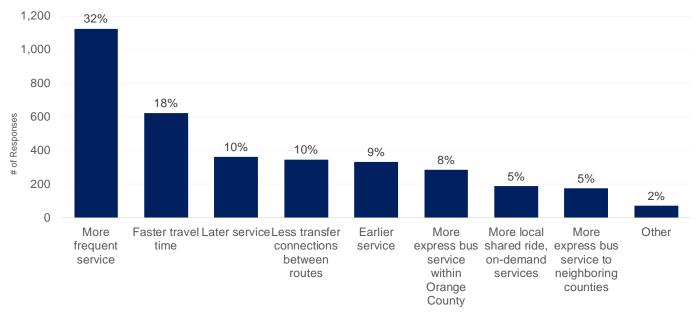
Comment Theme	Comment Category	# of Comments	% of Comments
Satisfaction	Satisfied with service/route	503	39%
	Driver Compliment	51	4%
	Thank you	23	2%
Satisfaction Total		577	45%
Service enhancements	Increase frequency	178	14%
	Restore service/route (suspended due to COVID-19)	43	3%
	Improve on-time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

n = 1,286 comments from 577 respondents

Future Service Enhancements

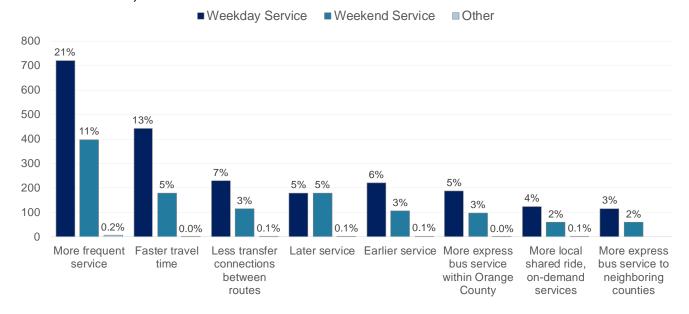
Q10: What would be your top three (3) most important OC Bus service enhancements as a transit rider? (Please check your top three (3) most important service enhancements)

Current and Inactive riders



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

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

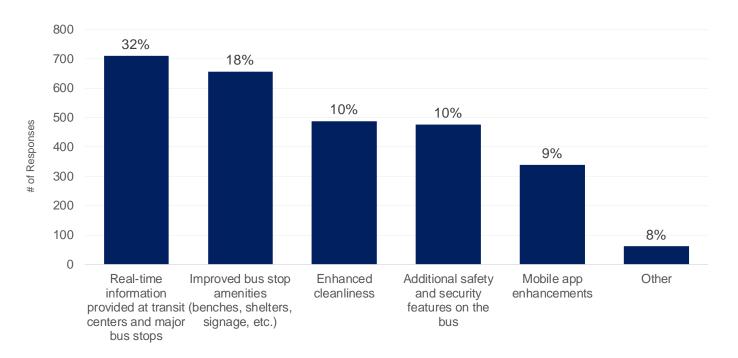


n = 3,508 responses from 1,083 respondents (multiple responses possible)

Future OC Bus Amenities

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

Current and Inactive riders

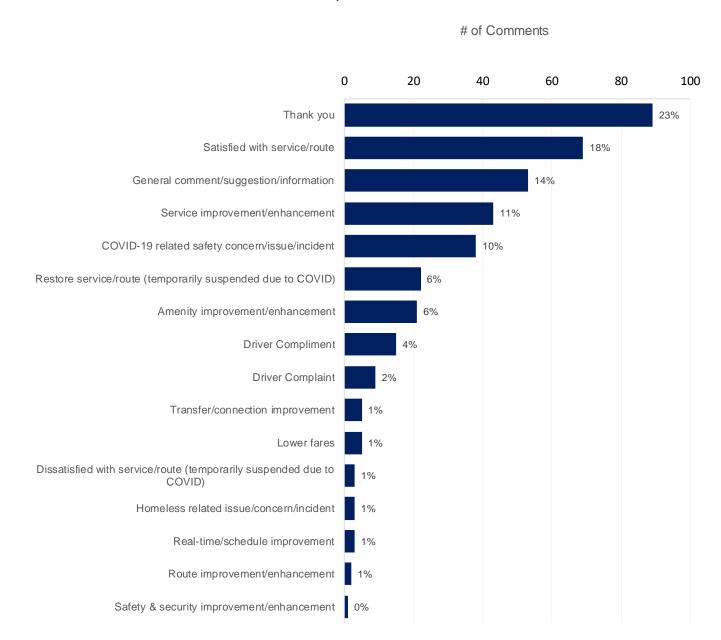


n = 2,732 responses from 1,061 respondents (multiple responses possible)

Other Customer Comments - Categorized

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

All respondents



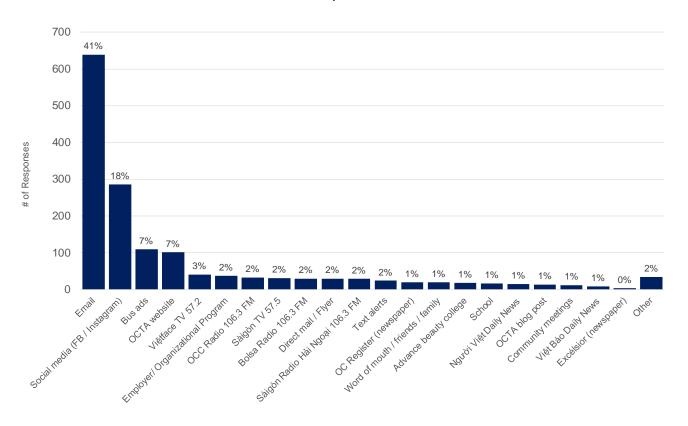
n = 381 comment responses from 345 respondents

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

How Did You Hear

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

All Respondents



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

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

Age

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

Gender

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

Ethnic Identity

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

Employment Status

n = 1,21	5 respondents	
	Respondents	% Respondents
Employed full-time	462	38%
Employed part-time	226	19%
Homemaker	37	3%
Laid-off / furloughed	38	3%
Not employed, but looking for work	66	5%
Prefer not to answer	55	5%
Retired	113	9%
Self-employed	62	5%
Student	156	13%
Grand Total	1,215	100%

Annual Household Income

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

Smartphone Ownership

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

Moving out of Orange County

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

Service Change Questionnaire Open Ended Comments

C. Service Change Comments by Theme

Route-Specific Feedback by Category and Route

Comment categories presented in order of overall frequency.

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

Total Count of Categorized Comments						00	Bus	Loca	ıl Rou	ites (F	Route	s 1 -	56)					
Comment Category	1	25	26	29	30	33	35	37	38	42	43	46	47	50	53	54	55	56
Satisfied with service / route	17	9	13	23	9	9	10	10	4	19	33	8	26	15	30	18	26	17
Increase frequency	2	10	5	8	10	5	9	7	3	6	4	6	3	6	2	5	6	5
General comment / suggestion	3	3	1	3	2	1		3	4	1	10	2		2	10	8	3	3
Restore service / route (temp. suspended)				2	1	2			2	1			1	1		2	1	
Improve on-time performance	1	1		1			4		2	1	1		1	3	3		1	
Add / Increase early morning hrs		3	4	1	2	1		2	1						3	3	1	
Overcrowded		1			2		1		2	4	1		2	1	2		2	
Add / Increase late evening hrs		2	2	1			1	2	4	4			1					
Add / Increase weekend service				2			1			3	1	1	1	1		1		
Improve travel time				4	1	1	1			1	1	1						
Difficulty connecting between routes	1					1	1		2		2			1	1		3	
Add / Increase service			1					2			1		1	1		1		2
Add / Increase weekday service			2	1		1	2		1	1						1	1	
Too many transfers / connections											2		1					
Improve bus stop amenities											1							
Difficulty connecting to other transit services														1				

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

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

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

Total Count of Categorized Comments					0	СВ	ıs No	n-Lo	cal F	Route	es (R	oute	s 100	- 79	9)				
Comment Category	123	129	143	150	153	167	177	178	206	213	400	472	473	480	543	560	701	721	794
Satisfied with service / route	2	5	3	6	4	1	4	3	2						4	4		1	
General comment / suggestion	4	3	2			2	1								4		1		
Restore service / route (temp. suspended)				1			1			1	1					4	2	2	1
Increase frequency			1		1	1				1		1	1	1	4		1		
Add / Increase weekend service						2		1								1			
Improve on-time performance							1					1					1		
Add / Increase early morning hrs			1				1										1		
Add / Increase late evening hrs		1															2		
Improve travel time			1		1												1		
Difficulty connecting between routes						1	1												
Add / Increase service						1	1												
Add / Increase weekday service													1		1				
Overcrowded																			1
Too many transfers / connections			1																

D. Service Change Comments

The verbatim customer comments received for route related feedback are available here:

www.OCTA.net/June2021RouteComments

E. "Other" Customer Comments

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

Virtual Community Meetings

F. Virtual Meeting Transcript (English Language Meeting)

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

G. Virtual Meeting Transcript (Spanish Language Meeting)

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

H. Virtual Meeting Summary (Vietnamese Language Meeting)

A summary of the March 10, 2021 Vietnamese language virtual community meeting is available at:

www.OCTA.net/2021-03-10-Vietnamese-ServiceChangeMeetingSummary

Public / Customer Comments

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

All customer comments received related to the June 2021 Service Change are available at:

www.OCTA.net/June2021CustomerComments

J. Public Hearing Comments

All public comments received related to the June 2021 Service Change are available at:

www.OCTA.net/June2021PublicComments

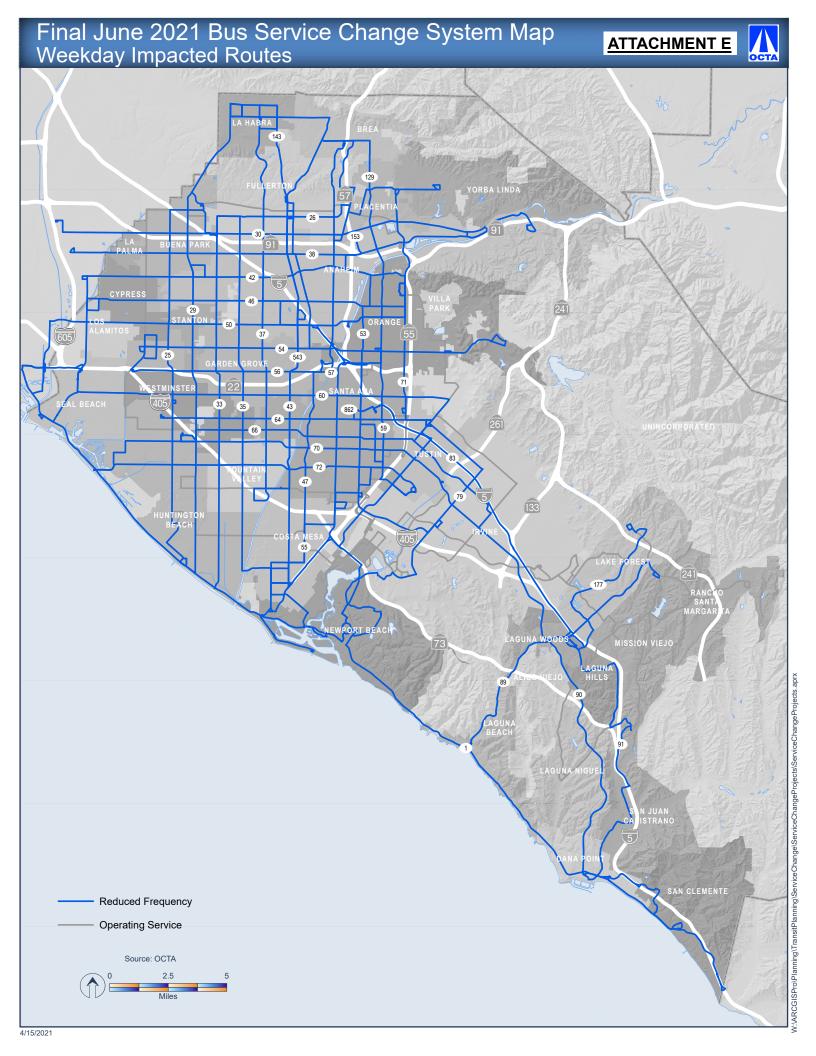
Final June 2021 Bus Service Change

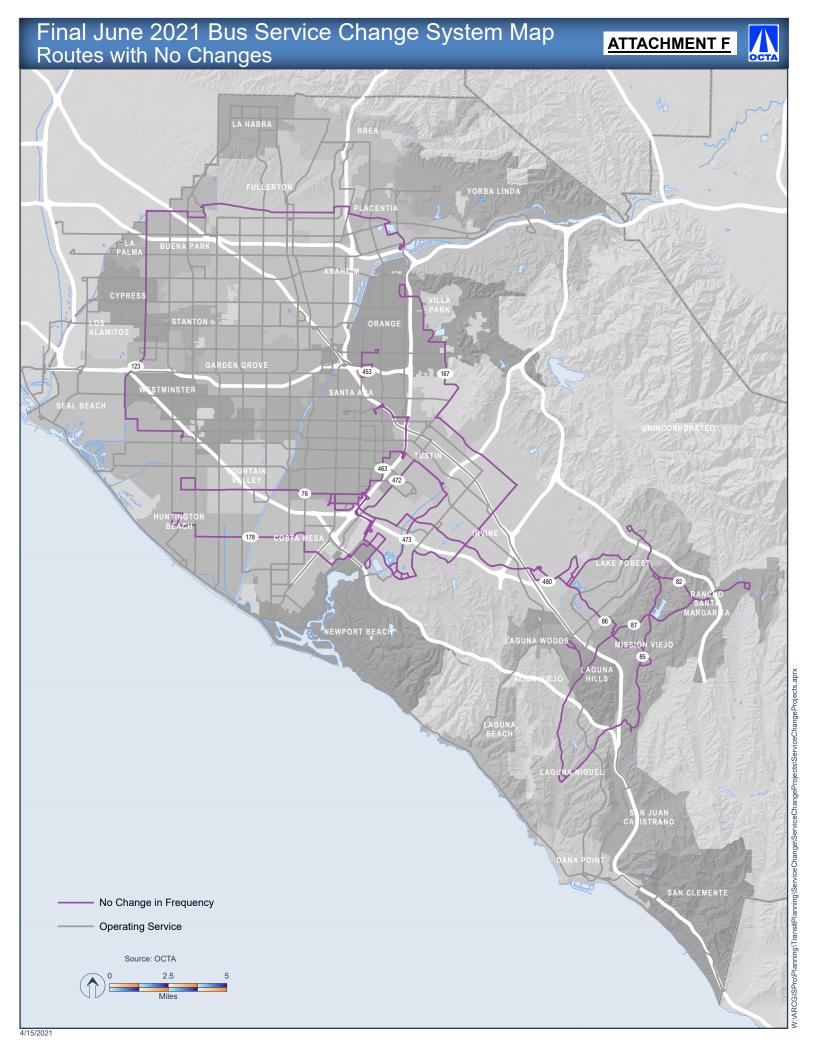
Route	Operator	Service Improvement	Customer Input*	ANNUAL RVH				TRIPS		
				WKD	SAT	SUN	TOTAL	WKD	SAT	SUN
1	DO	Implement summer schedule all days to improve OTP	YES	401.2	77.0	88.0	566.2	-	-	-
25	CO	Improve OTP all days	YES	-	-	-	-	-	-	-
26	CO	Improve AM span; add two EB trips; improve OTP all days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

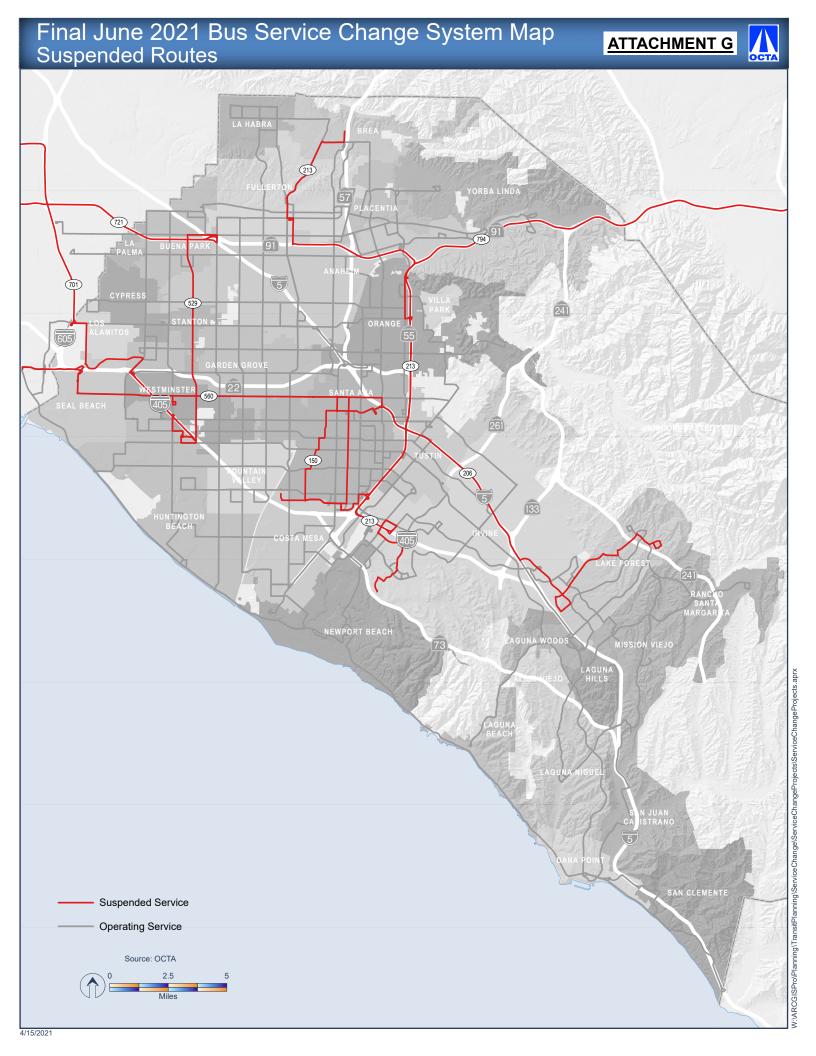
Acronyms

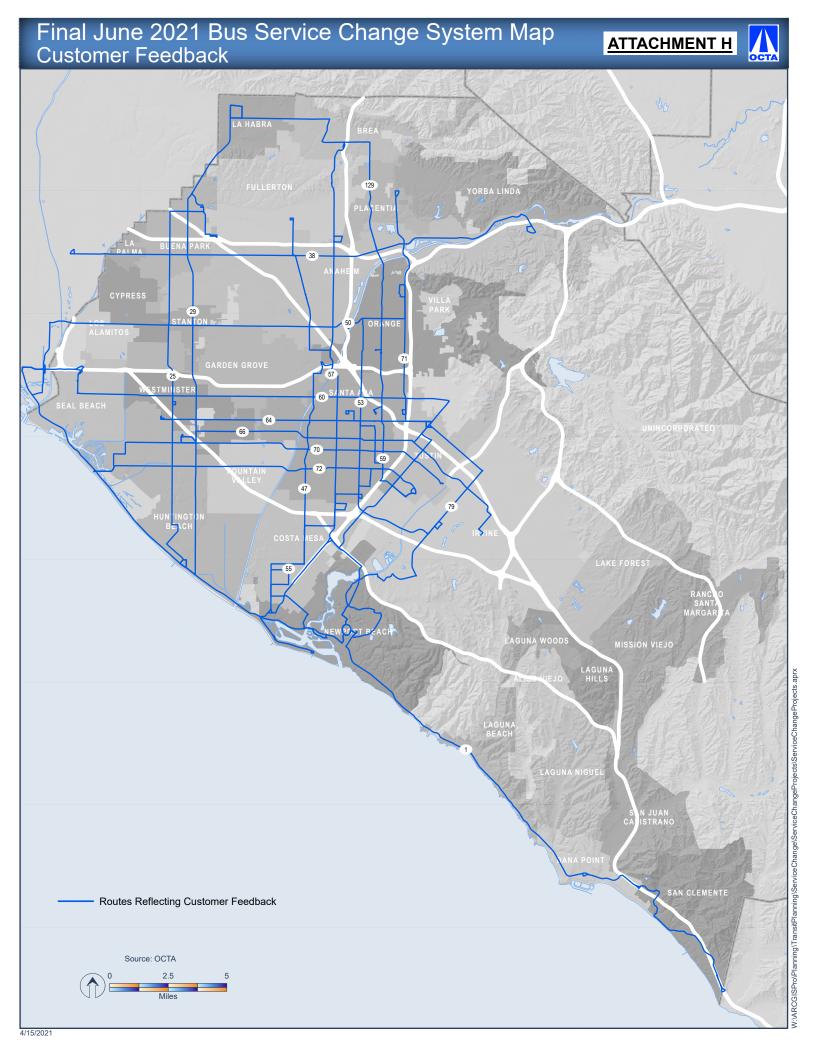
CO - Contact Operator DO - Directly Operated EB - Eastbound

I-405 - Interstate 405 NB - Northbound OTP - On-Time Performance RVH - Revenue Vehicle Hours Sat - Saturday SB - Southbound SUN - Sunday WB - Westbound WKD - Weekday













May 24, 2021

Members of the Board of Directors To:

Andrea West, Interim Clerk of the Board Will From:

Subject: June 2021 Bus Service Change

Transit Committee Meeting of May 13, 2021

Directors Chaffee, Do, Jones, Nguyen, Shaw, and Sidhu Present:

Absent: Director Sarmiento

Committee Vote

Following the roll call vote, this item was declared passed 6-0 by the Members present.

Committee Recommendations

- Α. Approve the final June 2021 bus service change and direct staff to begin implementation.
- B. Receive and file the June 2021 Bus Service Change Public Involvement Program Final Report.
- C. Direct the Executive Director of Planning, or his designee, to file a Notice of Exemption from the California Environmental Quality Act related to the bus service change.

Call to Order

The Monday, May 24, 2021, regular meeting of the Orange County Transportation Authority (OCTA) and affiliated agencies was called to order by Chairman Do at 9:01 a.m. at the OCTA Headquarters, 550 South Main Street, Board Room – Conference Room 07-08, Orange, California.

Roll Call

The Deputy Clerk of the Board (DCOB) conducted an attendance Roll Call and announced a quorum of the Board of Directors (Board) as follows:

Via Teleconference: Andrew Do, Chairman

Mark A. Murphy, Vice Chairman

Lisa A. Bartlett
Doug Chaffee
Barbara Delgleize
Katrina Foley
Brian Goodell
Patrick Harper
Michael Hennessey
Gene Hernandez
Steve Jones
Joseph Muller
Tam Nguyen

Vicente Sarmiento Tim Shaw Harry S. Sidhu

Donald P. Wagner

Ryan Chamberlain, District Director – Caltrans District 12

Directors Absent: None

Staff Present: Jennifer L. Bergener, Deputy Chief Executive Officer

Gina Ramirez, Deputy Clerk of the Board

Allison Cheshire, Interim Deputy Clerk of the Board

Via Teleconference: Darrell E. Johnson, Chief Executive Officer

James Donich, General Counsel

Invocation

Director Jones gave the invocation.

Pledge of Allegiance

Director Harper led in the Pledge of Allegiance.

Special Calendar

1. Public Hearing to Amend the Orange County Local Transportation Authority Measure M2 Ordinance No. 3

Darrell E. Johnson, Chief Executive Officer (CEO), provided opening comments, and Adriann Cardoso, Department Manager of Programming, reported on the background and reason for the proposed temporary amendment.

The DCOB read into the record notifications to inform the public and local agencies of today's public hearing.

Chairman Do opened the public hearing for public comments. With no public comments received, a motion was made by Director Bartlett, seconded by Director Foley, and following the roll call vote, declared passed 17-0, to:

- A. Amend the Orange County Local Transportation Authority Measure M2 Ordinance No. 3 to extend the fiscal year 2020-21 revised maintenance of effort requirements through fiscal year 2021-22 to assist local jurisdictions with the transition back to the pre-pandemic maintenance of effort benchmarks.
- B. Direct staff to provide written notice of the amendment to local jurisdictions.

A discussion ensued regarding the following:

- Chairman Do stated that some Board members might wonder if the amendment is necessary as cities are receiving funding. Still, timing and limited use of funds may inhibit cities' use of funds.
- Director Shaw inquired about how long it would take to know if any city fell short of the maintenance of effort requirement.
- Ms. Cardoso responded that OCTA would not know until December 2021.
 The cities do not have to meet a dollar amount, just a proportionate amount of their general fund revenue.
- Director Bartlett agreed that the amendment is necessary, and OCTA should assist cities in flexibility.
- Director Foley echoed Director Bartlett's comments and agreed that cities need a transitional bridge. The cities have had to pull back on capital projects as well as staffing.

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Consent Calendar (Items 2 through 16)

2. Approval of Minutes

A motion was made by Vice Chairman Murphy, seconded by Director Hernandez, and following a roll call vote, declared passed 17-0 to approve the Orange County Transportation Authority and affiliated agencies' regular meeting minutes of May 10, 2021.

3. Investments: Compliance, Controls, and Reporting, July 1 through December 31, 2020, Internal Audit Report No. 21-509

A motion was made by Vice Chairman Murphy, seconded by Director Hernandez, and following a roll call vote, declared passed 17-0 to direct staff to implement a recommendation provided in Investments: Compliance, Controls, and Reporting, July 1 through December 31, 2020, Internal Audit Report No. 21-509.

4. Fiscal Year 2020-21 Third Quarter Grant Reimbursement Status Report

A motion was made by Vice Chairman Murphy, seconded by Director Hernandez, and following a roll call vote, declared passed 17-0 to receive and file as an information item.

5. State Legislative Status Report

A motion was made by Vice Chairman Murphy, seconded by Director Hernandez, and following a roll call vote, declared passed 17-0 to adopt a SUPPORT position on SB 640 (Becker, D-San Mateo), which would allow cities or counties eligible for local streets and roads funding to jointly propose projects for funding.

6. Federal Legislative Status Report

A motion was made by Vice Chairman Murphy, seconded by Director Hernandez, and following a roll call vote, declared passed 17-0 to receive and file as an information item.

May 24, 2021 3 | Page

7. Low Carbon Transit Operations Program Recommendations for Fiscal Year 2020-21 and Prior Year Funds

A motion was made by Vice Chairman Murphy, seconded by Director Hernandez, and following a roll call vote, declared passed 17-0 to:

- A. Approve Resolution No. 2021-042 to authorize the use of fiscal year 2020-21 Low Carbon Transit Operations Program funds, prior year funds, and interest earnings totaling \$6,359,899, as follows:
 - \$3,703,032 for the "Welcome Back" Fare Reduction Program for OC Bus Riders,
 - \$716,152 for the College Pass Program for Orange Coast College,
 - \$1,940,715 for the Ten Battery-Electric Buses, Bus Depot Upgrades and Charging Infrastructure Project.
- B. Authorize staff to make all necessary amendments to the Federal Transportation Improvement Program, as well as execute any necessary agreements to facilitate the recommendations above.
- 8. Review of Oversight Controls and Contract Compliance Related to the Bridgestone/Firestone Tire Lease and Services Agreement No. C-9-1354, Internal Audit Report No. 21-506

A motion was made by Vice Chairman Murphy, seconded by Director Hernandez, and following a roll call vote, declared passed 17-0 to direct staff to implement four recommendations provided in the Review of Oversight Controls and Contract Compliance Related to the Bridgestone/Firestone Tire Lease and Services Agreement No. C-9-1354, Internal Audit Report No. 21-506.

9. Agreement for Building Repairs at Garden Grove Bus Base

A motion was made by Vice Chairman Murphy, seconded by Director Hernandez, and following a roll call vote, declared passed 17-0 to authorize the Chief Executive Officer to negotiate and execute Agreement No. C-1-3295 between the Orange County Transportation Authority and Golden Gate Steel, Inc., doing business as Golden Gate Construction, the lowest responsive, responsible bidder, in the amount of \$222,169, for building repairs at the Garden Grove Bus Base.

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

A motion was made by Vice Chairman Murphy, seconded by Director Hernandez, and following a roll call vote, declared passed 17-0 to authorize the Chief Executive Officer to negotiate and execute Agreement No. C-1-3294 between the Orange County Transportation Authority and Onyx Paving Company, Inc., the lowest responsive, responsible bidder, in the amount of \$525,000, for the construction of Americans with Disabilities Act-prescribed access improvements and parking lot pavement replacement at the Fullerton Park-and-Ride.

11. Approval to Release Request for Proposals for Bus Stop Maintenance Program

A motion was made by Vice Chairman Murphy, seconded by Director Hernandez, and following a roll call vote, declared passed 17-0 to:

- A. Approve the proposed evaluation criteria and weightings for Request for Proposals 1-3408 for the bus stop maintenance program.
- B. Approve the release of Request for Proposals 1-3408 for the bus stop maintenance program effective December 1, 2021 through November 30, 2024, with two, two-year option terms.

12. Amendment to Agreement for Same-Day Taxi Service

A motion was made by Vice Chairman Murphy, seconded by Director Hernandez, and following a roll call vote, declared passed 17-0 to authorize the Chief Executive Officer to negotiate and execute Amendment No. 3 to Agreement No. C-8-1440 between the Orange County Transportation Authority and Cabco Yellow, Inc., doing business as California Yellow Cab, to exercise the second option term of the agreement to continue providing same day taxi service in the amount of \$1,825,309. This amendment will increase the maximum obligation of the agreement to a total contract value of \$8,643,120.

Due to the Levine Act, Chairman Do and Director Bartlett did not participate or vote on this item.

Director Foley inquired about the Levine Act.

James Donich, OCTA General Counsel, explained the process for any conflict of interest due to the Levine Act.

Mr. Johnson, CEO, stated that if OCTA is made aware by the vendor that they have made a campaign contribution above \$250 to any Board Member, staff will notify them in writing.

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13. Agreement for Landscape Maintenance Services Along the Pacific Electric Right-of-Way

After the agenda was released last Wednesday, Mr. Johnson, CEO, stated that staff received some questions from the Board Members about the specific types of herbicides and pesticides being proposed in this contract.

OCTA staff could not ascertain the answers to all of the questions, and staff proposed continuing this item until June 14.

14. Environmental Mitigation Program Endowment Fund Investment Report for March 31, 2021

A motion was made by Vice Chairman Murphy, seconded by Director Hernandez, and following a roll call vote, declared passed 17-0 to receive and file as an information item.

15. Measure M2 Project U Senior Non-Emergency Medical Transportation Funding and Program Guidelines

A motion was made by Vice Chairman Murphy, seconded by Director Hernandez, and following a roll call vote, declared passed 17-0 to:

- A. Authorize the Chief Executive Officer to execute Cooperative Agreement No. C-1-3446 with the County of Orange to continue providing funding for the Senior Non-Emergency Medical Transportation program.
- B. Adopt the revised Measure M2 Project U Senior Non-Emergency Medical Transportation Funding Guidelines.

16. Cooperative Agreements with Agencies Participating in the Measure M2 Senior Mobility Program

A motion was made by Vice Chairman Murphy, seconded by Director Hernandez, and following a roll call vote, declared passed 17-0 to:

- A. Authorize the Chief Executive Officer to negotiate and execute cooperative agreements with 32 cities and three non-profit agencies participating in the Senior Mobility Program.
- B. Authorize the Chief Executive Officer to negotiate and execute Cooperative Agreement No. C-1-3259 between the Orange County Transportation Authority and the non-profit agency Abrazar, Inc., in the amount of \$82,248 to provide funding through June 30, 2022.

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- C. Authorize the Chief Executive Officer to negotiate and execute Cooperative Agreement No. C-1-3260 between the Orange County Transportation Authority and the non-profit agency Korean American Senior Association of Orange County, in the amount of \$101,116 to provide funding through June 30, 2022.
- D. Authorize the Chief Executive Officer to negotiate and execute Cooperative Agreement No. C-1-3261 between the Orange County Transportation Authority and the non-profit agency Southland Integrated Services, Inc., in the amount of \$88,910, to provide funding through June 30, 2022.

Regular Calendar

17. June 2021 Bus Service Change

Charlie Larwood, Department Manager of Planning and Analysis, and Stella Lin, Department Manager of Marketing and Customer Engagement, presented a PowerPoint presentation on this item.

A discussion ensued regarding the following:

- Director Delgleize acknowledged staff for their hard work and strategies on the campaign.
- Director Foley echoed Director Delgleize's comments and inquired about partnering with Orange Coast College to encourage community members to get vaccinated and offer resources as part of the campaign.
- Director Harper stated that the welcome back feeling to the campaign is excellent. He inquired about moving up the timeline by one month on the youth 13 and under and college pass program to align with going back to school.

Ms. Lin responded that OCTA plans to implement changes before school starts

Director Sarmiento commented about the optimism and message of the campaign. The Santa Ana Unified School District will begin in the summer, and OCTA should also include high school students in the campaign.

Chairman Do concurred with Director Sarmiento that most riders in the morning in Santa Ana were students. He stated that 40 percent of the ridership is below poverty; ridership we serve is critical, and their livelihood depends on public transit; thank you to staff for knowing the role OCTA plays; keep in mind the level of ridership when discussing the transit workshop later in the meeting

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Mr. Johnson, CEO, stated that staff would continue to monitor school opening plans in the county, and OCTA can adjust as needed. Staff is working closely with the California Transit Association to understand capacity requirements/restraints that may be in place and under the mask requirement until Sept 15. Staff anticipates a service change in August 2021.

Director Foley concurred with Chairman Do and stated that the Orange County Department of Education needs transportation by bus.

Mr. Johnson, CEO, stated the responsibility by local districts to provide transportation and who is responsible. Currently, community colleges are not required to provide transportation.

A motion was made by Director Delgleize, seconded by Director Foley, and following a roll call vote, declared passed 17-0 to:

- A. Approve the final June 2021 bus service change and direct staff to begin implementation.
- B. Receive and file the June 2021 Bus Service Change Public Involvement Program Final Report.
- C. Direct the Executive Director of Planning, or his designee, to file a Notice of Exemption from the California Environmental Quality Act related to the bus service change.

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

Ross Lew, Program Manager, Senior, presented an overview of the need for the change orders. He stated that unknown utilities found in the project area had increased construction costs. Also, unsuitable soils found in the project area soils comprised of clay and cannot be compacted. The increased expenses to accommodate excavation are the types of change orders that are typical for these projects.

Director Shaw stated that OCTA owns so much of the Right-Of-Way (ROW) property and wouldn't have to take buildings. The environmental issues and unknowns are a more significant challenge than anticipated.

Mr. Johnson, CEO, stated that the significant benefit of not acquiring ROW still outweighs the unknown challenges encountered and are not unusual but greater than anticipated.

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A motion was made by Director Foley, seconded by Director Sarmiento, and following a roll call vote, declared passed 16-1 to:

- A. Authorize the Chief Executive Officer to negotiate and execute Contract Change Order No. 52.1 to Agreement No. C-7-1904 with Walsh Construction Company II, LLC, in the amount of \$540,000, for over-excavation of unsuitable soils for the construction of the OC Streetcar project.
- B. Authorize the Chief Executive Officer to negotiate and execute Contract Change Order No. 4.3 to Agreement No. C-7-1904 with Walsh Construction Company II, LLC, in the amount of \$2,000,000, for work to address utility conflicts for the construction of the OC Streetcar project.

Director Wagner voted in opposition.

Discussion Items

19. Future of Transit Workshop 1

Chairman Do opened the item and discussed highlighting riders and demographics that rely on transit. He stated this is the time to look at factors to encourage others to use transit to attract more/different riders and urged the Board to pay attention to slides 18 and 19.

Kurt Brotcke, Director of Strategic Planning, provided a PowerPoint presentation on this item. He discussed the Orange County Transit System, the transit vision created in 2018.

Chairman Do requested that staff add 1st Street (Bolsa Ave) in Westminster and 17th/Westminster.

The Board members made the following inquiries and suggestions:

- 1st/Bolsa/17th/Westminster is a critical corridor.
- Staff needs to work with cities to acclimate concept;
- Inclusion of a micro-transit program, or is it a separate item;
- Include specific programs that qualify in each category;
- 11 to 15 miles per hour lifecycle savings in \$15 million capital costs;
- Three buses per route, and what is the price to get there;
- Would like to see what the best return on investment is to maximize savings at the next workshop;
- Bus Rapid Transit (BRT) opportunities can reduce freeway and street congestion;

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- Why not include Fairview for BRT;
- Curbside only lanes allow for BRT;
- What makes it rapid is that its curbside only lanes;
- Include gender/race info in demographics data; encourage the safety of transit; make the system accessible to those who need it;
- Protected bike lanes will be coordinated with local agencies, and
- Appreciate analysis of marginal increases in time is worth the effort.

Director Wagner stated that this report is excellent. He appreciates that staff is analyzing where the marginal increases in travel time are worth the expense.

Mr. Johnson, CEO, stated that staff would note all the comments from the Board and incorporate them into the presentation at the next workshop.

Mr. Johnson, CEO, stated there are four Board-approved studies listed and that staff will discuss the 11 busiest corridors at the next workshop.

20. Public Comments

There were no Public Comments received.

21. Chief Executive Officer's Report

Mr. Johnson, CEO, reported on the following:

May Employees of the Month Recognition

- The Operations Employee of the Month is Alejandro "Alex" Pacheco.
 - Alex is a coach operator at the Santa Ana base who started his driving career with OCTA in March 2014.
 - In April, Alex achieved a very commendable seven years of safe driving.
- The Maintenance Employee of the Month is Phung Mai.
 - Phung joined OCTA in September 2006 as an electronics technician, and he currently works the late swing shift at the Irvine Sand Canyon base.
 - Phung recently identified an issue with Wi-Fi on the buses, which
 created problems with the timely downloading of ridership data.
 He took it upon himself to find the cause and determined a problem
 with the Wi-Fi antenna at the base and replacing the antenna
 resolved the issue.
- The Administrative Employee of the Month is Vicente Aldana.
 - Vicente Aldana started his career with OCTA in 2009 as a coach operator and, after six years, was promoted to bus operations supervisor at the Santa Ana Base.

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- Vicente is also a licensed vocational nurse volunteering at the Soka University and Anaheim Convention Center POD sites vaccinating Orange County residents and workers.
- OCTA's May Employees of the Month were congratulated.

Interstate 5 (I-5) Central County Improvements Project

- Mr. Johnson, CEO, congratulated the Interstate 5 (I-5) Central County Improvements Project team. Last year on Main Street, this project added a second High Occupancy Vehicle lane in each direction on the I-5 between State Route 55 and State Route 57.
- Next month, the American Council of Engineering Companies (ACEC) will be presenting this project with its National Honor Award.
- Previously in February, the project won the ACEC California Chapter's Honor Award.
- This project has also garnered several other awards, including:
 - Caltrans Partnering in Motion Gold Award
 - American Society of Bridges and Roads Top Ten Roads Award
 - WTS Innovative Transportation Solutions Award
 - American Society of Civil Engineers Outstanding Construction Project Award

22. Directors' Reports

Director Foley inquired about graffiti abatement issues since some graffiti issues over the weekend were on the new bridges/walls along Interstate 405.

Mr. Johnson, CEO, stated that OCTA would address the project area. In addition, Caltrans can also address any issues as appropriate.

23. Closed Session

A Closed Session was held as follows:

Pursuant to Government Code Section 54956.9(d)(1) - Conference with General Counsel - Existing Litigation - Orange County Transportation Authority v. SOCO Retail Fee Owner, LLC, et al, OCSC Case No. 30-2018-01014059.

There was no report out.

All members present in Closed Session with the exception of Director Hennessy.

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24. Adjournment

The meeting adjourned at 10:56 a.m.

The next regularly scheduled meeting of this Board will be held at **9:00 a.m. on Monday, June 14, 2021** at the Orange County Transportation Authority Headquarters, Board Room - Conference Room 07-08, 550 South Main Street, Orange, California.

ATTEST:

Andrew Do Chairman

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Gina Ramirez

Deputy Clerk of the Board

OCTA Public Committee and Board Member Recruitments

Public Member Recruitment Communications and Outreach Plan February 2021

BACKGROUND

The Orange County Transportation Authority (OCTA) is dedicated to developing and delivering transportation solutions that enhance quality of life and keep Orange County moving. We are seeking a public member to represent the public on our 18-member Board of Directors for a four-year term. Voting members include five members of the Orange County Board of Supervisors, ten Orange County city members, and two public members. A non-voting member, representing the California Department of Transportation, also sits on the Board.

Candidates must be residents of Orange County and should have some knowledge of transportation, finance, and OCTA priorities, and an interest in representing the public. A person who is currently serving as an elected official within the County, an elected official of any agency or special district within the County, or an elected official of the County of Orange, and who has held any of those positions in the past four years, is not eligible to apply.

The person selected will be asked to devote 15 to 20 hours each month to Board business, including two monthly meetings of the Board of Directors and other activities. A stipend is available.

To be considered, candidates must submit an application, letter of interest, resume, and signed disclaimer by 5 p.m. Friday, February 26, 2021.

The primary purpose of the Public Member Recruitment Communications and Outreach Plan is to inform the public and stakeholders about this position to attract the best-qualified person to serve Orange County as a representative of the OCTA Board of Directors.

GOAL

 Create awareness of the recruitment for the public member on OCTA's Board of Directors targeting all Orange County residents

TARGET AUDIENCES

- General public
- Business organizations
- Transportation industry organizations
- Local, state, and federal government communications channels
- Diverse communities
- Media

STRATEGIES/TACTICS

- Digital Communications:
 - o Public Member Recruitment landing page
 - Email blasts
 - Businesses/organizations
 - Local government

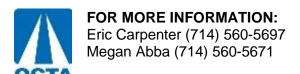
- State and Federal offices
- Diverse Communities
- On the Move Blog
- Social media posts (corporate pages, and cross promote on capital project pages)
- Online advertising with paid search, display advertising, and social advertising
- Newspapers: mainstream and ethnic markets
- Bus interior advertising
- Outreach:
 - OCTA's Public Committees
 - Business organizations
 - Building Industry Association (BIA)
 - North Orange County Chamber
 - North Orange County Legislative Alliance
 - OC Association of Realtors
 - OC Bar Association
 - OC Paralegal Association
 - Orange County Taxpayers Association (OC Tax)
 - Orange County Business Council (OCBC)
 - South Coast Metro Alliance
 - South Orange County Economic Coalition
 - National Human Resources Association OC
 - Financial Planning Association of Orange County
 - Business Development Association of Orange County
 - Retired Employees Association of Orange County
 - American Institute of Architects OC
 - Cal CPA OC/Long Beach Chapter
 - Local Chambers
 - Environmental Groups
 - Educational Institutions
 - Transportation Industry Organizations
 - American Society of Civil Engineers (ASCE-OC)
 - American Council of Engineering Companies (ACEC-OC)
 - California Association for Coordinated Transportation (CalACT)
 - California Transit Association (CTA)
 - Women's Transportation Seminar, Orange County (WTS-OC)
 - International Chinese Transportation Professionals Association (ICTPA)
 - American Public Transportation Association (APTA)
 - Local, state, and federal government
 - Association of California Cities Orange County (ACC-OC)
 - League of California Cities Orange County
 - City Public Information Officers (PIO), City Managers, City Clerks
 - County of Orange
 - Local or District based State and Federal Offices
 - Diverse Communities
 - OCTA Diverse Community Leaders
 - Orange County Hispanic Chamber of Commerce

- Asian Business Association of Orange County
- Orange County Black Chamber of Commerce
- Orange County Heritage Council
- Vietnamese American Chamber of Commerce
- Media: send out press release to various media channels

SCHEDULE

February 1, 2021	Plan of Action Considered by Executive Committee
February 8, 2021	Plan of Action Considered by Board of Directors
February 8 to	Public Outreach
February 26, 2021	
February 26, 2021	Applications Due
March 1, 2021	Executive Committee Reviews Applications
March 15, 2021	Special Executive Committee to Conduct Applicant Interviews
March 29, 2021	Special Executive Committee (if needed)
April 5, 2021	Executive Committee Selects Candidate for Recommendation
April 12, 2021	Candidate Selection by Board of Directors
	Public Member Sworn-in that Afternoon

FOR IMMEDIATE RELEASE: Feb. 17, 2021



OCTA Seeking Applicants for Public Member to Serve on Board of Directors

The 18-member board that oversees transportation in Orange County includes two members of the public

ORANGE – If you are a qualified applicant interested in helping guide a balanced and sustainable transportation system by serving on the Orange County Transportation Authority Board of Directors, you are asked to apply now.

OCTA's board is seeking qualified applicants to serve as a public member on the 18-member board, which is responsible for transportation policy, programs and projects for Orange County's 3.2 million residents.

The OCTA board is composed of all five Orange County supervisors, 10 elected city council members representing all regions of the county, and two members of the public, as well as a non-voting member representing Caltrans.

Public members are selected by the board for a four-year term, and the successful candidate is eligible to seek re-selection for additional terms.

Candidates for this seat must be residents of Orange County and should have a familiarity with transportation issues, finance, and OCTA priorities in addition to having an interest in serving the public.

Anybody who is currently serving as an elected official within Orange County, including any local jurisdiction or special district – or anybody who has held such a position in the past four years – is not eligible to apply for the public-member position.

Board Members are responsible for attending public board meetings on the second and fourth Monday of every month (excluding holidays), and various committee meetings, special meetings, events and workshops.

The anticipated time commitment per month is between 15 to 20 hours, the majority of them during daytime business hours. The application, and more information, is available at OCTA's website www.octa.net/publicmember.

Completed applications should be submitted along with a letter of interest and resume by 5 p.m. on Friday, Feb. 26.

###

<u>About OCTA:</u> The Orange County Transportation Authority is the county transportation planning commission, responsible for funding and implementing transit and capital

projects for a balanced and sustainable transportation system that reflects the diverse travel needs of the county's 34 cities and 3.2 million residents. With the mission of keeping Orange County moving, this includes freeways and express lanes, bus and rail transit, rideshare, commuter rail, environmental programs and active transportation.



Public Member Recruitment

Public Member Recruitment

OCTA Board of Directors Seeks Applicants for Public Member

The Orange County Transportation Authority is the county transportation planning commission, responsible for funding and implementing transit and capital projects for a balanced and sustainable transportation system that reflects the diverse travel needs of the county's 34 cities and 32 million residents. With the mission of keeping Orange County moving, this includes freeways and express lanes, bus and rail transit, rideshare, commuter rail, environmental programs and active transportation.

OCTA is governed by an 18-member Board of Directors (Board), which sets policy for OCTA. Voting members include five members of the Orange County Board of Supervisors, ten Orange County city members, and two Public Members. A non-voting member, representing the California Department of Transportation, also sits on the Board. OCTA is seeking applicants for one Public Member seat for a four-year term.

Applicant Criteria and Expectations

Candidates must be residents of Orange County and should have some knowledge of transportation, finance, and OCTA priorities, and an interest in representing the public. A person who is currently serving as an elected official within the County, an elected official of any agency or special district within the County, or an elected official of the County of Orange, and who has held any of those positions in the past four years, are not eligible to apply. To review the Considerations for Selection of Public Member, please click here.

Board Members are responsible for attending public Board meetings on the second and fourth Monday of every month (except holidays), and various committee meetings, special meetings workshops, and events. Many of the meetings are held at the OCTA Headquarters, 500 South Main Street, Orange, However, at this time, the meetings are being held in a virtual format until the Governor's executive order prohibiting public gatherings is lifted. The monthly anticipated time commitment is between 15 to 20 hours per month, the majority of them during business hours.

Board compensation is \$100 per day, with a maximum per month of \$500 for OCTA business activities, including meeting, events, etc.

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By 6 p.m. Friday, February, 26th, 2021, applicants must submit the following: an application, a letter of interest, and a resume of no more than two pages (including any related Board or committee experience).

There are three ways to submit your information:

- Complete the online application and upload supporting documents
- Email the application and supporting documents to Andrea West, Interim Clerk of the Board at boardofdirectors@octa.net
- Mail the application and supporting documents to:

Orange County Transportation Authority
Attn: Andrea West, Interim Clerk of the Board
550 South Main Street
PO. Box 14184
Orange, CA 92863-1584

Thank you for your interest in OCTA and Orange County.

FOR MORE INFORMATION: FOR IMMEDIATE RELEASE: Eric Carpenter (714) 560-5697 March 1, 2021 Megan Abba (714) 560-5671

OCTA Seeks Applicants for Taxpayer Oversight Committee

Applications for the volunteer position are due May 2

ORANGE – The Orange County Transportation Authority is seeking qualified volunteers to serve on the Taxpayer Oversight Committee, which monitors the agency's use of funding generated by Measure M, Orange County's half-cent sales tax for transportation improvements.

The independent, 11-member oversight committee ensures that all revenue collected by Measure M is spent on voter-approved transportation improvements, approves all changes to the Measure M plan, also known as OC Go, and holds annual public hearings on the expenditure of funds. The half-cent sales tax measure was first passed by voters in 1990 and was renewed by nearly 70 percent of voters in 2006.

Recruitment is currently taking place for openings in the First, Second, Fourth and Fifth Supervisorial Districts. All interviews will be held virtually because of the coronavirus (COVID-19) pandemic and committee meetings will be held remotely for the foreseeable future in accordance with state and local guidelines.

Measure M was developed to deliver a balanced and sustainable transportation network for the county and is expected to generate \$11.6 billion through 2041. The plan dedicates 43 percent of funding to freeway improvements, 32 percent to local street projects and 25 percent to transit.

Measure M also includes two unique environmental programs. The Environmental Mitigation Program, which allocates 5 percent of net freeway revenues, is a comprehensive effort to offset the environmental impacts of the Measure M freeway projects by acquiring and preserving large swaths of open space land and protecting plant and animal species in their native habitat.

In addition, 2 percent of gross Measure M revenue is allocated to the Environmental Cleanup Program, which helps improve water quality in Orange County by funding projects to remove litter and debris from roadways and storm drains.

Applications for a three-year committee term, July 2021 to June 2024, will be accepted through May 2. Applicants must be Orange County residents, at least 18 years old and live in either the First, Second, Fourth or Fifth Supervisorial District that they will represent.

The First District consists of Garden Grove, Santa Ana, Westminster, portions of Fountain Valley, and the unincorporated community of Midway City.

The Second District consists of Costa Mesa, Cypress, Huntington Beach, La Palma, Los Alamitos, Newport Beach, Seal Beach, Stanton, and portions of Buena Park and Fountain Valley. It also includes the unincorporated areas of Rossmoor, Sunset Beach and Surfside.

The Fourth District consists of Anaheim, Brea, Fullerton, La Habra, Placentia, and portions of Buena Park.

The Fifth District consists of Aliso Viejo, Dana Point, Laguna Beach, Laguna Hills, Laguna Niguel, Laguna Woods, Lake Forest, Mission Viejo, Rancho Santa Margarita, San Clemente, San Juan Capistrano, portions of Irvine, and the unincorporated communities of Coto de Caza, Ladera Ranch, Las Flores and Wagon Wheel.

Applications for the volunteer position are available at octa.net/TOC.

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FOR MORE INFORMATION: Eric Carpenter (714) 560-5697 Megan Abba (714) 560-5671

FOR IMMEDIATE RELEASE:

March 18, 2021

OCTA Seeks Volunteers for Citizens Advisory Committee

Applications are being accepted through May 2

ORANGE – The Orange County Transportation Authority is recruiting community leaders to fill openings on the Citizens Advisory Committee, which provides input on a range of transportation projects, studies and outreach activities.

The 34-member committee actively provides input on OCTA's transportation studies, explores ways to improve traffic and communicates with the public. During the year, committee members are asked to participate in roundtable discussions and hear special presentations on various transportation projects, programs and services.

OCTA is seeking individuals with a demonstrated interest in community activities and transportation issues who are willing to dedicate at least 15 hours per year to meetings and activities. This is an unpaid volunteer position and committee members are asked to commit to a two-year term. Candidates must be at least 18 years old and live in Orange County.

Responsibilities of committee members include:

- Serving as a liaison between the public and OCTA,
- Identifying opportunities for community input,
- Recommending ways for obtaining public opinion on specific transportation issues,
- And commenting on significant transportation issues and suggesting possible solutions.

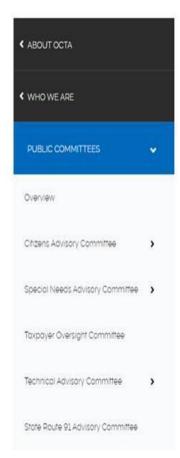
The Citizens Advisory Committee meets quarterly on the third Tuesday of the month at noon. Meetings are held virtually until further notice due to the coronavirus (COVID-19) pandemic.

Applications must be received by May 2 and are available at <u>octa.net/CAC</u>. For more information, contact Jared Hill at (714) 560-5680 or <u>JHill1@octa.net</u>.

The OCTA Board of Directors is expected to select the members in June.

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Special Needs Advisory Committee

PROJECT CONTACT

JARED HILL
Community Relations Specialist
(714) 560-5680
[hill]@octa.net

The Special Needs Advisory Committee (SNAC) advises OCTA about issues that relate to OCTA fixed-route transit and paratransit services for customers with special transportation needs. The Special Needs Committee was originally formed in 1992 in response to the Americans with Disabilities Act and formalized the predecessor *504 Committee*.

Major Responsibilities Include:

- · Advising OCTA about issues that relate to OCTA transit and paratransit services.
- Recommending the appropriate mechanism for obtaining disabled and senior service users' input on issues, i.e., focus groups, surveys, public meetings, et cetera.
- · Communicating with care providers and agency clients regarding service-related information.
- · Assisting with special needs service evaluations.

Selected by the OCTA Board of Directors, the SNAC is composed of 34 members representing a broad base of individuals with disabilities and senior citizens in the county. Selection criteria for the SNAC includes demonstrated interest and involvement with people with special needs and senior citizens, membership in a large, active OCTA constituency group (i.e. Braille Institute, senior centers), and a willingness to dedicate no fewer than 8 hours a year to OCTA meetings and activities. This recruitment process typically takes place late winter/early spring with final selection in June.

2022 Recruitment Period

Each year, as terms of various members expire, a recruitment process is conducted to fill vacant positions on the SNAC. This recruitment process typically takes place late winter/early spring with final selection in June.

If you need additional information, please contact Jared Hill at (714) 560-5680 or jhill1@octa.net.

Resources

- · Agendas and Presentations
- Current Members
- Committee Bylaws

OCTA Limited English Proficiency Plan

Orange County Transportation Authority Limited English Proficiency Plan

Prepared for the Federal Transit Administration In accordance with Circular 4702.1B Executive Order 13166

Board of Directors Approved: September 24, 2018



Updated June 2018

ORANGE COUNTY TRANSPORTATION AUTHORITY Limited English Proficiency Plan Language Assistance Plan June 2018

The Orange County Transportation Authority (OCTA) Limited English Proficiency Plan (LEP) and Language Assistance Plan has been prepared to address OCTA's responsibilities as a recipient of federal financial assistance as they relate to the needs of individuals with limited English proficiency. As defined in Executive Order 13166, Individuals who have a limited ability to read, write, speak, or understand English are limited English proficient or "LEP." Under Executive Order 13166, OCTA is federally mandated to take responsible steps to ensure meaningful access to the benefits, services, information, and other important portions of its programs and activities to individuals who identify as LEP. OCTA utilized the U.S. Department of Transportation's (DOT) LEP Guidance Handbook and performed a Four Factor Analysis to develop the OCTA LEP Plan.

The DOT maintains that public transit agencies can retain LEP ridership even after they become proficient in English if his/her experience with public transportation is positive. Additionally, the Federal Transit Administration (FTA) has determined that conducting a LEP needs assessment based on a Four Factor Analysis ensures that a transit agency can know and understand the LEP population in its service area and be in a better position to implement a cost-effective mix of language assistance measures that target resources appropriately.

Four Factor Analysis

The DOT Four Factor Analysis provides guidance to transit agencies receiving federal financial assistance in taking reasonable steps to ensure meaningful access to all its services, programs, and activities utilized by LEP persons. The DOT guidance states transit agencies will provide written translation of vital documents for each eligible LEP language group that meets the Department of Justice (DOJ) Safe Harbor provision of five percent of the population or 1,000 persons, whichever is less, identified as a limited English proficiency speaker within the service area. Examples of vital documents a notice of rights, complaint procedures and forms, and, ADA paratransit eligibility forms and information. Such practices will be considered strong evidence of compliance with the recipient's written-translation obligations for the Safe Harbor provision.

- **Factor 1:** The number or proportion of LEP persons to be served or likely to be encountered by an OCTA service, program, or activity;
- Factor 2: The frequency with which LEP individuals come in contact with the program, service, or activity;
- Factor 3: The nature or importance of OCTA services, programs, or activities provided to LEP individuals;
- Factor 4: The resources available to OCTA and the costs.

<u>FACTOR ONE -</u> The number or proportion of LEP persons eligible to be served or likely to be encountered by an OCTA service, program, or activity.

OCTA defines a LEP person as those individuals limited by the ability to speak English less than "very well" as reported by the U.S Census Bureau. The following tables were utilized to determine the number of LEP persons eligible to be served, or likely to be encountered, by an OCTA service, program, or activity.

External Data Sources

U.S. Census Bureau

Table 1 represents the racial break-down of Orange County according to the 2010 U.S. Census Bureau.

Table 1: Orange County Racial Break-Down Total Population 3,010,232

Race	Total Population	Population Percentage
White - Non-Hispanic	1,328,499	44.1%
Black	50,744	1.7%
American Indian	18,132	0.6%
Asian	537,804	17.9%
Pacific Islander	9,354	0.3%
Hispanic	1,012,973	33.7%

Source: 2010 U.S. Census/2010 County of Orange Report on Race and Ethnicity. Less than 1.8% of population is equal to persons of two or more races

Table 2 represents the number of LEP speakers by language in Orange County who meet the Department of Justice (DOJ) Safe Harbor provision of "every 1,000 speakers or five percent of the population whichever is less."

Table 2: Orange County Number of LEP Speakers for DOJ Safe Harbor Provision

	Orange Co	ounty, CA Estimate
Total:	2,983,659	Percentage
Speak only English	1,621,320	
Spanish:	777,491	
Speak English less than "very well"	334,492	11.2%
French (incl. Cajun):	11,148	
Speak English less than "very well"	1,783	0.06%
Haitian:	453	-2.7099977
Speak English less than "very well"	0	
Italian:	2,084	
Speak English less than "very well"	435	
Portuguese:	3,728	
Speak English less than "very well"	791	
German:	6,860	
Speak English less than "very well"	1,287	0.04%
Yiddish, Pennsylvania Dutch or other West Germanic languages:	2,556	(1000)
Speak English less than "very well"	144	
Greek:	3,281	
Speak English less than "very well"	634	
Russian:	7,942	
Speak English less than "very well"	3,143	0.11%
Polish:	1,940	
Speak English less than "very well"	949	
Serbo-Croatian:	1,148	
Speak English less than "very well"	164	
Ukrainian or other Slavic languages:	1,221	
Speak English less than "very well"	541	
Persian (incl. Farsi, Dari):	31,747	
Speak English less than "very well"	11,900	0.40%

Gujarati:	7,289	
Speak English less than "very well"	2,665	0.09%
Hindi:	11,293	
Speak English less than "very well"	2,645	0.09%
Urdu:	4,879	
Speak English less than "very well"	505	
Punjabi:	2,660	
Speak English less than "very well"	1,097	0.04%
Bengali:	1,449	
Speak English less than "very well"	144	
Nepali, Marathi, or other Indic languages:	5,455	
Speak English less than "very well"	905	
Other Indo-European languages:	6,249	
Speak English less than "very well"	1,900	
Telugu:	4,282	
Speak English less than "very well"	837	
Tamil:	5,268	
Speak English less than "very well"	857	
Malayalam, Kannada, or other Dravidian languages:	2,271	
Speak English less than "very well"	527	
Chinese (incl. Mandarin, Cantonese):	84,595	
Speak English less than "very well"	44,284	1.48%
Japanese:	15,792	
Speak English less than "very well"	6,956	0.23%
Korean:	74,010	
Speak English less than "very well"	42,081	1.41%
Hmong:	572	ľ
Speak English less than "very well"	245	
Vietnamese:	180,840	
Speak English less than "very well"	107,103	3.59%
Khmer:	5,534	
Speak English less than "very well"	2,374	0.08%
Thai, Lao, or other Tai-Kadai languages:	4,802	111/2/12
Speak English less than "very well"	2,388	0.08%
Other languages of Asia:	3,168	
Speak English less than "very well"	1,431	
Tagalog (incl. Filipino):	45,783	
Speak English less than "very well"	12,106	0.41%
Ilocano, Samoan, Hawaiian, or other Austronesian languages:	9,844	
Speak English less than "very well"	2,560	0.09%
Arabic:	25,961	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Speak English less than "very well"	8,344	0.28%
Hebrew:	2,257	
Speak English less than "very well"	271	
Amharic, Somali, or other Afro-Asiatic languages:	1,548	
Speak English less than "very well"	644	
Yoruba, Twi, Igbo, or other languages of Western Africa:	467	
Speak English less than "very well"	252	
Swahili or other languages of Central, Eastern, and Southern Africa:	208	
Speak English less than "very well"	0	
Navajo:	0	
Speak English less than "very well"	0	
Other Native languages of North America:	0	
Speak English less than "very well"	0	

Other and unspecified languages:	1,664	
Speak English less than "very well"	310	

B16001 Source: U.S. Census Bureau, 2016 American Community Survey 1-Year Estimates

Based on a decline in Orange County population identified in the 2016 American Community Survey, Spanish is the only language that meets the DOJ Safe Harbor threshold five percent of the LEP population that speaks English "less then very well". The sixteen additional languages meet the 1,000 speaker threshold criteria of the LEP population that speaks English less than "very well" or in Orange County. The sixteen languages identified as the 1,000 LEP speaker threshold are as follows: French, German, Russian, Farsi, Gujarati, Hindi, Punjabi, Chinese, Japanese, Korean, Vietnamese, Khmer, Thai, Tagalog, Ilocano, and Arabic.

Table 3 represents a five (5) year comparison of the English learners by number and percentage with reference to the primary language spoken by English learners in Orange County public schools.

	Languages of by Number	f English Lear and Percenta			
Language	2012-13	2013-14	2014-15	2015-16	2016-17
All Other	6,488	7,394	7,520	7,496	7,725
	1.3%	1.5%	1.5%	1.5%	1.6%
Arabic	1,555	1,772	2,026	2,133	2,308
	0.3%	0.4%	0.4%	0.4%	0.5%
Tagalog	1,089				
	0.20%				
Korean	2,935	3,205	3,160	3,006	2,965
	0.6%	0.6%	0.6%	0.6%	0.6%
Mandarin		1,393	1,857	2,306	2,753
		0.3%	0.4%	0.5%	0.6%
Spanish	100,965	106,022	103,706	97,911	93,80
	20.3%	21.2%	20.9%	19.9%	19.1%
Vietnamese	10,213	10,784	11,121	10,149	9,756
	2.1%	2.2%	2.2%	2.1%	2.0%
Total	123,245	130,570	129,390	123,001	119,315

A total of 2,664,921 California public school students (English Learners and Fluent English Proficient) speak a language other than English in their homes. This number represents about 42.8 percent of the state's public school enrollment. This graph displays the number of students speaking each of the top five non-English languages in Orange County 2012 through 2017 K-12th grade. http://www.cde.ca.gov/ds/sd/cb/cefelfacts.asp

Table 4 represents the languages and vital documents the County of Orange translates for the County's Health Care Agency's Medi-Cal Mental Health Services program.

Table 4: County of Orange Medi-Cal Translated Vital Documents Available by Language

<u>Title</u>	Arabic	English	Farsi	Korean	Spanish	Vietnamese
Advance Health Care Directives (F346-705)	风	A	A	户	J.C.	<u>N</u>
Grievance or Appeal Form (F346-706)	A	人	K	P	P	P
Grievance & Appeal Process Posters	P	人	E	P	J.	厂
Authorization to Use and Disclose		J	JA.	A	J.	Æ

Protected Health Information (F346-531B)						
Consent to Record (F346-474)		P		P	J.	F
Mental Health Plan Intake/Advisement Checklist (F346-753)	P	A	Æ	A	F	E
Mental Health Plan Provider List (Directory)	F	P	A	P	A	厂
Psychiatric Medication Consent (F346-7921)	P	A	P	A	P	E
Informed Consent for Services (F346-301)	P	P	A	尸	P	P
Notice of Action A (F346-737)	P	J.	L	A	E	P
Notice of Action B (F346-738)	P	P	J.		P	F
Notice of Action C (F346-787)	F	· D	L	又	P	<u>"</u>
Notice of Action D (F346-786)	P	P	Æ	P	A	F
Notice of Action E (F346-785) OC.gov.com 2016 Statistics	A	A	A	A	F	F

Internal Data Source

During the period January 1, 2015 through February 2018 OCTA received 277 requests for language translation assistance in a language other than English through the Customer Relations

department. The cumulative requests for assistance in each language were as follows:

Language Number of Requests Arabic 6 Burmese 2 1 Egyptian Arabic Farsi 11 Hindi 3 8 Korean Mandarin 55 Persian 3 1 Romanian 1 Russian Spanish 2 Tagalog 1 Vietnamese 183 Total 277

Summary - Number of LEP Likely to be Served

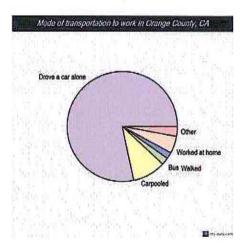
- As of 2016 American Community Survey, the overall population of Orange County has declined.
- With the population reduction, Vietnamese no longer meets both the number and percentage criteria for the Safe Harbor provision.
- The number and percentage of Public school Arabic, Tagalog, Korean, Chinese, Spanish, and Vietnamese language learners have declined in Orange County over a five-year period.
- The County of Orange has identified vital document translation in Arabic, Farsi, Korean. Spanish, and Vietnamese for the County's Medi-Cal mental health services.
- The language with the highest request for verbal translation services for OCTA was Vietnamese.

- The sixteen languages do not meet the 5% of the population but are identified as the 1,000 LEP speakers that meet the Safe Harbor threshold in Orange County.
- The sixteen languages that meet the 1,000 speaker Safe Harbor provision in Orange County are Arabic, Chinese, Farsi, French, German, Gujarati, Hindi, Ilocano, Japanese, Korean, Khmer, Punjabi, Russian, Thai, Tagalog, and Vietnamese.

<u>FACTOR TWO -</u> The frequency with which LEP individuals come in contact with the program, service, or activity.

Chart 1 represents approximately 1.7% of the population in Orange County who travels by means of public transportation bus for work.

Means of transportation to work:



Drove a car alone: 1,307,611 (78.7%)

Carpooled: 167,072 (10.1%)

Bus or trolley bus: 28,788 (1.7%)Streetcar or trolley car: 160 (0.0%)

Subway or elevated: 215 (0.0%)

Railroad: 3,886 (0.2%)
 Ferryboat: 177 (0.0%)

Taxicab, motorcycle, or other means: 19,943 (1.2%)

Bicycle: 11,510 (0.7%)
 Walked: 26,417 (1.6%)

Worked at home: 95,142 (5.7%)

Read more: http://www.city-data.com/county/Orange County-CA.html#ixzz5HkzpU9Xm

Appendix 1 is a cross reference of 2010 U.S. Census information and 2017 City-Data that identifies by zip code the number and percentage of LEP individuals who speak English "less than very well" for Spanish, Indo-European, and Asian/Pacific Islander languages who use public busses as a means of transportation to work. Approximately 76,653 individuals take the bus to work as means of transportation. Of those individuals, approximately 36,549 or 47.7% identify as individuals who speak English "less than very well". The language percentages of potential LEP passengers utilizing bus for means of transportation to work is approximately 17% for Spanish, 9% for Indo-European, and 21% for Asian/Pacific Islander languages.

2014 Customer Satisfaction Survey Results

The 2014 Customer Satisfaction Survey was conducted to measure general bus usage. Respondents were very frequent users of OCTA bus services, with 82 percent using the bus four to seven days per week and another 15 percent using the bus one to three days per week. Respondents who were less frequent riders (less than 4 days per week) were more widely spread across the employment spectrum and included homemakers, students, and disabled residents. Respondents in the survey appeared to be long-term riders of OCTA buses with 62 percent having been riders for at least four years.

The dominant reasons why respondents indicated they ride OCTA's fixed-route bus service instead of another means of transportation centered on their inability to use a personal vehicle (car), either because it is too expensive to purchase and/or maintain a car (45%), they do not have a license/can't drive (19%), or their current vehicle is not working properly (9%). Cost was also a factor for some, with 9% stating they save money by riding the bus and an additional 5% citing high gas prices as the main reason why they choose to ride the bus.

Table 5 represents the percentage of respondents by income and ethnicity who use OCTA busses instead of other means of transportation.

Table 5: Income/Ethnicity of Survey Respondents General Purpose Bus Usage

	Control of the last	H	ousehold in	come (QD1	2)	100000	A COLUMN		Ethnicity	(QD9)	Chapter of the Control of the Contro	Under Line
	Less than \$10K	\$10K to \$19K	\$20K to \$29K	\$30K to \$49K	\$50K to \$64K	\$65K or more	Cauc / White	Latino / Hispani c	Af Amer / Black	Amer	Asian American	Other / Mixed
Can't afford to purchase, maintain a car	56%	46%	39%	32%	27%	26%	45%	46%	37%	34%	43%	33%
No driver's license, can't drive	18%	16%	2.4%	21%	18%	20%	18%	21%	15%	14%		
I save money by riding the bus	5%	1 0%	796	14%	20%	17%	7% 9% 8% 11% 18% 12%					13%
My car isn't working properly	5% 6%	9%	996	13%	796	9%	8%	796	17%	1 896 696	5%	14%
Prefer not to drive	3%	4%	596	796	7%	696	5%	596	496	4%	496	696
High gas prices	3%	5%	8%	596	9%	496	5%	496	7%	7%	496	4%
Other reason	3% 5%	496	396	396	496	7%	496	496	4%	6%	3%	
Enjoy riding the bus	3% 2% 2% 2% 3%		3%	296	396	4% 3%	0%	3%	7% 1%			
Better for environment, air quality	196	2%	196	296	3%	596	2%	196	196	3%	3%	396
Avoid traffic congestion	1%	196	196	196	196	296	2% 1%	196	0%	2%	196	596
Better use of time	0%	196	196	0%	196	196	1%	096	0%	5%	196	096

2014 Fixed-Route Bus Service Customer Satisfaction Survey - True North Research

Summary

- Approximately 2% of Orange County population uses a public transportation bus by means to transportation to work.
- Approximately 76,653 individuals take the bus to work as means of transportation and of those individuals, approximately 36,549 or 47.7% identify as individuals who speak English "less than very well" who have the potential to come in contact with OCTA fixed-route services.
- Of the approximate 47.7% potential LEP passengers utilizing bus for means of transportation to work, approximately 17% speak Spanish, 9% speak an Indo-European, language, and 21% speak an Asian/Pacific Islander language.
- The majority of survey respondents were identified as passengers who ride fixed-route buses from four (4) to seven (7) days a week for at least the last four (4) years.
- Approximately 73% of survey respondents stated the primary reason for utilizing public transportation was an inability to maintain a vehicle due to cost, licensing, or maintenance.
- Survey respondents by income and ethnicity indicated the best media resource for receiving fixed-route information was the OCTA Bus Book.

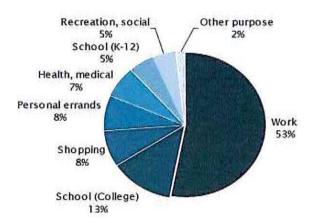
FACTOR THREE

Factor 3: The nature or importance of OCTA services, programs, or activities provided to LEP individuals.

OCTA is the premier fixed-route bus system of Orange County, which operates 77 routes throughout the County. OCTA's fixed-route bus system is an integral part of the regional transportation system. OCTA delivers efficient transportation programs that reduce traffic congestion and improve mobility. As the premier provider of urban public transportation in the County of Orange, OCTA also provides an important paratransit programs, bus service between Metrolink stations, and connecting routes to Los Angeles, Riverside, and San Diego transit agencies.

2014 Customer Satisfaction Survey Results

The 2014 Customer Satisfaction Survey results indicated that more than half (53%) of riders who were taking the bus at the time he/she was being interviewed was work-related. Other purposes included going to college (13%), shopping (8%), running personal errands (8%), traveling to/from a health or medical appointment (7%), going to school (5%), attending a recreation/social event (5%), and other purposes (2%).



Summary

- As the premier provider of public transportation in Orange County, members of the public rely on the fixed-route bus services as a means of transportation to work.
- Approximately 18% of the public use fixed-route bus services by means to transportation for primary and secondary educational services.

FACTOR FOUR

Factor 4: The resources available to OCTA and the costs.

According to the 2014 Customer Satisfaction Survey, approximately 79% of the passengers surveyed prefer to receive fixed-route bus information in English. The second highest language was Spanish at 18%.

Table 6 identifies by the language riders prefer to receive fixed-route bus information in.

Table 6: Language Preferred to Receive Bus Information

1	English	79%
2	Spanish	18%
3	Vietnamese	1%
4	Chinese/Mandarin/Cantonese	1%
5	Korean	<1%
6	Tagalog	<1%
7	Farsi	<1%

The 2014 Customer Satisfaction Survey rated the OCTA Bus Book as the most effective source for information about OCTA bus service (68% very or somewhat effective), followed by Text4Next (56%), information at bus stops (56%), eBusbook from OCTA's website (56%), the Telephone Customer Information Center (52%), OCTA mobile website (51%), and the Trip Planner on OCTA's website (51%).

Table 7 identifies by ethnicity the effectiveness for each source of fixed-route information.

Table 7: Percentage Effectiveness of Information Sources by Ethnicity

	THE REPORT OF THE PARTY OF THE	13.644.000	Ethnici	ty (QD9)	1045576	7
	Caucasian / White	Latino / Hispanic	Af Amer / Black	Amerindian	Asian American	Other / Mixed
Printed Bus Books	50%	5 3%	54%	47%	4 3%	51%
Text4Next	35%	4 7%	42%	42%	2 8%	44%
eBusbook from OCTA's website	33%	3 9%	43%	33%	3 4%	46%
Information at Bus Stops	31%	4 196	35%	32%	3 1%	40%
OCTA mobile site	30%	3 8%	33%	27%	3 0%	3 8%
Telephone Customer Information Center	33%	3 6%	39%	25%	2 2%	41%
Trip Planner from OCTA's website	32%	3 5%	3 4 9 6	34%	2 6%	3 3%
Google Transit website	28%	3 496	33%	35%	3 0%	42%
Advertising inside buses	21%	3 2%	28%	30%	1 7%	3 3%
On bus Rider Alert flyers	21%	3 196	26%	27%	1 9%	2.7%
Email/Rider Alerts	21%	3 0%	25%	25%	1 7%	23%
Special Promotional Service Brochure on bus	20%	3 0%	26%	29%	1 5%	30%
Advertising on outside of bus	21%	2 8%	25%	33%	1 7%	32%
Social Media - Facebook and/or Twitter	1 8%	2 8%	23%	26%	1 5%	26%
S11 (phone)	1 8%	2 6%	2196	25%	1 3%	29%
Go511.com website	17%	2 3%	19%	23%	1 2%	28%

2014 Fixed-Route Bus Service Customer Satisfaction Survey - True North Research

Summary

- Approximately 80 percent of survey respondents prefer to receive fixed-route bus information in English.
- The OCTA Bus Book is considered the most effective resource for fixed-route information for six identified ethnic groups.

Conclusion

- As of 2016 American Community Survey, the overall population of Orange County has declined and as such Vietnamese no longer meets both the number and percentage criteria for the Safe Harbor provision.
- Approximately 2% of Orange County population uses a public transportation bus by means to transportation to work.
- OCTA passengers also use the fixed-route bus service by means of transportation to public school or secondary education, errands, and doctor's appointments.
- Approximately 76,653 individuals take the bus to work as means of transportation and of those individuals, approximately 36,549 or 47.7% identify as individuals who speak English "less than very well" who have the potential to come in contact with OCTA fixed-route services.
- Customer Satisfaction Survey respondents indicated the preferred language to receive information is English.
- With the projected reduction in population, Vietnamese does not meet the 5% Safe Harbor threshold but continues to have at least 1,000 speakers.
- Vital documents provided by the County of Orange Medi-Cal Mental Health services translates its vital documents into four languages which are reflective of the four most language translation requests OCTA has received in the last three years.

Available Resources

OCTA has allocated \$25,000.00 in the FY 2018-2019 Budget for translation services. OCTA's External Affairs Division utilizes the allocation to ensures that OCTA information is available in Spanish regarding services, programs, and activities including surveys, bus routes and fares, and other informational media in the Bus Book and on the buses, as well as in the Administrative Office buildings and OCTA Store. Information in Vietnamese will be available for services, programs, and activities including surveys, bus routes and fares, and other informational media on the buses. Information for major service and fare changes, as well as public hearings, information will be available in Chinese, Farsi, Korean, Spanish, and Vietnamese. Due to the low volume of translations requests over the three-year period, other language translations will be upon request.

In June 2018, the External Affairs Division updated the OCTA website with the capability for translating website information into 15 out of the 16 languages that meet the Safe Harbor provision: Arabic, Chinese, Farsi, French, German, Gujarati, Hindi, Japanese, Khmer, Korean, Punjabi, Thai, Tagalog, Russian, and Vietnamese. Translation for Hawaiian languages is not available at this time.

OCTA will utilize it Employee Language Translator Volunteer data-base for additional language translation services upon request. Employee translators are available in all of the identified Safe Harbor languages except for French, German, Japanese, and Russian. There have been no requests for language translation for French, German, and Japanese within the last three years. Requests for Russian translation services can be provided through the Customer Relations Department provided by AT&T.

OCTA's Customer Relations Department, which manages customer comments by phone, mail, email, and in-person currently benefits from staff members who speak Spanish and/or Vietnamese. The Customer Relations team also utilizes translation services provided by AT&T for customers who speak other languages, providing OCTA with the ability to communicate with over 160 different languages. The OCTA Store, which makes available bus passes and is an informational source for the general public on transit information, is also manned by two (2) representatives who speak Spanish.

OCTA's Customer Information Center (CIC) is a telephone-based information service that manages customer inquiries primarily concerning bus transit trip generation. The CIC is a procured service operated by a firm which has satisfied all agency Disadvantaged Business Enterprise, Minority Business Enterprise, and Women Business Enterprise requirements. Currently, the CIC employs thirty-four agents, of which fourteen are bilingual Spanish speaking. The CIC also utilizes the translation services provided by AT&T, as needed.

Vital documents are defined as those documents without which a person would be unable to access services. The following are vital written communications that are printed in both English, Spanish and Vietnamese for Title VI: Title VI Protection Notification, Title VI Complaint Procedure and Form. Marketing materials for major service and fare changes and Public Hearing Notices will be available in English, Spanish, and Vietnamese and depending on the affected area in Chinese, Farsi, and Korean. ADA vital written documents such as intake, denials, and grievances, complaint procedure and form are available in English and Spanish.

Due to the low number of requests for language translation services during the triennial period, in addition to no requests for vital written translation for Title VI or ADA documents for any of the of the Safe Harbor languages, or for non-vital documents, all requests for language/translation assistance will be served utilizing resources previously identified upon request.

Language Assistance Implementation Plan:

Based on the four factor analysis, OCTA has identified the Spanish as the primary language assistance needs and services required to provide meaningful access to information for the LEP residents of Orange County. OCTA will review its LEP Plan on a triennial basis and incorporate LEP data gathering ventures, such as surveys, to further identify additional language area-specific needs for the top languages identified. A review of OCTA's relevant programs, activities, and services that are being offered or will be offered by OCTA as of June 2018 include:

- Spanish speaking translators are available upon request during normal business hours.
- The majority of OCTA Coach Operators are bi-lingual and are able to assist members of the public in Spanish and Vietnamese.
- Non-bi-lingual Coach Operators can assist members of the public utilizing other passengers who speak another language.
- OCTA will utilize it Employee Language Translator Volunteer data-base for additional language translation services upon request.
- "I Speak" cards are available at both reception desks to assist members of the public with obtaining translation services.
- Geographic Information System (GIS) maps have been developed for five of the DOJ Safe Harbor to which OCTA has received the highest number of requests for language assistance within the last three years. (See attachments)
- *OCTA will provide marketing materials for major service and fare changes in Chinese, Farsi, Korean, Spanish, and Vietnamese in according to effected areas per the GIS LEP language maps.
- Route and schedule in the Bus Book is available in both English and Spanish.
- Route and schedule information available for translation in 16 languages on the OCTA website.
- A supplemental language bus placard is on all vehicles in seven languages and pictographs to notify the beneficiaries of Title VI protection and the information to file a claim and/or receive additional translation services.
- The subsequent language surveys will be distributed at community outreach events and evaluated to enhance language needs at other OCTA programs.

OCTA will actively and regularly contact the community organizations that serve LEP persons to identify any additional information or activities that might better improve OCTA's services to assure non-discriminatory service to LEP persons. OCTA will then evaluate the projected financial and personnel requirements to provide the translation services and assess which of these can be provided most cost-effectively. The following is a list of community organizations that have been contacted or will be contacted to assist in gathering information about services most frequently sought by the LEP population:

- Ethnic Chamber of Commerce Asian Native
- Vietnamese Community of Orange County
- Korean Community Services
- Orange County Hispanic Chamber of Commerce
- Regional Center of Orange County
- Iranian Cultural Center of Orange County

Training Staff

Coach Operators have the most frequent contact with a LEP person through daily interaction with passengers during fixed-route hours of operations. Customer Service Representatives and the

General Services staff also have frequent contact with LEP persons, either in person at the OCTA administrative offices or by telephone.

In 2015, all newly hired Coach Operators receive Title VI training on the final day of a six-week training program. Title VI training topics included:

- Understanding Title VI responsibilities;
- The language assistance services offered by OCTA;
- Specific procedures to be followed when encountering a LEP person;
- Assisting passengers/members of the public in obtaining Title VI information, how to obtain complaint procedure information and translation services.

Training for all other employees who have contact with LEP members of the public such as OCTA reception desks, the OCTA store, and administrative assistance will receive refresher training in 2019.

CONCLUSION

The LEP Plan is designed to be flexible and to be reviewed as an ongoing process. As such, it is important to consider whether new documents and services need to be made accessible for LEP persons and also to monitor changes in demographics, and types of services in those demographics. When changes occur, the LEP Plan will be updated as appropriate.

OCTA will post the LEP Plan on its website at www.octa.net. Copies of the LEP plan will be provided to any person or agency requesting a copy. LEP persons may obtain copies/translations of the LEP plan upon request.

Any questions or comments regarding this Plan should be directed to:

Maggie McJilton Executive Director
Human Resources & Organizational Development
Orange County Transportation Authority
550 South Main Street
Orange, CA 92863-1584

Phone: 714-560-5824 Fax: 714-560-5727

E-mail address: mmcjilton@octa.net

Dixie Cochran
Title VI Civil Rights Administrator
Orange County Transportation Authority
550 South Main Street
Orange, CA 92863-1584
Phone: 714-560-5630

E-Mail address: dcochran@octa.net

Fax: 714-560-5849

2017 City-Data - Mean of Transportation to Work 2010 Census Population - Language by Zip Code for Orange County

					Spanish			Indo European	-	Asia	Asian/Pacific Islander	nder
City	Zip Code	2010 Census Population	2017 City-Data Bus as Means of Transportatio n to Work	Speaks English "Less Than Not Well"	Number of LEP Population	Potential Number of LEP Bus to Work	Speaks English *Less Than Not Well"	Number of LEP Population	Potential Number of LEP Bus to Work	Speaks English "Less Than Not Well"	Number of LEP Population	Potential Number of LEP Bus to Work
Aliso Viejo	92656	52,931	1%	10%	5293	53	4%	2,117	21	9%6	4,764	48
Anaheim	92801	74,511	2%	23%	17138	857	12%	8,941	447	29%	21,608	1,080
Anaheim	92802	52,394	%/_	26%	13622	954	%01	5,239	2967	22%	11,527	807
Anaheim	92804	98,828	4%	22%	21742	870	12%	11,859	474	26%	25,695	1,028
Anaheim	92805	82,477	2%	24%	19794	1386	10%	8,248	222	19%	15,671	1,097
Anaheim	92806	41,410	3%	50%	8282	248	%9	2,485	75	20%	8,282	248
Anaheim	92807	41,870	1%	15%	6281	63	%6	3,768	38	14%	5,862	59
Anaheim	92808	22,905	%0	%9	1145	0	%9	1,145	0	15%	3,436	0
Brea	92821	44,660	1%	15%	6699	29	%E	1,340	13	15%	669'9	29
Buena Park	90620	56,018	2%	13%	7282	146	%6	5,042	101	16%	8,963	179
Buena Park	90621	43,831	4%	22%	9643	386	%8	3,506	140	24%	10,519	421
Costa Mesa	92626	60,284	2%	19%	11454	229	%8	4,823	96	20%	12,057	241
Costa Mesa	92627	78,597	%9	27%	21221	1273	4%	3,144	189	15%	11,790	707
Cypress	90630	58,748	1%	8%	4700	47	%2	4,112	41	20%	11,750	117
Dana Point	92629	35,861	2%	26%	9324	186	19%	6,814	136	25%	8,965	179
Fountain Valley	92708	66,701	1%	13%	8671	87	%5	3,335	33	21%	14,007	140
Fullerton	92831	44,743	2%	20%	8949	179	11%	4,922	86	17%	7,606	152
Fullerton	92832	32,982	2%	23%	7586	379	22%	7,256	363	26%	8,575	429
Fullerton	92833	59,501	2%	20%	11900	238	%9	3,570	71	21%	12,495	250
Fullerton	92835	29,491	1%	12%	3539	35	4%	1,180	12	24%	7,078	71
Garden Grove	92840	65,622	4%	21%	13781	551	%8	5,250	210	26%	17,062	682
Garden Grove	92841	41,078	5%	23%	9448	189	11%	4,519	90	31%	12,734	255
Garden Grove	92843	50,796	2%	25%	12699	635	14%	7,111	356	31%	15,747	787
Garden Grove	92844	29,934	3%	19%	2687	171	15%	4,490	135	30%	8,980	269
Garden Grove	92845	20,078	%0	1%	201	0	50%	4,016	0	29%	5,823	0
Huntington Bch	92646	896'69	1%	%6	6297	63	2%	3,498	35	14%	9,796	98
Huntington Bch	92647	75,289	2%	25%	18822	376	5%	3,764	75	22%	16,564	331
Huntington Bch	92648	51,893	1%	14%	7265	73	%9	3,114	31	10%	5,189	52
Huntington Bch	92649	38,637	1%	11%	4250	43	10%	3,864	39	14%	5,409	54
Irvine	92602	3,675	%0	%0	0	0	3%	110	0	13%	478	0
Irvine	92604	29,860	1%	%8	2389	24	8%	2,389	24	21%	6,271	63
Irvine	92606	23,155	%0	12%	2779	0	%8	1,852	0	19%	4,399	0

2017 City-Data - Mean of Transportation to Work 2010 Census Population - Language by Zip Code for Orange County

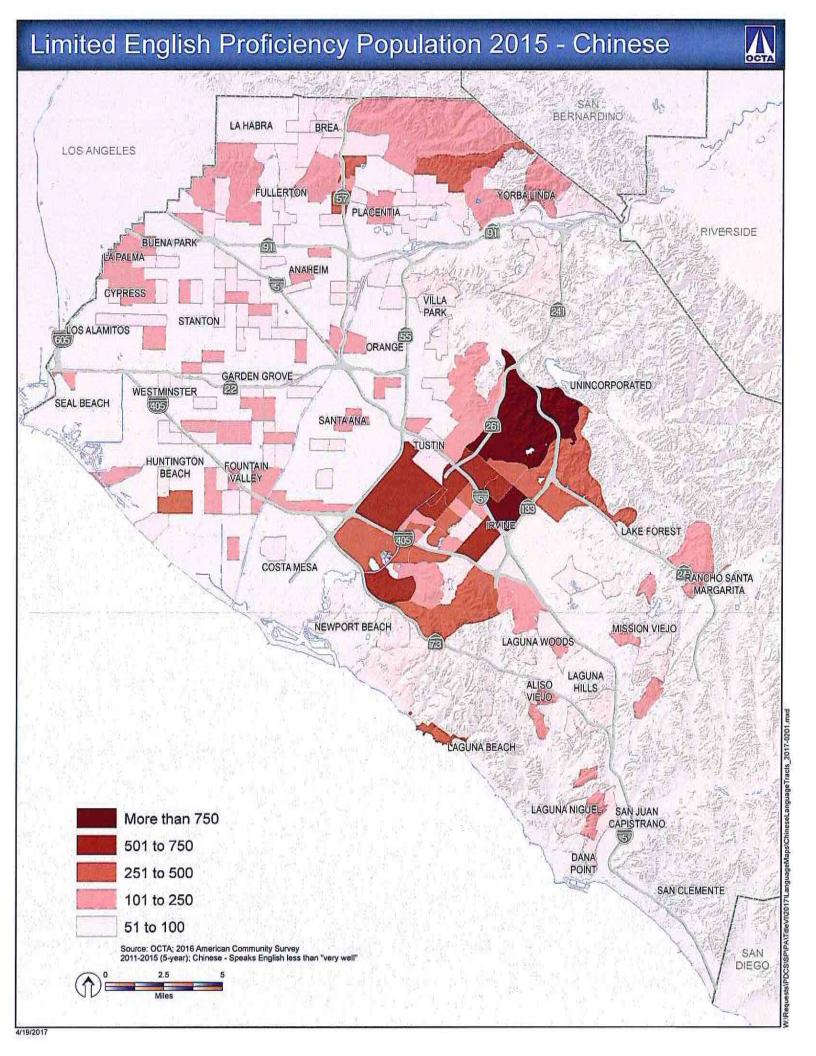
					Spanish		1000	Indo European	1	Asia	Asian/Pacific Islander	ınder
		2010 Census	2017 City-Data Bus as Means of Transportatio	Speaks English "Less Than	Number of LEP	to of	Speaks English Less Than	Number of LEP	Potential Number of LEP Bus to	Speaks English *Less	Number of LEP	Potential Number of LEP Bus to
City	Zip Code	Population	n to Work	Not Well"	Population	Work	Not Well"	Population	Work	Well	Population	Work
Irvine	92612	46,729	1%	4%	1869	19	6%	2,804	28	11%	5,140	51
Irvine	92614	28,744	%0	2%	1437	0	8%	2,300	0	16%	4,599	0
Irvine	92618	10,034	%0	%0	0	0	12%	1,204	0	10%	1,003	0
Irvine	92620	34,849	%0	16%	5576	0	7%	2,439	0	14%	4,879	0
La Habra	90631	88,231	2%	18%	15882	318	10%	8,823	176	18%	15,882	318
La Palma	90623	18,587	%0	%9	1115	0	2%	929	0	21%	3,903	0
Laguna Beach	92651	32,497	1%	50%	6499	65	8%	2,600	26	17%	5,524	55
Laguna Hills	92653	57,625	1%	21%	12101	121	%9	3,458	35	15%	8,644	86
Laguna Niguel	92677	77,654	1%	18%	13978	140	%9	4,659	47	10%	7,765	78
Lake Forest	92630	75,268	1%	23%	17312	173	1%	5,269	53	13%	9,785	98
Los Alamitos	90720	26,582	1%	11%	2924	29	%9	1,595	16	18%	4,785	48
Mission Viejo	92691	25,992	1%	11%	6159	62	2%	2,800	28	11%	6,159	62
Mission Viejo	92692	55,875	%0	%0	0	0	%0	0	0	%0	0	0
Newport Beach	92660	34,496	%0	8%	2760	0	4%	1,380	0	12%	4,140	0
Newport Beach	92663	31,839	%0	11%	3502	0	10%	3,184	0	27%	8,597	0
Newport Coast	92657	6,367	%0	%0	0	0	2%	127	0	11%	700	0
Orange	92865	24,816	2%	23%	5708	114	%9	1,489	30	19%	4,715	94
Orange	92866	19,912	3%	21%	4182	125	3%	265	18	19%	3,783	113
Orange	92867	49,827	3%	23%	11460	344	%6	4,484	135	17%	8,471	254
Orange	92868	31,352	1%	18%	5643	56	2%	1,568	16	24%	7,524	75
Orange	92869	47,949	2%	24%	11508	230	7%	3,356	29	16%	7,672	153
Placentia	92870	59,735	1%	17%	10155	102	%6	5,376	54	18%	10,752	108
Rnch Santa Mrg	92688	52,835	1%	12%	6340	63	8%	4,227	42	22%	11,624	116
San Clemente	92672	43,531	1%	20%	8706	87	13%	5,659	22	13%	5,659	57
San Clemente	92673	18,965	%0	8%	1517	0	8%	1,517	0	36%	6,827	0
San Juan Cap	92675	38,689	2%	24%	9285	186	2%	774	15	28%	10,833	217
Santa Ana	92701	75,502	13%	27%	20386	2650	14%	10,570	1,374	34%	25,671	3,337
Santa Ana	92703	92,420	11%	24%	22181	2440	13%	12,015	1,322	31%	28,650	3,152
Santa Ana	92704	105,277	7%	23%	24214	1695	12%	12,633	884	28%	29,478	2,063
Santa Ana	92706	50,190	7%	26%	13049	913	%6	4,517	316	22%	11,042	773
Santa Ana	92707	77,513	7%	22%	17053	1194	26%	20,153	1,411	30%	15,503	1,085
Seal Beach	90740	28,535	1%	13%	3710	37	50%	5,707	25	10%	2,854	29

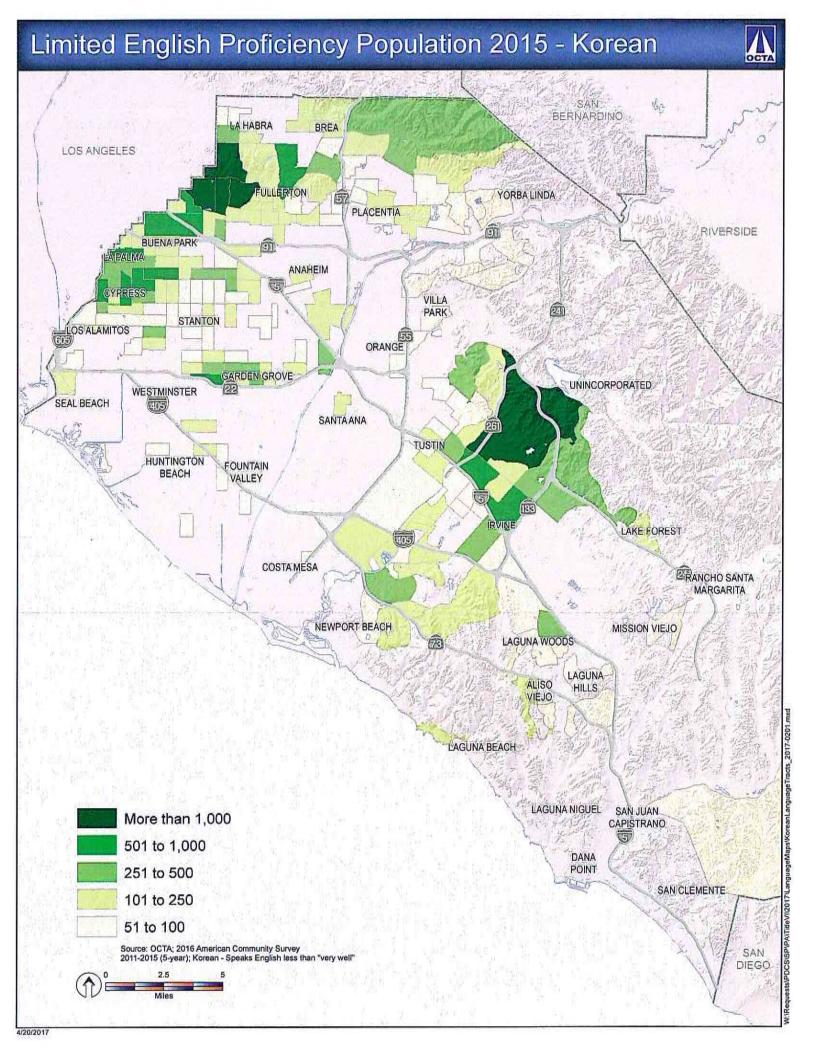
2017 City-Data - Mean of Transportation to Work 2010 Census Population - Language by Zip Code for Orange County

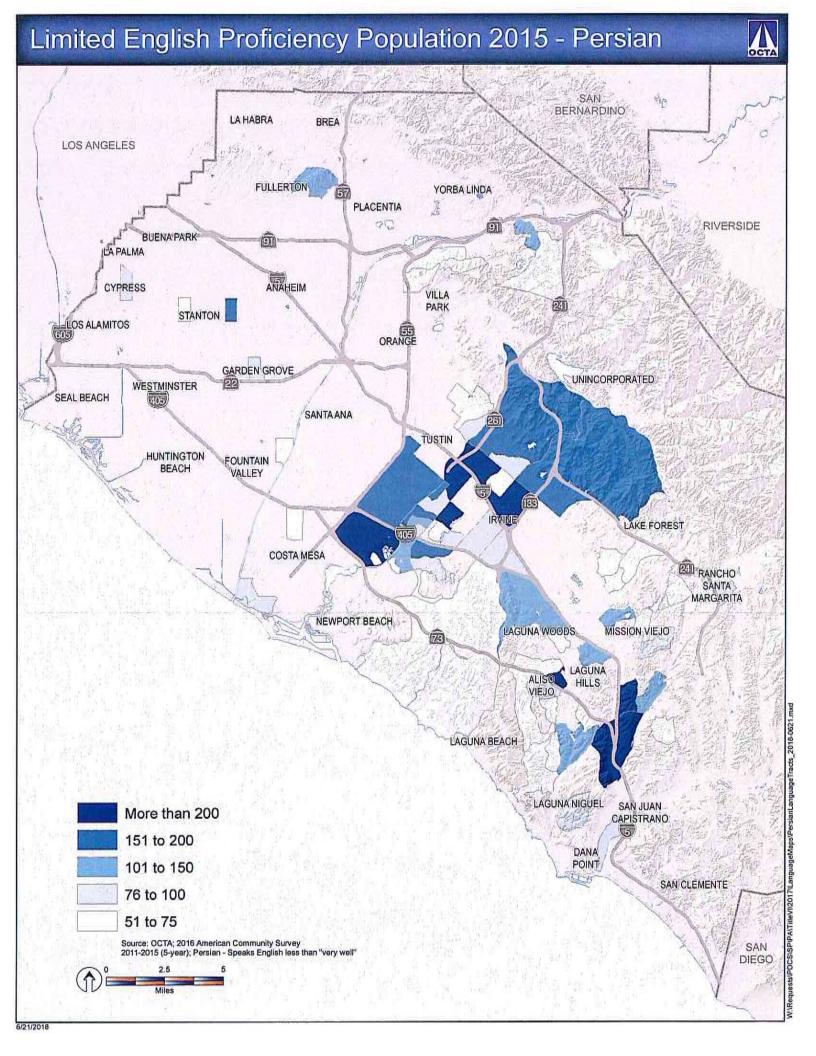
					Spanish			Indo European	_	Asia	Asian/Pacific Islander	nder
City	Zip Code	2010 Census Population	2017 City-Data Bus as Means of Transportatio n to Work	Speaks English "Less Than Not Well"	Number of LEP Population	Potential Number of LEP Bus to Work	Potential Speaks Number of English EP Bus to "Less Than Work Not Well"	Number of LEP Population	Potential Number of LEP Bus to Work	Speaks English "Less Than Not	Number of LEP Population	Potential Number of LEP Bus to Work
Stanton	90680	38,417	%9	25%	9604	929	%9	2,305	138	25%	9,604	929
	92780	68,568	3%	20%	13714	411	16%	10,971	329	14%	9,600	288
illa Park	92861	7,493	%0	1%	75	0	2%	150	0	14%	1,049	0
Vestminister	92683	107,696	2%	22%	23693	474	13%	14,000	280	28%	30,155	603
Yorba Linda	92886	48,900	%0	13%	6357	0	2%	2,445	0	14%	6,846	0
Yorba Linda	92887	26,482	%0	12%	3178	0	2%	1,324	0	26%	6,885	0
		3,374,701	2%	17%	610,714	22,431	%6	306,232	11,241	21%	672,500	23,802
of Populati	Number of Population Takes the Bus to Work	76,654				13,399			6,960			16,189

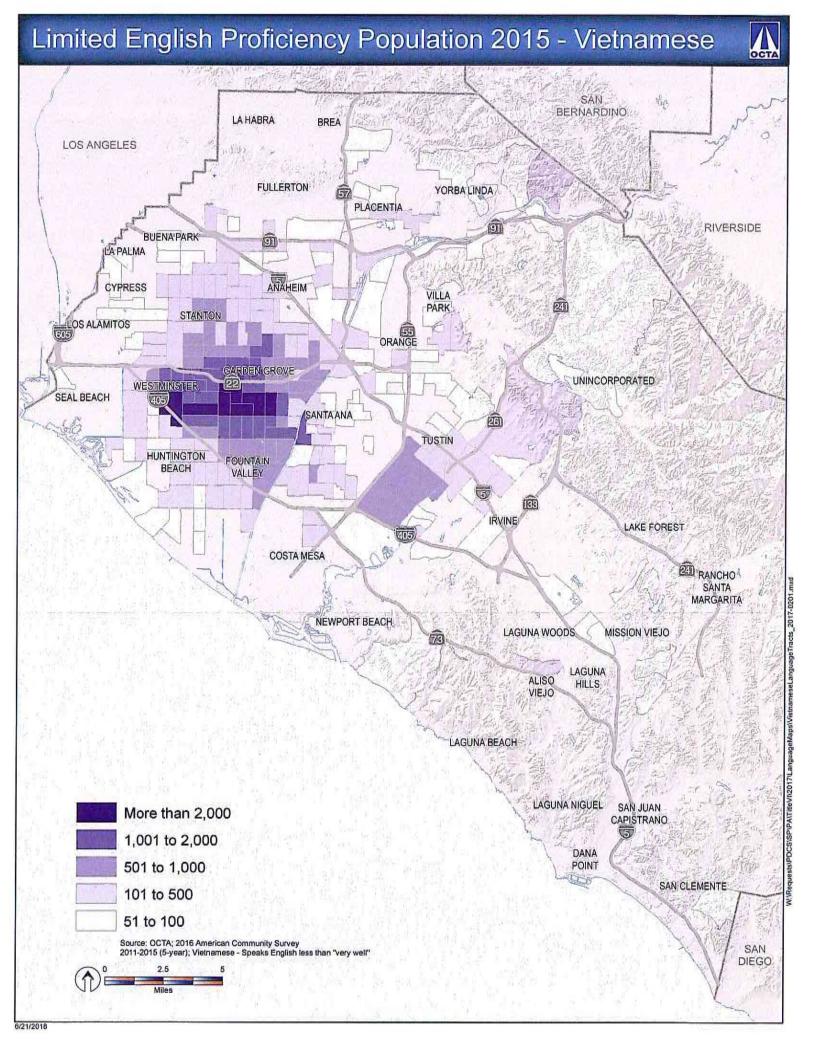
36,549 47.7%

Potential Number of LEP Riders Percentage of LEP Takes Bus to Work











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MINUTES EXCERPT

The following is an excerpt from the Minutes of the Orange County Transportation Authority (OCTA) Board of Directors (Board) meeting held on <u>September 24, 2018</u>.

15. Update to Orange County Transportation Authority Limited English Proficiency Plan

A motion was made by Director Murray, seconded by Director Davies, and declared passed by those present, to review and approve the updated Orange County Transportation Authority's 2018 Limited English Proficiency Plan.

Directors Jones and R. Murphy were not present to vote on this item.

Director Lori Donchak was absent from the Board meeting.

The foregoing excerpt will be presented to the Board of Directors on October 8, 2018, as part of the completed minutes of the September 24, 2018, OCTA Board of Directors' meeting.

Laurena Weinert

Clerk of the Board

Dated: September 24, 2018

OCTA Subrecipient Monitoring Procedures Guide



FTA SUBRECIPIENT MONITORING PROCEDURES GUIDE

Grant Compliance & Program Controls Office
External Affairs Division

1. Introduction and Purpose

The purpose of these FTA Subrecipient Oversight Procedures is to:

- Ensure that all technical specifications and cooperative/subrecipient agreement requirements are met by FTA subrecipients
- Monitor compliance with FTA requirements for FTA-funded vehicles or facilities that are maintained by subrecipients
- Monitor compliance with FTA requirements for transit services provided by subrecipients
- Identify performance issues and non-compliance with FTA requirements, and address them in a timely manner
- Track information regarding performance quality for the purposes of evaluating subrecipients of FTA funds for future grant awards
- Maximize the risk reduction benefits of limited resources

These procedures explain methods of monitoring, persons responsible, frequency, and expected deliverables associated with managing performance and compliance monitoring systems for rolling stock, construction, ADA paratransit, JARC and New Freedom programs, and fixed route services.

2. Scope and Applicability

This procedure applies to monitoring performance and compliance for the following types of FTA funded projects/programs:

- Transit
- Planning
- Capital Projects
- JARC and New Freedom

The frequency and type of monitoring will be based upon the following: a) size of the grant or cooperative agreement, b) associated risks, c) service complexity, d) type of grant and e) availability of resources needed to implement the program.

This document has been designed for FTA subrecipient monitoring, but it can be adapted to apply to OCTA direct contractors.

3. Subrecipient Definition

A subrecipient is a state or local government authority, non-profit organization, or operator of public transportation services that receives a grant indirectly through a direct grant recipient. This guide is designed for monitoring subrecipients of FTA funds.

To distinguish a subrecipient from a contractor, the following characteristics should be considered in keeping with 2 CFR 200.330 Subrecipient and Contractor Determinations as derived from OMB Circular A-

133, Section 210. It is not expected that all the subrecipient characteristics will be present, and judgment must be used in determining whether a contract represents a subrecipient or contractor relationship.

Federal Award received by a Subrecipient	Payment for Goods and Services (Contractor)
A subrecipient determines the means and methods for carrying out the state or Federal Program. Has responsibility for program decision making within the terms of the agreement.	A contractor provides the goods and services within normal business operations, to many different purchasers. The goods or services are ancillary to the operation of a State or Federal program. Operates in a competitive environment.
Performance is measured against whether the objectives of the Federal program are met	Performance is measured against whether it meets contract specification.
Has responsibility for adherence to applicable Federal program compliance requirements. Must submit periodic progress reports. The Grantee must monitor the subrecipient to ensure funds are property used.	Has responsibility for adherence to applicable Federal program compliance requirements, depending on the project scope. Must submit periodic progress reports. The Grantee must monitor the contractor to ensure funds are property used

4. Assessing Monitoring Need and Developing The Monitoring Plan

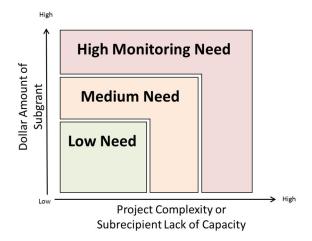
A risk-based approach to monitoring will be undertaken to ensure appropriate scrutiny of FTA subrecipients while maximizing the effectiveness of limited monitoring resources. A range of risk indicators will be used to identify the level of monitoring need for the subrecipient, which in turn will determine the Subrecipient Monitoring Plan schedule. The Monitoring Plan is a living document that should be maintained and updated to reflect any changes in situation or assessment of subrecipients. The Grant Compliance Office within the Government Relations/External Affairs Division is responsible for developing, maintaining, and implementing the Monitoring Plan.

Assess Monitoring Need

The Project Manager, in coordination with the Grant Compliance Manager, will assess the level of risk associated with each FTA subrecipient or project that they are responsible for, based on:

- The dollar amount of the subgrant
- The project size and complexity
- The capacity of the subrecipient

The following matrix is used to develop results, based on the completion of the FTA Subrecipient Monitoring Needs Assessment.



A variety of indicators should be used to assess the project complexity or subrecipient capacity. These are summarized in the table below. The Subrecipient Monitoring Needs Assessment (Appendix A) uses multiple choice questions based on these indicators to assess the project complexity and subrecipient capacity and thereby determines the level of monitoring needed.

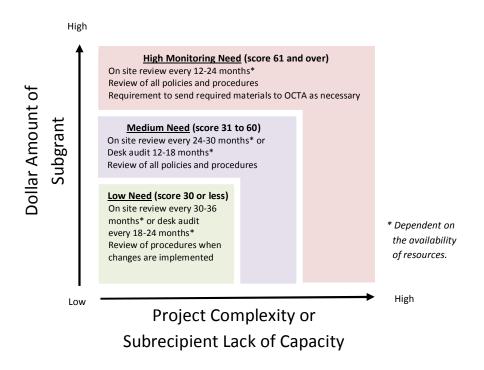
Project Complexity	Subrecipient Capacity
 Length of project Tight project timelines Large number of agencies involved that require coordination Changes in scope of activities Complexity of program funding/ match requirements Fixed Route Paratransit 	 Size of subrecipients' Federal award portfolio Years of experience with managing state or federal funds, and with specific grant program and/or project Prior findings as identified in audits, federal program monitoring, grantee monitoring Timeliness in document submission and response to questions History of non-compliance History of issues in delivery Management or staff turnover and experience Systems for monitoring and keeping records of funds Stakeholder complaints

The Subrecipient Monitoring Needs Assessment (Appendix A) should be completed by the Project Manager for each subrecipient at the start of the grant cycle when FTA subrecipients are identified, before any funding agreements are made, and/or annually on an as-needed basis. This is an internal planning document for use in assessing the frequency and approach of subrecipient monitoring activity.

After compiling the questionnaire, the Project Manager will total the scores to establish the subrecipient monitoring level needed. The results will be used to determine the annual plan for recipient monitoring, formal reviews and on-site visits

Subrecipient Questionnaire Score	Monitoring Need
Less than or equal to 40	Low
41-60	Medium
Greater than 60	High
Automatic High Level, regardless of overall score	
A score of 5 on any of the following questions - Section II Q 1 or 4, Section V Qs 1, 2 or 3, Section VI, Q 1: No previous experience as FTA subrecipient Material Findings from previous audits No financial management systems in place Drawdown or Invoicing restrictions Consistently late on some or all document reporting	High

FTA subrecipients that will have a greater level of oversight and more frequent and active monitoring, as outlined in the chart below.



The intensity and frequency of the monitoring is highly dependent on availability of resources, including budgetary constraints and staffing. Detailed descriptions of these monitoring activities can be found in Section 5. Monitoring Process.

The Project Manager will share the findings of the Monitoring Needs Assessment with the Grants Compliance Office and agree to any changes to the monitoring plan where necessary. The Project Manager will notify the FTA subrecipient of the monitoring schedule so they are aware of what is planned. The Grant Compliance Manager may notify the subrecipient upon request by the Project Manager

All Monitoring Needs Assessments will be kept with the Grant Compliance Office for tracking, reporting and historical assessment information.

Develop FTA Subrecipient Monitoring Plan

The FTA Subrecipient Monitoring Plan provides the approach and schedule for monitoring activities for all subrecipients of FTA funds. It contains:

- Policies and procedures that guide the scope and frequency of monitoring activities and corrective actions (this document)
- The total FTA subrecipient contract population, including Monitoring Need Assessment
- Monitoring schedule of desk and on-site reviews, and quarterly reporting
- Monitoring checklists Invoice Review Checklist Sample (Appendix B), Quarterly Report Sample (Appendix C), FTA Subrecipient Review Guide (Appendix D), Capital Project Checklist Sample (Appendix M)
- Summary of findings from previous monitoring cycle and any corrective actions being implemented.

The FTA Subrecipient Monitoring Plan is managed and updated by the Grant Compliance Office, with input from the Project Managers within the Implementing Divisions. It should be reviewed and approved by the Executive Director of External Affairs.

5. Monitoring Process

The monitoring process incorporates the full cycle of grants for subrecipient monitoring. The approach emphasizes both advising the subrecipient of their responsibilities, assessing compliance, and providing guidance as needed.

The subrecipient monitoring process will consist of the following activities:

- 1. Subrecipient Identification and Monitoring Needs Assessment
- 2. Elaboration of FTA requirements and subrecipient guidelines
- 3. FTA subrecipient funding agreement execution
- 4. Ongoing FTA subrecipient monitoring including certifications, assessments and quarterly reporting requirements
- 5. Formal compliance reviews, which includes desk and on-site reviews
- 6. Closeout

The specific tasks and responsibilities for each of these activities are noted below. The frequency of the different activities depends on the assessed monitoring level needed:

	Monitoring Process Step	Low	Medium	High
1	Subrecipient Identification and Initial Monitoring Needs Assessment	All Subrecipients	All Subrecipients	All Subrecipients
2	Elaboration of FTA Requirements and Subrecipient Guidelines	All Subrecipients	All Subrecipients	All Subrecipients
3	FTA Subrecipient Funding Agreement Execution	All Subrecipients	All Subrecipients	All Subrecipients
4	Ongoing FTA Subrecipient Monitoring, including: 4.1 SAM Registry Checks	As-needed (min. semi-annually)	As-needed (min. semi-annually)	As-needed (min. semi-annually)
	4.2 Quarterly Report Reviews	Quarterly	Quarterly	Quarterly
	4.2 Invoice reviews	Monthly	Monthly	Monthly
5	Formal Compliance Reviews 5.1 Desk review of submitted documents	Annual Review only policies and procedures that have changed	Annual Review only policies and procedures that have changed	Annual Review only policies and procedures that have changed
	5.2 On Site Review	Every 30-36 months*	Every 24-30 months*	Every 12-24 months*
	5.3 Compliance Review Report	Modified version for desktop, full for on site	Modified version for desktop, full for on site	Modified version for desktop, full for on site
	5.4 Corrective Action Monitoring Where necessar		Where necessary	Where necessary
6	Closeout	All Subrecipients at end of project	All Subrecipients at end of project	All Subrecipients at end of project

The sequencing of the Formal Compliance Reviews will depend on a number of factors:

- The level of monitoring need: High scoring projects should be prioritized within the Subrecipient Monitoring Plan.
- The duration of the subgrant or funding: Some subgrants may last less than a year. Where possible, oversight through a desk review should occur either during the grant agreement process or within the first quarter of the subgrant performance to allow sufficient time for corrective actions to be closed before the funding ends.

5.1 Subrecipient Identification and Initial Monitoring Needs Assessment

The Implementing Divisions will identify potential OCTA subrecipients and eligible projects for inclusion as needed in the Program of Projects (POP) and Program Management Plan (PMP).

A Monitoring Needs Assessment (Appendix A) will be completed by the Project Manager for each identified project and potential subrecipient. The assessment will identify the level of monitoring needed by each potential subrecipient, and any immediate action the subrecipient should undertake to enable better management of FTA funding. This can be undertaken during project selection, or through

information provided in solicitation responses. A desk review can be carried out by the Grant Compliance Office for medium or high scoring cases (see Section 5.5i). The Project Manager and the Grant Compliance Manager will determine whether an on-site visit will be performed. Compliance issues discovered at this stage should be addressed by the subrecipient before the funding agreement is executed.

5.2 Elaboration of FTA Requirements and Subrecipient Guidelines

The Grant Compliance Office will advise subrecipients of federal award information and compliance requirements prior to OCTA awarding or allocating FTA funds. This ensures that potential subrecipients understand the process and requirements before accepting an award of FTA funds. Information can be shared with the subrecipient through training and guidance available through FTA or OCTA resources and provided before a funding agreement is implemented.

This should be done during a call for project solicitation or during a pre-award review by the Implementing Division, with assistance from Contracts Administration and Materials Management Department (CAMM) and Grant Compliance Offices.

The information should include the following:

- CFDA title and number, award name, award number, and award year.
- OMB Circular No. A-133 Subpart D Federal Agencies and Pass-Through Entities; A-Requirements of A-122 and 2 CFR 225 on eligible costs
- Requirements imposed by Federal laws, regulations, and the provisions of contracts or grant agreements as well as any supplemental requirements imposed by OCTA
- Applicable oversight areas
- Invoice submission requirements
- Oversight and monitoring documentation requirements

that DUNs and SAMs registrations needs to be completed prior to subaward. Also attached is our grant policy which already references 2 CFR 200.331 Requirements for pass-through entities on Page 14 G(2)(a).

5.3 Subrecipient Funding Agreement Execution

CAMM will prepare and execute subrecipient funding agreements with all OCTA subrecipients of FTA funding. FTA requirements will be stated in the agreement along with the monitoring plans in keeping with 2 CFR 200.331 Requirements for Pass-through Entities to ensure that every subaward is clearly identified to the subrecipient as a subaward along with the requirements imposed as part of the federal award. The Implementing Division and Grant Compliance Office should review the funding agreement to ensure all applicable compliance requirements are reflected. At the time of agreement execution, the subrecipient will agree to comply with all applicable FTA requirements and to be subject to ongoing monitoring by OCTA as described herein.

i) Pre-Award Review

Utilizing the DUNS identification number and/or CAGE Code of the subrecipient entity, the Grant Compliance Office shall conduct a pre-award check using the System for Award Management (SAM) System to ensure the subrecipient organization has maintained an active registration and is not debarred or suspended and is free of exclusions. Should issues arise, CAMM and the project management team shall be notified.

ii) Entity Information

The Grant Compliance Office will maintain all pertinent information about each subrecipient including entity identification numbers (DUNS and/or CAGE Codes), contact information, source and amount of funds, and summary project information for inclusion into required FTA reports. All relevant information relating to the oversight of each FTA subrecipient should be maintained in such manner as to be easily and quickly identified, complete, and readily available for use.

5.4 Ongoing FTA Subrecipient Monitoring

The Grant Compliance Office will track and provide assurance of FTA subrecipient monitoring activities through the monitoring plan. Monitoring activities will be completed by Implementing Divisions and inhouse compliance experts providing support in their functional areas. These activities include reviewing and approving subrecipient invoices for reimbursement, developing project status information for inclusion in the quarterly Milestone Progress Report and Federal Financial Report, conducting formal onsite compliance reviews, and managing closeout activities. The divisions involved in different monitoring activities are outlined in the section below and summarized in Section 8 Roles and Responsibilities.

i) SAM Registry Checks

In keeping with 2 CFR Part 200, the Grant Compliance Office will ensure that subrecipients maintain an active System for Award Management (SAM) registration with current information. SAM registration checks are to be conducted every six months and on an as-needed basis to ensure active SAM registrations are maintained and free of issues. The Grant Compliance Office will maintain a database of entity information and registration expiration dates and notify subrecipients of inactive or expiring registrations through the Project Manager.

ii) Quarterly Reporting

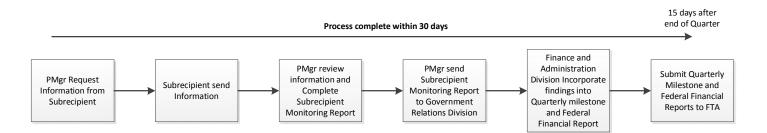
The Project Manager will review program progress on a quarterly basis using the Quarterly Monitoring Report (Appendix C). The Project Manager will request and/or complete relevant supporting documentation as required, and clarify any information with the subrecipient if necessary.

The Monitoring Quarterly Report will be reviewed by the Project manager for completeness and accuracy and sent to the Finance and Administration Division for inclusion in the required quarterly Milestone Progress Report and Federal Financial Report to be submitted to FTA.

The report should include:

- Project Schedule including original and current completion dates
- Funding table, original planned allocation, current estimates, actual expenditures, and remaining allocation.
- Identification of potential challenges or issues associated with project delivery

Quarterly Subrecipient Monitoring Process



iii) Invoice Reviews

The Project Manager within the Implementing Division will review all FTA subrecipient requests for reimbursement using an Invoice Review Checklist. A sample checklist is provided in Appendix B. Use of a checklist will help ensure all required supporting documents are submitted and that all requests are eligible for reimbursement using FTA funds.

All invoices will be reviewed to ensure only eligible expenses are charged to FTA grants. If indirect costs are invoiced, the subrecipient must have had prior approval and an approved Cost Allocation Plan (CAP). More detailed notes about allowable costs and CAP approval are provided within Appendix P.

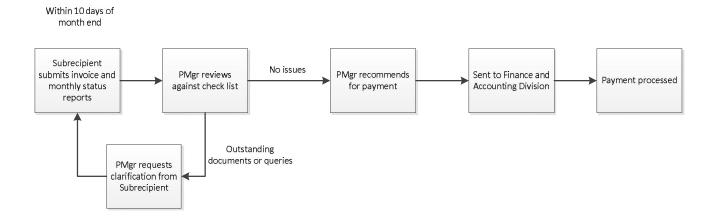
Once reviewed and approved invoice requests will be sent by the Project Manager to Finance and Administration for payment processing.

Recommended Support Documentation:

- Detailed Project Description (First invoice only)
- Invoice
- Vendor/Contract Invoices
- Cancelled Checks or Proof of Payment with Payment Date

- Operating costs from Ledger in Financial system
- Council Action approving Contract (First Invoice Only)
- Cost Estimate Update (First Invoice Only)

Invoice Review Process



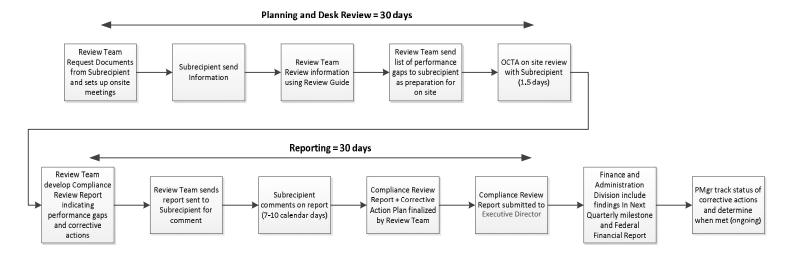
5.5 Formal Compliance Reviews

All FTA subrecipients shall receive a desk top review and a formal on-site compliance based on the level of risk using the Subrecipient Review Guide outlined in this Monitoring Plan. The Site visit review frequency will be based on the level of monitoring by each subrecipient or subgrant as outlined in Section 4. Subgrants operating for one year or less will receive a site visit before, or within the first quarter after commitment of the funding agreement. This ensures there is enough time for any corrective actions to be delivered during the course of the subgrant.

These reviews will consist of the following activities:

- i. Desk Review of Submitted Documents
- ii. On-Site Review
- iii. Compliance Review Report
- iv. Corrective Action Monitoring

Formal Review Process Desk and On Site Review



All FTA subrecipients will be assessed in the areas of financial management, financial capacity, technical capacity, satisfactory continuing control, Title VI, procurement, drug free workplace, planning/ program of projects and DBE for compliance with FTA requirements. In some cases, the review may consider these areas due to the lack of applicability at the subrecipient. The remaining areas to be reviewed will be based on the size of the grant or cooperative agreement, service complexity, and type of subgrant as indicated in the following chart:

Compliance Area	Capital Projects	Transit	Planning	JARC and New Freedom
Financial	All subrecipients	All subrecipients	All subrecipients	All subrecipients
Management and				
Capacity				
Legal	All subrecipients	All subrecipients	All subrecipients	All subrecipients
Technical Capacity	All subrecipients	All subrecipients	All subrecipients	All subrecipients
Satisfactory	All subrecipients	All subrecipients	All subrecipients	All subrecipients
Continuing Control				
Title VI	All subrecipients	All subrecipients	All subrecipients	All subrecipients
Procurement	All subrecipients	All subrecipients	All subrecipients	All subrecipients
DBE	All subrecipients with over \$250K in FTA contracting opportunities	All subrecipients with over \$250K in FTA contracting opportunities	All subrecipients with over \$250K in FTA contracting opportunities	All subrecipients with over \$250K in FTA contracting opportunities
Maintenance	enance All subrecipients All Subrecipient with FTA funded with FTA funded facilities rolling stock or I funded facilities		All subrecipients with FTA funded facilities	All Subrecipients with FTA funded rolling stock or FTA funded facilities

Compliance Area	Capital Projects	Transit	Planning	JARC and New Freedom
ADA	All subrecipients with FTA funded facilities	All subrecipients operating fixed route services		All subrecipients operating fixed route or demand response
Half Fare		All subrecipients operating fixed route services		All subrecipients operating fixed route services
Charter Bus		All subrecipients operating Charter services		All subrecipients operating Charter services
School Bus		All subrecipients operating School bus services		All subrecipients operating School bus services
Drug free workplace and drug and alcohol program	All subrecipients with safety sensitive employees	All subrecipients with safety sensitive employees	Drug free workplace	All subrecipients with safety sensitive employees
EEO	All subrecipients with 50 or more transit related employees and either requests or received in excess of \$1M in capital and/or operating assistance or requests or receives in excess of \$250K in planning assistance.	All subrecipients with 50 or more transit related employees and either requests or received in excess of \$1M in capital and/or operating assistance or requests or receives in excess of \$250K in planning assistance.	All subrecipients with 50 or more transit related employees and either requests or received in excess of \$1M in capital and/or operating assistance or requests or receives in excess of \$250K in planning assistance.	All subrecipients with 50 or more transit related employees and either requests or received in excess of \$1M in capital and/or operating assistance or requests or receives in excess of \$250K in planning assistance.
Public Comment		All subrecipients operating fixed route services		All subrecipients that have potential for changes
Planning/Program of Projects	All subrecipients	All subrecipients	All subrecipients	All subrecipients

Subrecipients will be reviewed against the FTA requirements for each area as outlined in the table below. The Subrecipient Review Guide can be found in Appendix D.

Compliance Area	Basic Requirement (Based on 2014 Triennial Review Guidance)
Financial	The subrecipient must demonstrate the ability to match and manage FTA
Management and	grant funds, cover cost increases and operating deficits, cover maintenance
Financial Capacity	and operational costs for FTA funded facilities and equipment, as well as conduct and respond to applicable audits.

Legal	The subrecipient must comply with restrictions on lobbying requirements
Technical Capacity	The subrecipient must be able to implement FTA funded projects in
reclinical Capacity	accordance with the grant application, Master Agreement, and all applicable
	laws and regulations, using sound management practices.
Satisfactory	The subrecipient must ensure that FTA-funded property will remain available
Continuing Control	to be used for its originally authorized purpose throughout its useful life until
Continuing Control	disposition.
Title VI	The subrecipient must ensure that no person shall, on the grounds of race, color, or national origin, be excluded from participating in, or be denied the benefits of, or be subject to discrimination under any program or activity receiving federal financial assistance without regard to whether specific projects or services are federally funded. The subrecipient must ensure that federally supported transit services and related benefits are distributed in an equitable manner.
Procurement	Subrecipients use their own procurement procedures that reflect applicable state and local laws and regulations, provided that the process ensures competitive procurement and the procedures conform to applicable federal law, including 49 CFR Part 18 (specifically Section 18.36) and FTA Circular 4220.1F, "Third Party Contracting Guidance."
DBE	The subrecipient must comply with 49 CFR Part 26 to ensure
	nondiscrimination in the award and administration of DOT-assisted contracts.
	Subrecipients also must create a level playing field on which DBEs can
	compete fairly for DOT-assisted contracts.
Maintenance	Subrecipients must keep federally funded vehicles, equipment, and facilities
	in good operating condition. Subrecipients must keep ADA accessibility
	features on all vehicles, equipment and facilities in good operating order.
ADA	Titles II and III of the Americans with Disabilities Act of 1990 (ADA) provide
	that no entity shall discriminate against an individual with a disability in
	connection with the provision of transportation service. The law sets forth
	specific requirements for vehicle and facility accessibility and the provision of
	service, including complementary paratransit service.
Half Fare	For fixed route service supported with Section 5307 assistance, fares charged
	elderly persons, persons with disabilities or an individual presenting a
	Medicare card during off peak hours will not be more than one half the peak
	hour fares.
Charter Bus	Subrecipients are prohibited from using federally funded equipment and
	facilities to provide charter service if a registered private charter operator
	expresses interest in providing the service. Subrecipients are allowed to
	operate community based charter services excepted under the regulations.
School Bus	Subrecipients are prohibited from providing exclusive school bus service
	unless the service qualifies and is approved by the FTA Administrator under
	an allowable exemption. Federally funded equipment or facilities cannot be
	used to provide exclusive school bus service. School tripper service that
D (operates and looks like all other regular service is allowed.
Drug free	All subrecipients are required to maintain a drug-free workplace for all
workplace and drug	employees and to have an ongoing drug-free awareness program.
	Subrecipients receiving Section 5307, 5309 or 5311 funds that have safety-

and alcohol	sensitive employees must have a drug and alcohol testing program in place
program	for such employees.
EEO	The subrecipient must ensure that no person in the United States shall on the grounds of race, color, religion, national origin, sex, age, or disability be excluded from participating in, or denied the benefits of, or be subject to discrimination in employment under any project, program, or activity receiving federal financial assistance under the federal transit laws. (Note: EEOC's regulation only identifies/recognizes religion and not creed as one of the protected groups.)
Public Comment	Section 5307 subrecipients are expected to have a written, locally developed process for soliciting and considering public comment before raising a fare or carrying out a major transportation service reduction.
Planning/Program	Planning: The subrecipient must participate in the transportation planning
of Projects	process in accordance with FTA requirements, MAP-21, and the metropolitan and statewide planning regulations.
	Human services transportation: Subrecipients must participate in a
	coordinated public transit-human services transportation planning process that identifies the transportation needs of individuals with disabilities, older adults, and people with low incomes; provides strategies for meeting those local needs; and prioritizes transportation services for funding and implementation.
	Program of Projects (POP): Each recipient of a Section 5307 grant shall develop, publish, afford an opportunity for a public hearing on, and submit for approval, a POP.

Formal Compliance Reviews will be undertaken by a Review Team. The Review team membership will include a Lead Reviewer from the Grant Compliance Office, the Project Manager and specialists from different Divisions as needed. The Review team members will vary between subrecipients depending on resource availability, type of project, and the level of monitoring needed. The Grant Compliance Office is to ensure that members from the relevant divisions and in-house experts are engaged appropriately.

A review team may consist of

- Grant Compliance Office Lead Reviewer
- Project Manager
- Members of F&A, Grants, Procurement/ DBE, Operations, HR/ D&A as required
- Other internal subject matter or compliance experts as required (e.g. in ADA, Title VI, DBE, Procurement, Maintenance)

i) Review of Submitted Documents

The initial desk review of a new subrecipient should assess all documentation. Thereafter, only new or amended policies and procedures need to be reviewed. For medium or high monitoring requirements, FTA subrecipients, or those whose funded project lasts less than a year, the first review may occur before, or within the first Quarter after execution of the subrecipient funding agreement. For all others the first desk review would be within the first year of the funding agreement.

The level of detail will depend on the determined monitoring needed for the subrecipient, as outlined in the previous sections. For subrecipients with low levels of monitoring needed, only new or amended policies and procedures need to be reviewed. For all other subrecipients, all policies and procedures should be reviewed.

The steps are outlined below:

- o **Information Request:** The Review Team will request the relevant documents from subrecipients, based on the Subrecipient Review Guide (Appendix D). The Compliance Review Document List (Appendix E) outlines the relevant documents. A draft letter requesting information can be found in Appendix F. The Subrecipient should be given around 2-3 weeks to collect and submit the required documents.
- Documentation Review: The Review team will review the documentation against the Subrecipient Review Guide (Appendix D). Additional documentation or clarification requests may be required.
- Compliance Review Report: The Compliance Review Report will be drafted by the Review Team Leader based on the findings, including any corrective actions required (Appendix J). This is outlined in Section 5.5 iii.
- Updating the monitoring plan: The Monitoring Needs Assessment Questionnaire (Appendix A) should be updated by the Project Manager based on the review findings, and on an annual basis.

Before On-site Review

- o Information Request: The Review Team will request relevant documentation at least 4 weeks in advance of the site visit based on the requirements listed in the Subrecipient Review Guide (Appendix D). The Compliance Review Document List (Appendix E) indicates the relevant documents for each area. The requested documents will be determined by the review areas applicable to each subrecipient. A draft letter requesting the information can be found in Appendix G. The Subrecipient should be asked to return the documents at least 2 weeks before the site visit to allow time for review.
- Review Documentation: The Review Team will review all submitted documents using the Subrecipient Review Guide (Appendix D). This can record which documents were

received and if there were performance or information gaps exist in meeting the FTA requirements in each area. Questions or areas to follow up on site can be indicated in the 'comments' sections.

- Pre-visit information: At least 1 week before the site visit the Review Team should send the Subrecipient the following:
 - Cover Letter (Appendix H)
 - Draft Subrecipient Review Guide. This outlines the documents that were received and areas that will be further investigated onsite, a list of performance or information gaps in advance of the site visit, to allowing the subrecipient to prepare for onsite discussions with OCTA staff.
 - The program for the on-site review to ensure that all relevant staff members are present
 - The chosen sample of procurement files, so that the Subrecipient will ensure all the documentation is ready for review on site.
 - The procurement file review checklist (Appendix I) to help their preparation of the files.

ii) On-Site Review

The Review Team will coordinate the on-site reviews using the FTA Subrecipient Review Guide (Appendix D). It is expected that 2-3 staff would attend onsite to conduct the review based on the results of the desk review. The Review team will chose the individuals that attend each review separately, based on the skills and expertise required for that subrecipient or project. For example, an ADA subject matter expert might attend if the desk review showed missing ADA information or issues regarding ADA requirements.

The on-site reviews will concentrate on performance gaps identified during the pre-site visit documentation review, changes in policies and procedures, risk based assessment of grant management areas, and federally funded procurements.

The on-site reviews will last approximately 1.5 days and will cover the following activities:

• **Entrance Conference** – The first meeting of the site visit between the Review team and subrecipient.

The Review team should introduce themselves, present an overview of the compliance review objectives and process, and confirm arrangements for the review (documents requested, staff interviews, projects or federally funded assets to be inspected,). The subrecipient should have the opportunity to raise any issues they would like to discuss. Appendix N is a template for the Entrance Conference Presentation.

- Interviews and Review of Outstanding documentation Covering any outstanding questions or gaps from the desk review.
- Visit and Inspect Federally Funded Facilities, Vehicles and Other Major Assets.

Including, observing the condition of facility and equipment, reviewing preventative maintenance records for a sample of federally funded revenue vehicles and facilities, verifying that the subrecipient has equipment control procedures and reviewing procurement files and other documentation to confirm that the subrecipient has effective and comprehensive oversight procedures.

- Capital projects monitoring Where the FTA subrecipient is delivering a capital project, the Review team should investigate that the subrecipients are adequately managing and monitoring their projects and contractors, and that the required Quality Assurance controls are in place. See Section 7 'Ongoing Capital Project Oversight' below.
- Preliminary findings of deficiency During the review, the Review Team should use the FTA Subrecipient Review Guide (Appendix D) to check all FTA requirements and tabulate the findings within the Exit Conference template (Appendix O). This will help to identify the preliminary findings and ensure all areas are covered while on site.
- **Exit Conference** the site visit will conclude with an exit conference during which the Review Team will debrief the subrecipient team.

At the exit conference, the preliminary findings of the deficiency will be distributed by the Review Team and discussed with the subrecipient along with proposed corrective actions and milestones for completion. The subrecipient should advise if any comments have been misstated or if there may be obstacles to the implementation of corrective actions.

Appendix O contains a template for the exit conference. The table below indicates the headings used to document findings and an example finding.

Area	Finding	Deficiency	Corrective Action	Response Date
Financial Management & Capacity	Finding	No existing financial plan.	The subrecipient must submit a multi-year financial plan.	10/17/2014

Findings can take a number of forms:

• 'No finding': Subrecipient documentation meets FTA requirements

- **'Finding'**: Subrecipient is missing documentation or the documentation provided is missing key FTA requirements
- 'Open Action Items': Subrecipients have not yet had to comply with particular Federal Requirements, but will need to do so in the future. For example, a facility capital project does not need a facility or equipment maintenance program during building phases, but the subrecipient should submit a program to OCTA before the facility is operational.
- **'Not Applicable'**: An area can be deemed not applicable if, after an initial assessment, the subrecipient does not conduct activities for which the requirements of the respective area would be applicable

Each finding will be accompanied by a corrective action that must be completed by the subrecipient to bring the project into compliance with FTA requirements. The corrective actions, along with timescales for completion, form a corrective action plan which the subrecipient will be monitored on. Corrective actions could include developing new policies and procedures, training staff, and monitoring of staff performance to ensure compliant policies are followed. The FTA Subrecipient Review Guide (Appendix D) provides suggestions of corrective actions for each finding.

Corrective actions should be specific, measurable, assignable to the subrecipient and ensure the deficiency is removed. The timescale given for the corrective action should be realistic, but enable the deficiency to be removed as quickly as possible. All corrective actions should be completed within 90 days of the date of the final report.

Some findings may be historic one-off events, for example not completing an equity analysis for a past fare or service change. As it is too late to undertake the analysis as the change has occurred, so the subrecipient should instead be asked to submit procedures ensuring the requirement is not missed in the future. If this is done, the finding would not be carried in future compliance reviews.

iii) Compliance Review Report

Based on the findings noted in the Exit Conference, the Review Team Leader will develop a report indicating any performance gaps identified in the relevant compliance areas as a result of the review (Appendix J).

The subrecipient will be sent the FTA Compliance Review Report and corrective action plan and should be given 10 business days in which to comment on the corrective actions planned or recommended. Appendix K provides a letter template to send recipients with

the draft report. Amendments to the FTA Compliance Review Report can be agreed by the Project Manager where necessary.

The FTA Compliance Review Report will be presented to the Executive Director of External Affairs prior to transmittal to the subrecipient.

The Grant Compliance Office will keep a copy of the FTA Compliance Review Report and action plan. Findings should be sent to the Finance and Administration Division to be incorporated into the FTA Quarterly Reports.

iv) Corrective Action Monitoring

The Project Manager will be responsible for tracking the status of all corrective actions and determining when all corrective action requirements have been met within the agreed timeframe. Progress should be reported to the Grant Compliance Office and the FTA Subrecipient Monitoring Plan updated if additional oversight is necessary. If a subrecipient does not deliver the corrective actions in the agreed timeframe, future payments may be withheld or additional funding may not be provided.

5.6 Closeout Reviews

Grant closeout is the term used to signify the process by which FTA determines that all activities in a grant are complete and Federal funds have been expended.

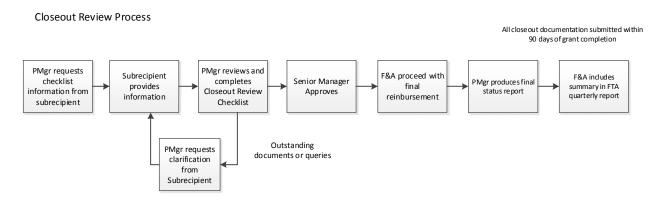
The Project Manager will conduct a formal Grant Closeout Review prior to closing out any FTA subrecipient cooperative agreement. This ensures all program requirements have been met and properly documented, and that all requests for reimbursement have been processed. Final reimbursements will be held until subgrant closeout has been initiated.

The Government and Relations Team seek assurance from the Finance and Administration Division that FTA grant status is being monitored on a quarterly basis and the closeout procedure is initiated for all FTA grants that meet any of the following criteria:

- Draw-down of the grant has been completed to \$0.
- All required performance elements have been completed.
- The grant was obligated more than three years before, and has not had a disbursement within the past 12 months. Grants that have been inactive for a substantial period of time should be closed unless good explanation can be provided, and activity is likely to resume soon.

All closeout documentation must be submitted within 90 days of the completion of all activities in the grant. A Closeout Checklist should be completed by the Project Manager (Appendix L).

The results of the closeout review will be documented in a final status report for the project/subrecipient. A summary of the closeout activity will be included in the FTA quarterly reports.



6. Oversight after grant closeout

FTA maintains an interest in assets (property and equipment) that have been funded by FTA grants until disposition. OCTA Project Managers should be cognizant of FTA requirements that may extend beyond grant closeout, such as maintenance, and continuing control (e.g. use of the property and disposition), where relevant Project Managers may wish to request annual certifications of use, maintenance procedures and inventories, and/or undertake site visit inspections. The requirements for post-closeout oversight should be identified on a subgrant by subgrant basis and included within the OCTA FTA subrecipient monitoring plan.

7. Ongoing Capital Project Oversight

OCTA as the recipient of federal funds is fully responsible for the development and implementation of a capital transit project. This includes planning, design, bidding contracts, supervising, administering, inspecting and accepting construction, performing testing and start up.

It is the FTA subrecipient's responsibility to monitor its contractors appropriately. This should be made clear at the start of the project (Elaboration of FTA Requirements and Subrecipient Guidelines).

The FTA provides oversight through its own staff and Project Management Oversight Contractors (PMOC) to ensure that FTA funded transit projects are implemented responsibly and project is progressing in accordance with specifications, special provisions and plans and the methods and practices specified in construction manuals alongside FTA requirements. The PMOC guidelines can be used to highlight the requirements for subrecipient oversight on a capital project.

As part of OCTA's subrecipient monitoring, the Project Manager and Review Team led by Government and Relations should ensure that subrecipients are adequately monitoring their projects and contractors, and that the required Quality Assurance controls are in place. These can be determined through an ongoing assessment of the areas listed below, using the Capital Project Oversight Checklist (Appendix M).

Project management:

- Project/ Program Management
- Document Management
- Procurement and Financial Management
- Project Schedule and Milestones
- On-site Monitoring and Reporting
- Safety, Security and Emergency Oversight
- Change Management
- Risk Management
- Design Control Documentation
- Quality Assurance/ Quality Control
- Communication
- Fleet Management

Contractor compliance:

- Construction Administration Documentation
- Labor Compliance including Davis Bacon
- Progress Measurement and Payment
- EEO/ Wage Rate Posters
- Buy America
- Technical Capacity
- DBE

The Capital Project Oversight Checklist can be used at several review points. At a minimum it should be used after the first Quarter of a contract, as part of the Quarterly Reporting undertaken by the Project Manager. If there were delays starting work with contractors on site, the checklist should be re-visited by the Project Manager at the next Quarterly Report once work on site has begun. Use techniques such as earned value to check schedule and budgeting progress through subsequent Quarterly Reports.

Most of the checklist can be covered through reviewing subrecipient documentation. Additional documentation may be required to review project specific requirements as listed in the funding agreement.

Certain areas of Capital Project Oversight Checklist require a site visit to review. For example:

- Davis-Bacon compliance Spot check construction logs/ diaries against certified payrolls
- EEO/ Wage Rate check posters clearly visible on construction site
- Compliance with Buy America Check construction area and contractors yard. Check all pre and post-delivery certifications
- Use of DBE contractors Check on site use is in accordance with subrecipient comments / practice on site.
- Sample of contract files
- Checks on other construction administration and contractor oversight files such as risk assessments, inspection and testing reports, design drawings

These areas are covered in the Subrecipient Review Guide (appendix D), for use during the onsite formal compliance review (see Section 5.5)

In addition to the formal compliance reviews, it is recommended that Project Managers make regular, short construction site visits in order reinforce OCTA interest in the project and view progress personally. The frequency of such visits (weekly, monthly, and quarterly) will depend on the stage of the project, level of activity on the construction site and monitoring need associated with the subrecipient.

If the Capital Project Oversight Checklist identifies non-compliance, the subrecipient should be made aware of the issue and a corrective action plan agreed upon with OCTA. This can be documented and monitored through the FTA Compliance Review Report (Appendix J), Quarterly Reporting (Appendix C) and more ongoing capital project oversight as determined by the Project Manager. .

8. Roles and responsibilities

Role	Responsibilities
Grant Compliance Office	 With the Implementing Divisions, identify potential OCTA subrecipients and eligible projects Provide assistance to Implementing Division when advising subrecipients of FTA requirements (at project solicitation or preaward audit) Maintain information on Subrecipients for inclusion in FTA reporting Maintain and update Subrecipient Monitoring Plan, track subrecipient monitoring activities. Lead Review Team to undertake formal compliance reviews. Agree with Project Manager Review Team membership. Responsible for developing Site Visit Compliance Review Report.
Contracts Administration and Materials Management Department (CAMM)	 Prepare funding agreement for FTA subrecipients Provide assistance to Implementing Division when advising subrecipients of FTA requirements (at project solicitation, preaward audit, through the useful life of the project or asset)
Finance and Accounting Division (F&A)	 Owns Quarterly FTA reporting process (MPR, FFR). Develop quarterly FTA reports using information provided by Project Manager and Grant Compliance Office May form part of Review Team for Formal Compliance Reviews depending on specialist skills required (agreed separately for each subrecipient)
Implementing Divisions (including Project Manager)	 Identify potential OCTA subrecipients and eligible projects for FTA grant funds Include projects in the Program of Projects (POP) and Program Management Plan (PMP) as needed. Undertake Monitoring Needs Assessments

	Review funding agreement
	Undertake Invoice Reviews
	Undertake Quarterly Reviews
	 Participate in Review Team for Formal Compliance Reviews
	Monitor Corrective Action Plan
	 Undertake Capital Project Monitoring (as necessary)
Other Divisions (e.g.	May form part of Review Team for Formal Compliance Reviews
Grants, Procurement,	depending on specialist skills required (agreed separately for each
Operations, HR/ D&A)	subrecipient)
In House Compliance	May form part of Review Team for Formal Compliance Reviews
Experts	depending on specialist skills required (agreed separately for each
	subrecipient)
Executive Director of	Approve Subrecipient Monitoring Plan
External Affairs	Review Formal Compliance Review Reports and Corrective Action
	Plan
Internal audit/ third	Undertake an annual audit of OCTA subrecipient monitoring
party	activity, with findings provided to the Grant Compliance Office.

The table below provides a responsibility matrix outlining the teams involved in different areas.

- R (Responsible/ Lead Activity)
- A (Accountable/Formally Accept)
- S (Support/ Contribute)
- C (Consulted/ Review Document)
- I (Informed)

'Other Divisions' could include Procurement, Operations, HR/D&A, Grants, where their subject matter expertise is required.

Guide Section	Activity	When	Implementing Division	Grant Compliance Office	CAMM	F&A	Other Divisions	In House Compliance Experts	Internal Audit or Third Party	Executive Director
4	FTA Subrecipient Monitoring Plan	Ongoing - Maintained and updated	S	R						Α
4	Database of FTA subrecipient information	Ongoing - Maintained and updated	S	R						
5.1	Subrecipient Identification	Opportunity identified, project solicitation	R	S		R				
5.1	Initial Monitoring Needs Assessment	Through solicitation response or preaward audit	S	R						
5.2	Elaboration of FTA Requirements and Subrecipient Guidelines	Solicitation request or pre- award audit	R	S	S			S		
5.3	Subrecipient Funding Agreement	Before funding awarded	С	С	R					
5.4i)	Invoice Reviews	Monthly Review of Invoices	R	I		I				
5.4ii)	Quarterly Review of Subrecipients	Quarterly	R	I		I				
5.4ii)	Quarterly Reporting to FTA	Quarterly	S	S		R				
5.5i)	Request for documents	Before desk review of documentation (both annual and before site review)	S	R						
5.5i)	Review of Submitted Documents	At both annual desk review and before site review	S	R		where relevant	where relevant	where relevant		

Guide Section	Activity	When	Implementing Division	Grant Compliance Office	CAMM	F&A	Other Divisions	In House Compliance Experts	Internal Audit or Third Party	Executive Director
5.5i)	Compliance Review Report (desk review)	At annual desk review	S	R		I & involved where relevant	where relevant	where relevant		
5.5i)	Revise Monitoring Needs assessment	At annual desk review or after site visit	S	R						
5.5i)	Information Gap report and letter to subrecipients	After desk review before site visit	S	R		where relevant	where relevant	where relevant		
5.5ii)	On site review	Frequency determined by subrecipient and subgrant monitoring need level	S	R		where relevant	where relevant	where relevant		
5.5iii)	Compliance Review Report (site visit)	After site visit. Including comments from subrecipient	S	R		I & involved where relevant	where relevant	where relevant		А
5.5 iv)	Corrective Action Monitoring	If required	S	R		I				
5.6	Closeout Reviews	At end of project	R	S		I				
7	Capital Project Checklist	At first Quarterly Report and annually thereafter (at desk or site review)	R	S		I & involved where relevant	where relevant	where relevant		
	Audit of FTA Subrecipient Monitoring	Annual audit	I	I	I	I	I	I	R	1

OCTA Board of Directors Meeting Minutes

September 13, 2021

Title VI Plan Approved Service Standards Monitoring Briefing

PLACEHOLDER FOR:

OCTA Board of Directors Meeting Minutes

September 13, 2021

Title VI Plan Approved Service Standards Monitoring Briefing

OCTA Vehicle Assignment Analysis

ATTACHMENT M: VEHICLE ASSIGNMENT ANALYSIS

Average Vehicle Age for Local, Community, and Limited-Stop Routes (Feb-21 Service Change)

	Average venicle Age for Local, Community, and Limited-Stop Routes							
Route	Route Description	Туре	Total Route Length (miles)	Route Length (miles) within	Percent of Route within Minority	Average Vehicle Age (Years)	Number of Buses	Weighted
1	Pacific Coast Highway	Non-Minority	49.15	Minority Area 0.07	Area 0.1%	11.7	7	82
25	Fullerton PNR - Huntington Beach	Minority	20.42	10.22	50.0%	12.9	3	39
26	Fullerton PNR - Yorba Linda	Minority	14.44	7.29	50.5%	12.9	3	39
29	LaHabra-Huntington Beach via Beach	Minority	26.39	18.18	68.9%	4.4	15	66
30	Orangethorpe Avenue	Minority	20.59	13.48	65.4%	12.4	4	49
33	Magnolia Street	Minority	15.91	9.74	61.2%	12.4	2	25
35	Brookhurst Street	Minority	22.04	14.26	64.7%	12.4		62
37	Euclid Street	Minority	22.04	15.58	70.2%	13.0	10	130
38	La Palma Avenue	Minority	25.88	18.69	72.2%	12.4	9	111
42	Seal Beach to Orange via Lincoln	Minority	25.71	13.94	54.2%	12.4	11	136
43	Harbor Boulevard	Minority	18.50	12.92	69.8%	4.5	11	49
46	Ball Road		17.07	9.72	57.0%	12.9	11	39
47	Anaheim/Haster-Fairview	Minority Minority	26.10		69.4%	7.6	3	113
50	Katella Avenue		20.10	18.10 9.40	42.0%	4.8	15 12	58
53	Main Street	Minority Minority	14.49	9.40 8.84	61.0%	4.8	12	45
54			19.10	11.30		7.1	9	64
	Chapman Avenue	Minority	21.47		59.2%	6.2	8	50
55 56	Santa Ana - Costa Mesa - Newport Beach	Minority		10.98	51.2%	4.5	5	22
	Garden Grove Boulevard	Minority	16.19	10.60	65.4%			104
57 59	Brea Mall - Newport Transportation Center Anaheim to Irvine	Minority	26.07 19.88	14.71	56.4% 56.4%	6.9	15	39
		Minority		11.21		13.0	3	128
60	Long Beach-Tustin via 17th/Westminster	Minority	24.48	13.23	54.0%	7.5	17	81
	Huntington Beach - Tustin via Bolsa/1st	Minority	15.39	11.68	75.9%	6.2	13	
66	Huntingon Beach to Irvine	Minority	19.12	12.92	67.5%	6.3	12	76
70	Sunset Beach to Tustin Station	Minority	17.44	10.46	60.0%	13.0	8	104
71	Newport Beach-Yorba Linda via Tustin/Red Hill	Non-Minority	24.65	7.81	31.7%	13.0	5	65
72	Sunset Beach-Tustin via Warner Avenue	Minority	16.26	9.47	58.3%	10.1	2	40
76	Huntington Beach-JWA via Talbert/MacArthur	Minority	14.15	6.33	44.7%	12.6	2	25
79	Tustin - Newport Beach	Minority	19.91	9.27	46.6%	13.0	3	39
82	Foothill Ranch - Rancho Santa Margarita	Non-Minority	8.56	1.65	19.2%	13.0	1	13
83	Anaheim - Laguna Hills	Minority	28.59	17.55	61.4%	-	5	0
85	Mission Viejo - Dana Point	Non-Minority	13.05	0.19	1.5%	13.0	2	26
86	Costa Mesa - Mission Viejo	Non-Minority	20.53	5.63	27.4%	13.0	3	39
87	Laguna Niguel - Rancho Santa Margarita	Non-Minority	15.85	1.96	12.4%	13.0	2	26
89	Laguna Beach - Mission Viejo	Non-Minority	14.48	2.83	19.6%	13.0	2	26
90	Tustin Station to Dana Point Harbor	Non-Minority	21.75	3.16	14.5%	13.0	2	26
91	Laguna Hills to San Clemente	Non-Minority	22.07	6.43	29.1%	13.0	6	78
123	Huntington Beach - Anaheim	Minority	27.43	14.56	53.1%	12.9	5	65
129	La Habra - Anaheim Canyon	Minority	14.13	6.63	46.9%	12.9	3	39
143	La Habra - Brea via Fullerton	Minority	14.11	9.23	65.4%	12.9	2	26
150	Santa Ana - Costa Mesa	Minority	Temporarily Suspended During COVID Pandemic				0	0
153	StrkMa-BrMILZ_former North end of 053	Minority	12.84	6.52	50.8%	12.9	2	26
167	Anaheim-Irvine via Santiago/Hewes/Bryan	Non-Minority	24.09	6.67	27.7%	13.0	4	52
177	Foothill Ranch - L.H.T.C.	Minority	11.17	4.49	40.2%	13.0	2	26
178	Huntington Beach-Irvine via Adams/Birch/Campus	Non-Minority	16.99	1.50		13.0	2	26
529	Huntington Beach - Irvine	Minority		nded During COVID		-	0	0
543	Fullerton - Santa Ana	Minority	12.74	12.13		9.6	6	58
560	Santa Ana - Long Beach	Minority		nded During COVID		-	0	0
862	Santa Ana Regional Transp Civic Center	Minority	2.11	2.11	100.0%	8.4	2	17

Minority persons account for 57.6% of the Orange County population. Minority areas are block groups where minority persons make up 57.6% or more of all persons in each block group. Local bus routes having one-third or more of their service lengths within minority block groups are considered minority bus routes.

Average Vehicle Age for Express and Rail Feeder Routes (Jun-2021 Service Change)

Route	Description	Туре	Minority Riders	NonMinority Riders	Percent of Minority Riders	Average Vehicle Age (Years)	Number of Buses	Weighted
206	Santa Ana - Lake Forest Express	Minority	Temporarily Suspe	nded During COVID) Pandemic	0.0	0	0
213	Brea - Irvine Express	Non-Minority	Temporarily Suspended During COVID Pandemic			0.0	0	0
453	Orange Transportation Center - St. Joseph's Hospital	Non-Minority	30	18	62.5%	12.9	2	26
463	The Depot at Santa Ana - Hutton Center	Non-Minority	17	5	77.3%	12.2	4	49
472	Tustin Station - Irvine Business Complex	Non-Minority	44	21	67.7%	12.2	3	37
473	Tustin Station - UCI	Non-Minority	31	14	68.9%	12.2	3	37
480	Irvine Station - Lake Forest	Non-Minority	30	25	54.5%	12.2	2	24
701	Huntington Beach - Los Angeles Express	Non-Minority	Temporarily Suspended During COVID Pandemic		0.0	0	0	
721	Fullerton - Los Angeles Express	Minority	Temporarily Suspended During COVID Pandemic			0.0	0	0
794	Riverside - South Coast Metro Express	Non-Minority	Temporarily Suspended During COVID Pandemic		0.0	0	0	

Express and feeder routes with 81.2% or more minority riders are considered minority bus routes.

Average Vehicle Age Title VI Comparison							
Туре	Average Vehicle Age (Years)	Number of Buses	Weighted				
Minority	8.3	240	1,989				
Non-Minority	12.6	50	631				
Systemwide	9.0	290	2,620				

OCTA Bus Assignment Policy



Operations Division



RP Deputy CEO

Revised Date: 10/02/2019

I. PURPOSE

Policy#: OPS-510.16BUSASSIGN

The purpose of this policy is to document and guide fleet deployment practices to ensure that impacts associated with age and state-of-good repair (condition) are shared equitably throughout the Orange County Transportation Authority (OCTA) service area, and that deployment practices are consistent with the Federal Transit Administration's (FTA) guidance documented in Title VI Circular 4702.1B: Vehicle Assignment Policy.

Origination Date: 02/24/2014

II. ORGANIZATIONAL UNITS AFFECTED

The execution and support for the Vehicle Assignment Policy is a joint responsibility of the departments identified in Section V of this document.

III. POLICY

Vehicle assignment takes into consideration variables such as service type, operating environment constraints and limitations, passenger demand, and local community needs. Buses vary in terms of type, age, and condition (or state-of-good repair) since bus procurements are spread over multiple years. Consequently, included in the Vehicle Assignment Policy, is the FTA requirement to assess deployment practices and associated impacts on specific segments of the community from both a Title VI and Environmental Justice perspective.

The pertinent section of the FTA's Title VI Circular 4702.1B states:

"Vehicle assignment refers to the process by which transit vehicles are placed into service in depots and on routes throughout the transit provider's system. Policies for vehicle assignment may be based on the age of the vehicle, where age would be a proxy for condition. For example, a transit provider could set a policy to assign vehicles to depots so that the age of the vehicles at each depot does not exceed the system-wide average. The policy could also be based on the type of vehicle. For example, a transit provider may set a policy to assign vehicles with more capacity to routes with higher ridership and/or during peak periods. The policy could also be based on the type of service offered. For example, a transit provider may set a policy to assign specific types of vehicles to express or commuter service. Transit providers deploying vehicles equipped with technology designed to reduce emissions could choose to set a policy for how these vehicles will be deployed throughout the service area."

Operations Division BUS ASSIGNMENT POLICY

Policy#: OPS-510.16BUSASSIGN Origination Date: 02/24/2014 Revised Date: 10/02/2019

Through this policy, transit bus assignment will carefully consider such impacts and implement mitigation measures to avoid potential disparate community impacts to the extent possible.

IV. DEFINITIONS

- A. Transit Bus A multi-passenger vehicle designed for passenger pick-up and discharge at bus stops established at fixed locations on streets and at terminals. The transit buses are scheduled to operate along a fixed-route within and/or between communities within the OCTA service area. All transit buses are designed to accommodate passengers using wheelchairs.
- **B.** Transit bus types Transit bus types vary to accommodate local roadway constraints and community preferences. Typically, transit buses vary in length and seating capacity. Longer buses generally offer more seats and standee area. Transit bus types in the current OCTA fleet include:
 - 1. Standard size transit buses (40-foot) are the most common transit bus in the OCTA fleet and generally seat from 34 to 38 passengers and will accommodate standees. Most standard size buses are powered by compressed natural gas (CNG) although a small number of diesel-powered buses are maintained for temporary use should either additional capacity be required immediately, or a significant segment of the alternative powered fleet becomes unavailable for service. Future bus purchases are planned to be CNG or other clean fuel technologies.
 - **2.** Large articulated transit buses (60-foot) are specialized transit buses seating in excess of 56 passengers. They are used on routes where peak passenger loads are highest and where bus stops can accommodate the additional bus length. OCTA's articulated transit buses are CNG powered.
 - **3.** Medium size transit buses (25 to 35-foot) are specialized buses used in applications where passenger demand may be lower than average and/or operating conditions require the use of smaller vehicles. These vehicles are all currently CNG powered. Standees are not permitted on these vehicles.

V. TRANSIT BUS DEPLOYMENT PROCEDURE

A. Equipment Assignment – As part of the service change programs developed during the year, the Maintenance and Scheduling departments jointly develop a deployment plan that guides the assignment of specific bus types to specific bus routes operated by OCTA. Passenger demand, local community requirements, service application, bus stop length, bus garage proximity to individual bus routes, and specialized maintenance concerns are considered when developing the vehicle assignment policy.

OPS-510.16BUSASSIGN (10/02/19) Page 2 of 4

Operations Division BUS ASSIGNMENT POLICY

Policy#: OPS-510.16BUSASSIGN Origination Date: 02/24/2014 Revised Date: 10/02/2019

- B. Fleet age The age of the fleet can be used as an indicator for vehicle condition since newer vehicles show less wear and tear and are usually less prone to premature service failure. OCTA fleet age varies from new to 22 years of age. The oldest vehicles are generally diesel powered and are assigned to the Contingency Fleet.
- C. Title VI/Environmental Justice Impact Assessments As part of the vehicle assignment policy development, an assessment is conducted to measure the age of the vehicles at both the system and bus route level of detail. Minority routes, as defined in the most recent version of the Service and Fare Change Evaluation Policy, are reviewed and compared with Non-Minority routes to assess average vehicle age. Should a disparate impact or disproportionate burden be discovered, mitigation measures are used where possible to correct the imbalance. Mitigation measures may include reassignment of vehicles and/or bus routes between operating bases. Should mitigation measures not be immediately available, issues are documented, and a remediation plan is developed to address the issue as new or replacement vehicles are produced.
- D. Advertisements Using a vendor, OCTA sells exterior advertising on the revenue vehicle fleet. The majority of the advertising is randomly placed on buses that travel throughout the service area. As ads age, particularly those that advertise events on specific dates, new ads replace them. The placement of the advertising on OCTA revenue vehicles is not based on vehicle deployment; however, the Marketing Department may request that certain ads be operating in specific areas. This request is accommodated if it is operationally feasible and if the deployment supports an equitably distributed revenue vehicle fleet throughout the OCTA service area.
- E. Responsibilities Multiple OCTA departments work together to implement this policy.
 - 1. Maintenance Department:
 - a) Maintain and update vehicle records
 - **b)** Publish updated Equipment Assignment Report each service change or when needed
 - 2. Scheduling Department:
 - a) Assist Maintenance Department with Equipment Assignment Report for each service change
 - **b)** Assist with mitigation plan development, if necessary
 - 3. Planning Department:
 - a) Identify Minority routes as required by Title VI and Environmental Justice regulations

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Operations Division BUS ASSIGNMENT POLICY

Policy#: OPS-510.16BUSASSIGN Origination Date: 02/24/2014 Revised Date: 10/02/2019

- b) Assess conformity annually with Title VI and Environmental Justice
- c) Grant Development If applicable, identify and notify OCTA departments of equipment assignment requirements for grant programs to ensure eligibility.
- 4. Grants Department:

Notify FTA of changes to the Equipment Assignment as may be required

5. Marketing Department:
Oversee the placement of advertising on all revenue vehicles

VI. EXCEPTIONS

Not applicable.

VII. PROVISIONS AND CONDITIONS

Not applicable.

VIII. RELATED DOCUMENTS

- A. FTA Circular 4702.1B
- **B.** Service and Fare Change Evaluation Policy (EO-520.02SERVICE)

END OF POLICY

OPS-510.16BUSASSIGN (10/02/19) Page 4 of 4

OCTA February 2021 Service Change Composition of Minority and Non-Minority Routes

Route	Route Description	Total Route Length (Miles)	Route Length (Miles) within Minority Area	Percent of Route within Minority Area
	Pacific Coast Highway	49.15	0.07	0.1%
	Fullerton PNR - Huntington Beach	20.42	10.22	50.0%
26	Fullerton PNR - Yorba Linda	14.44	7.29	50.5%
29	LaHabra-Huntington Beach via Beach	26.39	18.18	68.9%
	Orangethorpe Avenue	20.59	13.48	65.4%
	Magnolia Street	15.91	9.74	61.2%
	Brookhurst Street	22.04	14.26	64.7%
	Euclid Street	22.19	15.58	70.2%
	La Palma Avenue	25.88	18.69	72.2%
	Seal Beach to Orange via Lincoln	25.71	13.94	54.2%
	Harbor Boulevard	18.50	12.92	69.8%
	Ball Road	17.07	9.72	57.0%
	Anaheim/Haster-Fairview	26.10	18.10	69.4%
	Katella Avenue	22.35	9.40	42.0%
	Main Street	14.49	8.84	61.0%
54	Chapman Avenue	19.10	11.30	59.2%
	Santa Ana - Costa Mesa - Newport Beach	21.47	10.98	51.2%
	Garden Grove Boulevard	16.19	10.60	65.4%
	Brea Mall - Newport Transportation Center	26.07	14.71	56.4%
	Anaheim to Irvine	19.88	11.21	56.4%
	Long Beach-Tustin via 17th/Westminster	24.48	13.23	54.0%
	Huntington Beach - Tustin via Bolsa/1st	15.39	11.68	75.9%
	Huntingon Beach to Irvine	19.12	12.92	67.5%
	Sunset Beach to Tustin Station	17.44	10.46	60.0%
	Newport Beach-Yorba Linda via Tustin/Red Hill	24.65	7.81	31.7%
	Sunset Beach-Tustin via Warner Avenue	16.26	9.47	58.3%
	Huntington Beach-JWA via Talbert/MacArthur	14.15	6.33	44.7%
	Tustin - Newport Beach	19.91	9.27	46.6%
	Foothill Ranch - Rancho Santa Margarita	8.56	1.65	19.2%
	Anaheim - Laguna Hills	28.59	17.55	61.4%
	Mission Viejo - Dana Point	13.05	0.19	1.5%
	Costa Mesa - Mission Viejo	20.53	5.63	27.4%
	Laguna Niguel - Rancho Santa Margarita	15.85	1.96	12.4%
	Laguna Beach - Mission Viejo	14.48	2.83	19.6%
	Tustin Station to Dana Point Harbor	21.75	3.16	14.5%
	Laguna Hills to San Clemente	22.07	6.43	29.1%
	Huntington Beach - Anaheim	27.43		53.1%
	La Habra - Anaheim Canyon	14.13		46.9%
	La Habra - Brea via Fullerton	14.11	9.23	65.4%
	Santa Ana - Costa Mesa	12.38	11.10	89.7%
	StrkMa-BrMILZ_former North end of 053	12.84	6.52	50.8%
	Anaheim-Irvine via Santiago/Hewes/Bryan	24.09	6.67	27.7%
	Foothill Ranch - L.H.T.C.	11.17	4.49	40.2%
	Huntington Beach-Irvine via Adams/Birch/Campus	16.99	1.50	8.8%
	Santa Ana - Lake Forest	22.31	9.84 17.97	44.1%
	Brea PNR - Irvine	33.75 3.48		53.2%
	Orange Transp Center - St. Josephs' Hospital		1.58	45.4%
	Santa Ana Regional Transp. Cntr & Harbor-Sunflower Tustin Metrolink Station -Irvine Business Complex	11.98 8.86		81.2% 32.6%
	Tustin Metrolink Station -irvine Business Complex Tustin Station -irvine Business Complex	6.24	3.38	54.2%
	Irvine Station - Lake Forest	8.84	2.38	26.9%
	GWTC - FPNR Via Beach Blv	12.47	10.45	83.8%
	Harbor Blvd using Limited Stops	12.47	12.13	95.1%
	Long Beach-Tustin via 17th/Westminster-Ltd Stop	19.70	12.13	64.1%
	Huntington Beach - Los Angeles	43.81	3.99	9.1%
	Fullerton-Los Angeles	34.11	5.17	15.1%
	Riverside/Corona - C Mesa (via S Coast Metro)	38.97	10.68	27.4%
	Santa Ana Regional Transp Civic Center	2.11	2.11	100.0%
002	oanta Ana Negional Transp Givic Center	۷.۱۱	۷.۱۱	100.0%

OCTA Service and Fare Change Evaluation Policy



Executive Office

Chief Executive Officer

SERVICE AND FARE CHANGE EVALUATION POLICY

I. PURPOSE

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

II. ORGANIZATIONAL UNITS AFFECTED

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

III. POLICY

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

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

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

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Executive Office SERVICE AND FARE CHANGE EVALUATION POLICY

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

3. Route Level Service Hour Change

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

4. System-Wide Service Hour Change

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

- **B.** Fare Change All fare increases or reductions are considered a Fare Change unless otherwise noted in Section VI.
- **C.** Disparate Impact/Disproportional Burden Thresholds When conducting a fare or service equity analysis, the following thresholds will be used to determine when a change would have a disparate impact:
 - 1. Service Changes
 - a) Route Alignment Reduction or Elimination

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

b) Route Alignment Extension or New Route

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

c) Route Level Service Hour Change

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

d) System-Wide Service Hour Change

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

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Executive Office SERVICE AND FARE CHANGE EVALUATION POLICY

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

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

2. Fare Change

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

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

IV. DEFINITIONS

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

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Executive Office SERVICE AND FARE CHANGE EVALUATION POLICY

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

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

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

V. PROCEDURE

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

VI. EXCEPTIONS

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

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Executive Office SERVICE AND FARE CHANGE EVALUATION POLICY

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

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

VII. PROVISIONS AND CONDITIONS

Not applicable.

VIII. RELATED DOCUMENTS

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

END OF POLICY

EO-520.02SERVICE (06/17/2019) Page 5 of 5



September 2, 2021

To: Executive Committee

From: Darrell E. Johnson, Chief Executive Officer

Subject: Measure M2 Quarterly Progress Report for the Period of

April 2021 Through June 2021

Overview

Staff has prepared the Measure M2 quarterly progress report for the fourth quarter of fiscal year 2020-21 as information for the Orange County Transportation Authority Board of Directors. This report highlights progress on Measure M2 projects and programs and is available to the public via the Orange County Transportation Authority website.

Recommendation

Receive and file as an information item.

Background

On November 7, 2006, Orange County voters, by nearly 70 percent, approved the Renewed Measure M Transportation Investment Plan (Plan) for the Measure M2 (M2) one-half-cent sales tax for transportation improvements. The Plan provides a 30-year revenue stream for a broad range of transportation and environmental improvements, as well as a governing ordinance, which defines the requirements for implementing the Plan. Ordinance No. 3 (M2 Ordinance) designates the Orange County Transportation Authority (OCTA) as responsible for administering the Plan and ensuring that OCTA's contract with the voters is followed.

OCTA is committed to fulfilling the promises made in M2. This means not only completing the projects described in the Plan but also adhering to numerous specific requirements and high standards of quality called for in the measure, as identified in the M2 Ordinance. The M2 Ordinance requires that quarterly status reports regarding the major projects detailed in the Plan be brought to the Board of Directors (Board). The Board is also provided with individual project staff reports and overall reports on the status of various capital projects by the Capital Programs Division.

Discussion

This quarterly report reflects current activities and progress across all M2 programs for the period of April 1, 2021 through June 30, 2021 (Attachment A). The report includes project budget and schedule information as provided and reported in the Capital Action Plan. Information on the Local Fair Share and Senior Mobility Program (SMP) payments made to cities during the quarter is also included.

Additionally, Attachment A includes a summary of the Program Management Office (PMO) activities. Two areas are highlighted below.

M2 Ordinance Tracking Matrix

The PMO created and annually updates a compliance matrix to track compliance with the numerous requirements in the M2 Ordinance. The matrix details the status of each requirement and includes supporting documentation. The annual update is shared with the Taxpayer Oversight Committee (TOC) as a resource for committee members. This quarter, the TOC met on June 8, 2021, to conduct the required annual M2 hearing and determined that M2 is being delivered as promised to Orange County voters for the 30th consecutive year.

Triennial Performance Assessment

To evaluate OCTA's efficiency and effectiveness in the delivery of M2, the M2 Ordinance requires a performance assessment to be conducted at least once every three years. Four prior performance assessments have been completed to date, with the most recent report covering the period between July 1, 2015, and June 30, 2018. During the quarter, a consultant was selected to conduct the fifth performance assessment covering the period between July 1, 2018, and June 30, 2021. Assessment efforts are underway, with the final report anticipated to be complete in early 2022.

Progress Update

The following provides an overview of M2 accomplishments to date by mode, as well as highlights of activities that occurred during the fourth quarter of fiscal year (FY) 2020-21.

Freeway Program

The M2 Freeway Program consists of 30 project segments to be delivered by 2041. Currently, while in year 11 of the 30-year program, 13 project segments are complete, four are in construction, and another five are readying for

construction. The remaining eight project segments are in various stages of project development.

- Interstate 5 (I-5) between Interstate 405 (I-405) and State Route 55 (SR-55) This project is split into two segments at Yale Avenue, both of which are being prepared to advance into the design phase. On May 10, 2021, the Board approved selecting a consultant to prepare plans, specifications, and estimates (PS&E) for the southerly segment between I-405 and Yale Avenue. In addition, the contract with the Board-approved consultant for the PS&E of the northerly segment between Yale Avenue and SR-55 was executed on May 6, 2021. (Project B)
- SR-55 between I-405 and I-5 To prepare this project for the construction phase, the Board approved a consultant to provide construction management support services on April 12, 2021, and a consultant to provide public outreach services on April 26, 2021. (Project F)
- I-405 between State Route 73 and Interstate 605 Construction on the project is proceeding, and a project update was provided to the Board on April 26, 2021. During the quarter, the Talbert Avenue and Magnolia Street overcrossing bridges were completed and opened to traffic in April and May 2021, respectively. In addition, the first half of the new Bolsa Avenue overcrossing bridge opened to traffic in June 2021, with the other half anticipated to be completed in late 2022. This project is currently 62 percent complete. (Project K)

Streets and Roads

Since 2011, approximately \$959 million has been allocated to local jurisdictions for transportation improvements through the streets and roads competitive and formula funding programs. To date, 431 project phases have been allocated through the streets and roads competitive funding programs. Of the 431 project phases, 288 phases, equating to approximately 67 percent, have been completed. Additionally, M2 provided \$149 million, a portion of the \$668.7 million total program cost, to grade-separate seven streets and rail crossings, leveraging the majority of the funds (\$519.7 million) from local, state, and federal sources.

 On May 10, 2021, the Board approved programming recommendations for the 2021 Regional Capacity Program and Regional Traffic Signal Synchronization Program (RTSSP) call for projects for 12 projects totaling \$28.6 million. (Project O and Project P) A biannual RTSSP update was provided to the Board on June 14, 2021.
 To date, OCTA and local agencies have successfully implemented traffic signal synchronization timing on 89 corridors, with another 31 projects planned or underway. (Project P)

Transit

The M2 transit mode includes several programs designed to provide additional transportation options. M2 is the primary funding source for Metrolink commuter rail service in Orange County and includes funding for rail station improvements and transit connections to extend the reach of the services. Due to the coronavirus (COVID-19) pandemic, Metrolink implemented temporary service reductions. The three lines serving Orange County now operate 41 weekday trains, a 24 percent reduction from 54 weekday trains. During the quarter, ridership recovery trended positively, as total boardings on the Orange County Line increased on average by approximately 127 percent compared to the same quarter last year. As such, Metrolink and OCTA will continue to reassess the service needs in Orange County.

Since 2011, M2 has provided competitive multi-year transit funding commitments for bus and station van extension services connecting to Metrolink (\$483,133 to date), local community-based transit circulators and planning studies (\$41.9 million to date), and bus stop improvements (\$2.9 million to date). In parallel, M2 provides a set amount of annual funding to support three programs intended to expand mobility choices for seniors and persons with disabilities (\$91.7 million¹ to date).

- OC Streetcar A quarterly update was provided to the Transit Committee on April 8, 2021, and to the Board on April 26, 2021, providing information on the status of construction activities, vehicle manufacturing, and public outreach. (Project S)
- SMP To continue to provide M2 funding to support local, community-based transportation services for seniors, on May 24, 2021, the Board approved new cooperative agreements with the 32 cities and three non-profit agencies. (Project U)
- Senior Non-Emergency Medical Transportation (SNEMT) On May 24, 2021, the Board approved a new cooperative agreement with the County of Orange to continue providing funds for the SNEMT Program.

-

¹ Only includes disbursed funds. On October 12, 2020, the Board approved a temporary exception to the SMP Guidelines, which allows for OCTA to hold allocations in reserve for agencies with suspended services due to the COVID-19 pandemic. The funds will be held until the State lifts the State of Emergency or transportation services resume, whichever occurs first.

The SNEMT Program provides non-emergency services, such as trips to the doctor, dentist, therapy, dialysis, and pharmacy. (Project U)

Environmental Programs

The M2 Program includes two innovative programs, the Environmental Cleanup Program (ECP) with specific activity, and the Environmental Mitigation Program (EMP) through funding provided from the M2 Freeway Program. The ECP improves water quality by addressing transportation-related pollutants, while the EMP offsets the biological impacts of freeway projects.

Since 2011, the ECP has allocated approximately \$51.4 million to local jurisdictions for 178 projects for trash removal devices (Tier 1), and 18 projects for large-scale water quality best management practices projects (Tier 2). It is estimated that nearly 33 million gallons of trash have been captured since the inception of the program, which is the equivalent of filling nearly 78 football fields with one foot deep of trash.

Additionally, the Board previously authorized \$55 million for the EMP to acquire conservation lands, fund habitat restoration projects, and develop the Natural Community Conservation Plan/Habitat Conservation Plan. OCTA has acquired more than 1,300 acres (Preserves) and funded 12 restoration projects to restore habitat on 350 acres of open space across Orange County to fulfill the necessary freeway program mitigation needs.

The wildlife and habitat on the acquired lands are protected in perpetuity, and long-term management of the properties will be funded by an established endowment. OCTA makes annual deposits of approximately \$2.9 million into the endowment. The performance of the fund may affect the timeframe for full funding of the endowment. Current projections indicate that OCTA remains on track to meet the endowment target of \$46.2 million in FY 2027-28. As of June 30, 2021, the balance of the endowment was \$19.2 million.

During the quarter, a biannual update for the EMP was presented to the Regional Planning and Highways Committee on June 7, 2021, and to the Board on June 14, 2021. The update highlighted progress on restoration projects wild-fire repair, the Conservation Plan, preserve management, fire management plans, Clean Water Act permits, and projects that benefited from the EMP.

Challenges

As with all major programs, challenges arise and need to be monitored and addressed. A few key challenges are highlighted below.

- Activities for the SR-55 project between I-405 and I-5 continue to be focused on preparing the project for construction advertisement in December 2021. The work requires close coordination with the California Department of Transportation for complex right-of-way acquisition, as well as timing of funding allocations.
- The OC Streetcar Project has faced many challenges, such as unforeseen utility conflicts and conditions, contaminated materials, construction quality control and compliance, added oversight and approvals, and several change requests. To utilize additional federal funds, OCTA continues to work with the Federal Transit Administration project management oversight consultant on a comprehensive project risk, cost, and schedule assessment. Additionally, at the August 2, 2021 Executive Committee meeting, the committee directed staff to prepare a comprehensive OC Streetcar Project briefing to the Board prior to presenting an update to the project cost and schedule, which is anticipated by November 2021.
- From mid-2020 to early 2021, highway project construction bids in the region continued to reflect a favorable market with a high number of bidders and competitive bids priced below the engineer's estimate. There have still been a high number of bidders; however, recent fuel, labor, steel, and lumber material pricing has increased. Bids have varied significantly due to demand, production capacity, and supply chain issues. Staff will continue to monitor market pricing trends and material availability, along with the impacts on construction in the region. In addition, the Board receives an annual report on market conditions key indicators analysis and forecast to provide insight into potential project delivery cost drivers. The next update is anticipated in October 2021.
- Staff has been tracking and monitoring elements of M2 that have been affected by COVID-19, such as the sales tax revenue forecast, traffic patterns, transit ridership, and administrative processes. On a semi-annual basis, projects funded through the Comprehensive Transportation Funding Programs are reviewed to provide opportunities for local agencies to update project information and request project modifications. For the March 2021 review, 59 of the total 79 project adjustment requests were at least partially COVID-19-related. These adjustments were approved by the Board on June 14, 2021.

Staff will continue to monitor all COVID-19 impacts and program challenges closely to ensure M2 remains deliverable as promised to voters.

Summary

As required by the M2 Ordinance, a quarterly report covering activities from April 2021 through June 2021, is provided to update progress in implementing the Plan. The above information and the attached details indicate significant progress on the overall M2 Program despite facing challenges. To be cost-effective and to facilitate accessibility and transparency of information available to stakeholders and the public, the M2 Quarterly Progress Report is made available through the OCTA website. Hard copies are available by mail upon request.

Attachment

A. Measure M2 Quarterly Progress Report, Fourth Quarter of Fiscal Year 2020-21, April 1, 2021 through June 30, 2021

Prepared by:

Francesca Ching Section Manager, Measure M2 Program Management Office (714) 560-5625 Approved by:

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





MEASURE M2 QUARTERLY PROGRESS REPORT

Fourth Quarter of Fiscal Year 2020 – 21 April 1, 2021 through June 30, 2021

Fourth Quarter Highlights:

- Freeway Projects
- Streets and Roads
- Environmental Cleanup & Water Quality
- Freeway Mitigation Program
- Finance Matters
- Program Management Office
- Summary





SUMMARY

On November 7, 2006, Orange County voters, by a margin of nearly 70 percent, approved the Renewed Measure M Transportation Investment Plan (Plan) for the Measure M2 (M2) one-half cent sales tax for transportation improvements. Voters originally endorsed Measure M in 1990 with a sunset in 2011. The renewal of Measure M continues the investment of local tax dollars in Orange County's transportation infrastructure for another 30 years to 2041.

As required by M2 Ordinance No. 3 (M2 Ordinance), a quarterly report covering activities from April 1, 2021, through June 30, 2021, is provided to update progress in implementing the Plan. On September 25, 2017, the Board of Directors (Board) approved externally rebranding M2 as OC Go to promote OCTA's Measure M awareness and public perception and to avoid confusion with Measure M in Los Angeles County.

To be cost-effective and to facilitate accessibility and transparency of information available to stakeholders and the public, Measure M2 progress reports are presented on the Orange County Transportation Authority (OCTA) website. Hard copies are mailed upon request.



The cover photo shows the Magnolia Street bridge that was completed in May 2021. This bridge is the first two-stage bridge (partially closed but allowed throughway traffic during construction) that was completed as part of the I-405 Improvement Project between SR-73 and I-605.



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Americans with Disabilities Act	ADA
Anaheim Regional Transportation Intermodal Center	ARTIC
Annual Eligibility Review	AER
Board of Directors	Board
Burlington Northern Santa Fe	BNSF
California Department of Transportation	Caltrans
Capital Action Plan	CAP
Comprehensive Transportation Funding Program	CTFP
Conservation Properties	Preserves
Construction and Maintenance	C&M
Coronavirus	COVID-19
Cost Estimate Review	CER
Early Action Plan	EAP
Environmental Cleanup Allocation Committee	ECAC
Environmental Cleanup Program	ECP
Environmental Document	ED
Environmental Mitigation Program	EMP
Environmental Oversight Committee	EOC
Federal Highway Administration	FHWA
Federal Transit Administration	FTA
Fire Management Plan	FMP
Fiscal Year	FY
Freeway Service Patrol	FSP
Full Funding Grant Agreement	FFGA
High Occupancy Vehicle	HOV
Interstate 5	I-5
Interstate 15	I-15
Interstate 405	I-405
Interstate 605	I-605
Local Fair Share	LFS
Los Angeles County Metropolitan Transportation Authority	LA Metro
Measure M2 or Renewed Measure M	M2
Memorandum of Understanding	MOU
Metrolink Service Expansion Program	MSEP
Notice to Proceed	NTP
Next 10 Delivery Plan	Next 10 Plan
Natural Community Conservation Plan/Habitat Conservation Plan	Conservation Plan



Operation and Management	O&M
Orange County Transportation Authority	OCTA
Orange County Unified Transportation Trust	OCUTT
Ordinance No. 3	M2 Ordinance
Pacific Coast Highway	PCH
Plans, Specifications and Estimates	PS&E
Program Management Office	PMO
Project Report	PR
Project Segments	projects
Regional Capacity Program	RCP
Regional Transportation Signal Synchronization Program	RTSSP
Request for Proposals	RFP
Resource Management Plan	RMP
Right-of-Way	ROW
Riverside County Transportation Commission	RCTC
Santa Ana Regional Transportation Center	SARTC
Senate Bill 1	SB 1
Senior Mobility Program	SMP
Senior Non-Emergency Medical Transportation	SNEMT
Southern California Edison	SCE
State Route 22	SR-22
State Route 55	SR-55
State Route 57	SR-57
State Route 71	SR-71
State Route 74	SR-74
State Route 91	SR-91
State Route 133	SR-133
State Route 241	SR-241
State Transportation Improvement Program	STIP
Southern California Regional Rail Authority	SCRRA
Taxpayer Oversight Committee	TOC
To Be Determined	TBD
Transportation Investment Plan	Plan
United States Army Corps of Engineers	Corps















Conceptual

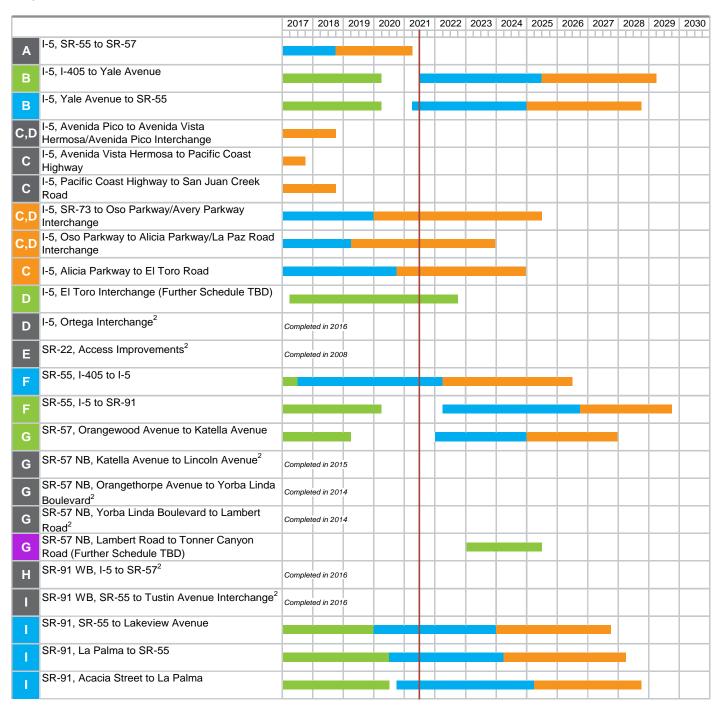
Environmental

Design, Advertise, & Award

Design-Build

Construction

Complete

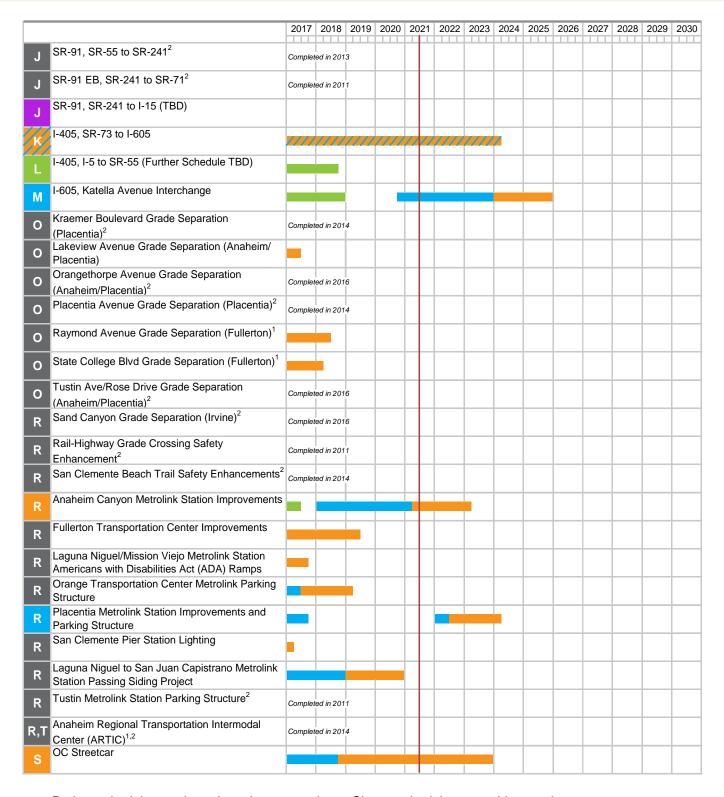


Project schedules are based on phase start dates. Shown schedules are subject to change.

¹ Projects managed by local agencies

² For full project schedules, see http://octa.net/About-OC-Go/Projects-and-Programs/#/schedule





Project schedules are based on phase start dates. Shown schedules are subject to change.

¹ Projects managed by local agencies

² For full project schedules, see http://octa.net/About-OC-Go/Projects-and-Programs/#/schedule



M2 DELIVERY RISK UPDATE ▼

Delivery Risk

This section discusses the risks and challenges related to Measure M2 and the updated Next 10 Delivery Plan (Next 10 Plan) that the M2 Program Management Office (PMO) is monitoring with associated explanations and proposed actions.

Evolunation

	Delivery Risk	Explanation	Proposed Action	
Fina	Financial			
1	The 2020 M2 revenue forecast is \$11.6 billion, a \$1.8 billion (13 percent) decrease from the 2019 M2 revenue forecast due to the coronavirus (COVID-19) pandemic. If sales tax revenue projections continue to be lower, this will further challenge delivery.	M2 program sales tax revenue. The latest \$11.6 billion revenue forecast represents the lowest	The 2020 Next 10 Plan confirmed that despite the \$11.6 billion forecast, M2 remains deliverable as promised to voters. OCTA continues to work with the entities that prepare sales tax forecasts to update M2 with the latest revenue estimates. The next update is anticipated in the fall of 2021 and will be incorporated into the annual Next 10 Plan review, which will determine whether any adjustments need to be made.	
2	Inability to scale the M2 Freeway Program to available revenue and still deliver the M2 commitments.	The M2 Freeway Program includes set project scopes leaving limited flexibility in what is delivered.	OCTA will work closely with the California Department of Transportation (Caltrans) to apply value engineering strategies on projects to manage costs.	
3	Schedule and scope changes on critical capital projects impacting delivery and project costs.		OCTA will work closely with Caltrans and project contractors to limit the changes in scope and schedules.	
4	Sustain Metrolink train service as an attractive alternative to driving in Orange County within the limits of available revenue.	, , , ,	Recovery Plan Framework to ensure the safety of passengers and employees and restore service in a post-COVID-19 environment. Metrolink received \$64.6 million in one-time federal funds through the Coronavirus Aid, Relief and Economic Security Act, \$4.7 million in Coronavirus Response and Relief Supplemental Appropriations Act funding, and \$22.7 million in American Rescue Plan Act funding,	



	Delivery Risk	Explanation	Proposed Action
5	Potential for an increasing cost environment as M2 capital projects are readied for construction.	The spring update of the Next 10 Plan Market and Conditions Forecast and Risk Analysis reflects a low-cost environment in 2021, a minimal rise in inflation in 2022, and a return to a normal inflationary increase in 2023. The economic impacts from COVID-19 may cause this to change during the Next 10 Plan delivery years.	report is updated biannually and provides a three-year look ahead. From mid-2020 to early
Res	ource		
6	Substantial work underway in the region has resulted in a significant demand for professional and skilled labor which can impact delivery given the volume of the M2 capital program.	The economic impacts of COVID-19 and its effects on unemployment may change the availability of key talent. If shortages continue, project delivery costs could rise, but if additional labor resources are available, it may temper costs and reduce delivery risk.	labor market as well as contractor reported COVID-19 cases. Expert and timely coordination between OCTA and Caltrans is imperative to manage this risk. Staff is working with Caltrans to ensure resource needs are
7	New operational responsibilities with the OC Streetcar.	With the implementation of the OC Streetcar service, OCTA will be increasing its overall role in operations. OCTA holds a successful track record in operating various transportation systems including both a fixed and demand-based bus network.	To ensure the success of the OC Streetcar, OCTA hired a streetcar operations manager with proven start-up experience to oversee start-up and daily operations. Acontractor with extensive experience in the operations of rail systems was selected to handle the startup and revenue operation phases. In September 2020, OCTA initiated a project to review the organizational structure of the Operations Division.
Regulatory			
8	statewide directives could	approval policies place great emphasis on reducing travel	The majority of M2 freeway projects, where this risk would manifest itself, have obtained the necessary approvals. If the approvals require a review or revision, these new requirements could impact delivery.

environmental review process.



Next 10 Delivery Plan ▼

Contact: Francesca Ching, PMO Manager • (714) 560-5625

On November 14, 2016, the Board approved the Next 10 Plan, providing guidance to staff on the delivery of M2 projects and programs between fiscal year (FY) 2016-17 and FY 2025-26. Annually, staff reviews the Board-adopted commitments in the Next 10 Plan to ensure it remains deliverable with updated revenues and project costs. On December 14, 2020, the Board approved to shift the timeframe to span FY 2020-21 to FY 2029-30.

On April 12, 2021, the Board adopted the 2020 updated Next 10 Plan. The update incorporated the \$11.6 billion sales tax revenue forecast, revised project estimates and schedules, as well as the fall market conditions forecast and risk analysis. As a result of OCTA's strategic planning to date, the 2020 Next 10 Plan continues to demonstrate that the Plan remains deliverable.

Next 10 Plan Deliverables

The Next 10 Plan deliverables were reviewed and updated to reflect the new timeframe shift. Significant progress continues with projects completing construction, projects in and advancing towards construction, as well as regular funding allocations to local jurisdictions through local programs.

1. Deliver 14 freeway improvement projects through construction (Projects A-M).

The M2 Freeway Program is made up of 30 projects or project segments. Deliverable 1 includes 14 project to be delivered through construction by FY 2029-30. These projects would bring the total number of complete projects to 26, which equates to approximately 87 percent of the M2 Freeway Program. On January 6, 2021, the I-5 project between SR-55 and SR-57 was completed. The remaining 13 projects included in Deliverable 1 are in or nearing design and construction. For more details, see <u>pages iii-iv</u> (Project Schedules) and the project updates contained in their respective sections.

Upcoming activities:

- SR-55, I-5 to SR-91 Release request for proposals (RFP) for design services
- SR-57 Northbound, Orangewood Avenue to Katella Avenue Award design services contract

2. Prepare remaining freeway improvement projects for delivery (Projects A-M).

The four remaining projects (of the 30 total) are environmentally cleared or on track to be environmentally cleared by 2030, making them shelf-ready for further advancement. The remaining projects include Project D (I-5, EI Toro Road Interchange), Project G (SR-57 northbound from Lambert Road to Tonner Canyon Road), Project J (SR-91 between SR-241 and I-15), and Project L (I-405 between I-5 and SR-55). These projects will continue to be reevaluated annually as part of the Next 10 Plan review. The next review of the Next 10 Plan is anticipated in fall 2021. For more details, see <u>pages iii-iv</u> (Project Schedules) and the project updates contained in their respective sections.



3. Provide annual competitive funding opportunities for local jurisdictions to address bottlenecks and gaps in the street system, synchronize signals (Project O and P), and continue flexible funding to local jurisdictions to preserve the quality of streets or for use on other transportation needs, as appropriate (Project Q).

Since inception, OCTA has awarded approximately \$455.6 million in competitive funding through the Regional Capacity Program (RCP) (Project O) and Regional Traffic Signal Synchronization Program (RTSSP) (Project P) through annual calls for projects (call). Additionally, approximately \$512.9 million in Local Fair Share (LFS) (Project Q) funds have been distributed to local jurisdictions.

On August 10, 2020, the Board authorized the 11th call, providing up to \$22 million for Project O and \$8 million for Project P to support local streets and roads improvement projects throughout Orange County. Applications were due on October 22, 2020. On May 10, 2021, the Board approved programming recommendations for 12 projects totaling \$28.7 million. For more details, see the project updates on page 20.

Upcoming activities:

Project O and P - Issue 12th call

4. Maintain Metrolink service and complete two rail station improvements (Project R).

In March 2020, all Metrolink services were impacted by the statewide enforcement of stay-at-home orders that resulted from the COVID-19 pandemic. Metrolink implemented temporary service reductions in March and November 2020 due to the decline in ridership. The three lines serving Orange County (Orange County, Inland Empire-Orange County, and the 91/Perris Valley lines) now operate 41 trains, which is down from the 54 daily trains operated prior to COVID-19. OCTA will continue to actively engage with Metrolink and other member agencies and monitor ridership levels and the corresponding financial impacts to M2.

Within this program, funding is provided for rail corridor and station improvements to accommodate increased passenger train service including station upgrades, parking expansions, and safety enhancements. The Next 10 Plan identifies two projects to be completed by 2030: Anaheim Canyon Metrolink Station Improvement Project (construction contract was awarded in March 2021) and Placentia Metrolink Station (is ready to begin construction, however, it is contingent on a BNSF construction and maintenance agreement being in place). For more details, see the project updates on page 26.

Upcoming activities:

• Placentia Metrolink Station - Advertise for construction



5. Complete construction, secure vehicles, begin operating the OC Streetcar, and work with local jurisdictions to consider recommendations from planning studies to guide the development of future high-quality transit connections (Project S).

OC Streetcar

The 4.15 mile OC Streetcar will serve the Santa Ana Regional Transportation Center (SARTC) through downtown Santa Ana, and the Civic Center to Harbor Boulevard in the City of Garden Grove. Activities this quarter included completion of the Fairview Road grade crossing, construction of the westbound track on Santa Ana Boulevard between Bristol Street and Raitt Street, and near completion of the Westminster and Santa Ana River Bridges. The first seven cars are in the final stages of equipping and the last car is in final assembly. Construction is anticipated to be completed in 2023. See page 29 for more information.

Bristol Street Transit Corridor Study

The study focused on developing options to improve the flow of traffic and public transit along Bristol Street between West 17th Street and Sunflower Avenue (South Coast Metro) and connections to John Wayne Airport and the SARTC. This quarter, the consultant team incorporated staff's comments on the draft report and submitted the final report to OCTA in June 2021. The results of the study are anticipated to be presented to the Board in September 2021.

6. Support expanded mobility choices for seniors and persons with disabilities (Project U).

Project U is comprised of three programs: the Senior Mobility Program (SMP), the Senior Non-Emergency Medical Transportation (SNEMT) Program, and the Fare Stabilization Program. Since 2011, approximately \$91.7 million¹ has been provided to these three programs. The SMP provides funding to participating cities to design and implement transit service that best fits the needs of seniors (60 and above) in their communities. The SNEMT Program provides funding to the County of Orange Office on Aging for senior (60 and above) transportation to and from medical appointments, dentists, therapies, exercise programs, testing, and other health-related trips at a low cost to the rider than would otherwise be available. The Fare Stabilization program stabilizes fares for seniors and persons with disabilities by discounting the cost of riding transit. See page 31 for more information.

7. Work with local agencies to maintain successful community circulator projects and potentially provide grant opportunities for expanded or new local transit services (Project V).

Since inception, OCTA has approved 35 projects and ten planning studies totaling approximately \$52 million through four calls. The most recent Project V call was programmed by the Board on April 13, 2020. OCTA receives ridership reports from local agencies on a regular basis to monitor the success of awarded services against performance measures adopted by the Board.

¹ Only includes disbursed funds. On October 12, 2020, the Board approved a temporary exception to the SMP guidelines, which allows for OCTA to hold allocations in reserve for agencies with suspended services due to the COVID-19 pandemic. The funds will be held until the State lifts the State of Emergency or transportation services resume, whichever occurs first.



As of June 30, 2021, 12 projects are active, nine have been cancelled (primarily due to low ridership), 11 are suspended (or not initiated) due to the COVID-19 pandemic, and three have been completed. The services that were suspended (or not initiated) as a result of the COVID-19 pandemic is anticipated to restart in summer 2021 or later. On January 25, 2021, the Board approved changes to the Project V program guidelines to better support these key community services as they are reinitiated post-COVID-19.

Staff continues to work with local agencies through letters of interest requests, workshops, Comprehensive Transportation Funding Program (CTFP) Guidelines revisions, calls, and cooperative agreement amendments to fine-tune this program and facilitate successful project implementation. For additional details and information on current program performance and service, see <u>page 33</u>.

8. Continue to improve the top 100 busiest transit stops to enhance the customer experience (Project W).

Through three calls, the Board has approved \$3.1 million to improve 122 city-initiated improvement projects at the busiest OCTA transit stops. The program is designed to ease transfers between bus lines and provide improvements such as the installation of bus benches or seating, shelters, improved lighting, and other passenger-related amenities. To date, 43 improvements have been completed, 69 improvements are in various stages of implementation, and ten improvements have been cancelled by the awarded agency. See <u>page 33</u> for more information.

9. Ensure the ongoing preservation of purchased open space, which provides comprehensive mitigation of the environmental impacts of freeway improvements and higher-value environmental benefits in exchange for streamlined project approvals (Projects A-M).

The freeway Environmental Mitigation Program (EMP) includes seven conservation properties (Preserves) totaling more than 1,300 acres and 12 restoration projects covering nearly 350 acres. In 2017, OCTA received biological resource permits after completing a state and federal Natural Community Conservation Plan/ Habitat Conservation Plan (Conservation Plan) for the EMP, allowing streamlined project approvals for the M2 freeway improvement projects. The Conservation Plan also includes a streamlined process for coordination of streambed alteration agreements. In 2018, OCTA secured programmatic permits and assurances for federal and state clean water permitting requirements. Receipt of these permits represents the culmination of years of collaboration and support by the Board, environmental community, and regulatory agencies.

To ensure the ongoing preservation of the open space, an endowment was established to pay for the long-term management of the Preserves. OCTA makes annual endowment deposits of approximately \$2.9 million. While the performance of the endowment fund will affect the time frame for full funding, current projections indicate that OCTA is on track to meet the target of \$46.2 million in FY 2027-28. As of June 30, 2021, the balance of the endowment was \$19,181,289. For more details, see the program updates on page 34.



10. Work with the Environmental Cleanup Allocation Committee (ECAC) to develop the next tiers of water quality programs to prevent the flow of trash, pollutants, and debris into waterways from transportation facilities. In addition, focus on improving water quality on a regional scale that encourages partnerships among the local agencies as part of the Environmental Cleanup Program (ECP) (Project X).

In May 2010, the Board approved a two-tier approach to funding Project X. Tier 1 consists of funding equipment purchases and upgrades to existing catch basins and related best management practices, such as screens and other low-flow diversion devices. Tier 2 consists of funding regional, potentially multi-jurisdictional, and capital-intensive projects. Since 2011, the Board has approved \$27 million in funding for 189 Tier 1 projects through ten calls and \$27.9 million for 22 Tier 2 projects through two calls.

The 11th Tier 1 call was released on February 8, 2021, in the amount of \$2.8 million. Applications were due on May 6, 2021, with programming recommendations anticipated to be presented to the Board in August 2021. Staff will continue to analyze revenues for future calls and is currently assessing the timing of a future Tier 2 call.

For more details, see the project updates on page 34.

Upcoming activities:

Project X – Programming recommendation for the 11th Tier 1 call



INTERSTATE 5 (I-5) PROJECTS ▼

Segment: I-5, SR-55 to SR-57

Status: PROJECT COMPLETE

Contact: Rose Casey, Capital Projects • (714) 560-5729



PROJECT A

PROJECT B

Summary: This project added a second high-occupancy vehicle (HOV) lane (approximately three miles) in both directions along I-5 between SR-55 and SR-57 in the City of Santa Ana. The final Environmental Document (ED) and Project Report (PR) were approved on April 27, 2015. Construction began on February 20, 2019, and opened to traffic on August 24, 2020. The project was officially completed three months ahead of schedule on January 6, 2021, and the plant establishment was completed on May 24, 2021.

I-5, I-405 to SR-55 is one project broken into two segments. The final ED and PR were approved on January 7, 2020.

Segment: I-5, I-405 to Yale Avenue

Status:

Environmental Phase Complete; Design Contract Awarded

Contact: Rose Casey, Capital Projects • (714) 560-5729

Summary: This project will add an additional general purpose lane (approximately 4.5 miles) in both directions of I-5 between I-405 and Yale Avenue, improve interchanges, and replace and add new auxiliary lanes in the City of Irvine. The Board approved the release of the RFP for the preparation of plans, specifications, and estimates (PS&E) on December 14, 2020, and awarded the contract on May 10, 2021. Final design services are anticipated to begin in mid to late 2021.

Segment: I-5, Yale Avenue to SR-55

Status: Design Phase Underway

Contact: Rose Casey, Capital Projects • (714) 560-5729

Summary: This project will add an additional general purpose lane (approximately 4.5 miles) in both directions of I-5 between Yale Avenue and SR-55, improve interchanges, and replace and add new auxiliary lanes in the cities of Irvine and Tustin. The Board approved the release of the RFP for the preparation of PS&E on June 22, 2020, and awarded the contract on November 9, 2020. The design of this project was initiated on May 6, 2021. This quarter, the design consultant worked on obtaining permits, surveying the existing facilities, submitting drafts of the program management plan and quality management plan, as well as obtaining approval for design enhancements that could reduce overall project costs while improving traffic operations.



PROJECT C AND PART OF PROJECT D

I-5, Avenida Pico to San Juan Creek Road is one project broken into three segments. The final ED and PR were approved on October 26, 2011. All three segments were completed and opened to traffic on March 13, 2019.

Segment: I-5, Avenida Pico to Avenida Vista Hermosa/Avenida Pico Interchange

Status: PROJECT COMPLETE

Contact: Rose Casey, Capital Projects • (714) 560-5729

Summary: This project added a carpool lane (approximately 0.7 miles) in both directions of I-5 between Avenida Pico and Avenida Vista Hermosa in the City of San Clemente, included major improvements through reconstruction of the Avenida Pico Interchange (part of Project D), and added bicycle lanes in both directions on Avenida Pico. Construction began on December 22, 2014, and was officially completed on August 23, 2018. Plant establishment was completed in May 2019.

Segment: I-5, Avenida Vista Hermosa to Pacific Coast Highway

Status: PROJECT COMPLETE

Contact: Rose Casey, Capital Projects • (714) 560-5729

Summary: This project added a carpool lane (approximately 2.5 miles) in both directions of I-5 between Avenida Vista Hermosa and Pacific Coast Highway (PCH) in the City of San Clemente and reconstructed on- and off-ramps at Avenida Vista Hermosa and Camino de Estrella. Construction began on July 3, 2014, and was officially completed on July 31, 2017. Plant establishment was completed in May 2018.

Segment: I-5, Pacific Coast Highway to San Juan Creek Road

Status: PROJECT COMPLETE

Contact: Rose Casey, Capital Projects • (714) 560-5729

Summary: This project added a carpool lane (approximately 2.5 miles) in both directions of I-5 between PCH and San Juan Creek Road in the cities of Dana Point, San Clemente, and San Juan Capistrano. Project improvements also reconstructed the on- and off-ramps at PCH/Camino Las Ramblas. Construction began in December 20, 2013, and was officially completed on July 3, 2018. Plant establishment was completed in March 2019.



I-5, SR-73 to El Toro Road is one project broken into three segments. The final ED and PR for all three segments were approved on May 6, 2014. With a cost estimate of \$557.11 million, the project was above the \$500 million threshold for a "Major Project" designation, as determined by the Federal Highway Administration (FHWA). Major projects require a Cost Estimate Review (CER) workshop. A CER was conducted by the FHWA, Caltrans, and OCTA in February 2018 and resulted in an estimated project cost of \$612.6 million. The OCTA cost estimate for the three segments is currently \$577.1 million.

Segment: I-5, SR-73 to Oso Parkway/Avery Parkway Interchange

Status: Construction Underway - 40 Percent Complete

Contact: Rose Casey, Capital Projects • (714) 560-5729

Summary: This project will add a general purpose lane (approximately 2.2 miles) in both directions of I-5 between SR-73 and Oso Parkway and reconstruct the Avery Parkway Interchange (part of Project D) in the cities of Laguna Hills, Laguna Niguel, and Mission Viejo. The construction contract was awarded on December 19, 2019, and the first working day was March 10, 2020. This quarter, the contractor completed pile driving, abutments, columns, and precast beams for the easterly section of the new Avery Parkway bridge. The contractor continued work on several retaining walls in both directions, temporary ramp metering, and fiber optic installation. In addition, Caltrans and OCTA have continued coordinating utility work with San Diego Gas and Electric.

Segment: I-5, Oso Parkway to Alicia Parkway/La Paz Road Interchange

Status: Construction Underway - 50 Percent Complete

Contact: Rose Casey, Capital Projects • (714) 560-5729

Summary: This project will add a general purpose lane (approximately 2.6 miles) in both directions along I-5 between Oso Parkway and Alicia Parkway and reconstruct the La Paz Road Interchange (part of Project D) in the cities of Mission Viejo, Laguna Hills, and Lake Forest. The construction contract was awarded on April 4, 2019, and the first working day was May 29, 2019. This quarter, the contractor continued construction of several retaining walls in both directions and grading of slopes on northbound I-5. In addition, the contractor completed pile driving for the new northbound off-ramp bridge structure at La Paz Road over the railroad. Staff also continued coordination of the service contract with Southern California Regional Rail Authority (SCRRA)/Metrolink.

Segment: I-5, Alicia Parkway to El Toro Road

Status: Construction Underway - 11 Percent Complete

Contact: Rose Casey, Capital Projects • (714) 560-5729

Summary: This project will add a general purpose lane (approximately 1.7 miles) and extend the second HOV lane (approximately one mile) in both directions along I-5 between Alicia Parkway to El Toro Road in the cities of Laguna Hills, Laguna Woods, and Lake Forest. The construction contract was awarded on September 23, 2020, and the first working day was January 4, 2021. This quarter, the contractor began work on foundations for retaining walls and completed preparation work at Aliso Creek for pile installation of the retaining



walls north and south of the Creek for future freeway widening. Staff also continued coordination with Southern California Edison (SCE) for the relocation of their existing facilities and with Caltrans on right-of-way (ROW) and utility relocations.

PROJECT D

This project will update and improve key I-5 interchanges at Avenida Pico, Ortega Highway, Avery Parkway, La Paz, and El Toro Road. Three interchange improvements at La Paz, Avery Parkway, and Avenida Pico are included and discussed as part of the respective segments in Project C.

I-5, Ortega Highway Interchange Segment:

PROJECT COMPLETE Status:

Contact: Rose Casey, Capital Projects • (714) 560-5729

Summary: This project widened and reconstructed the SR-74 Ortega Highway Bridge over I-5 and improved local traffic flow along SR-74 and Del Obispo Street in the City of San Juan Capistrano. The final ED and PR were approved on June 1, 2009. Construction began on September 18, 2012, and all lanes on the new bridge were opened to traffic on September 4, 2015. The project was officially completed on January 15, 2016.

I-5, El Toro Interchange Segment: Environmental Phase In Review Status:

Contact: Rose Casey, Capital Projects • (714) 560-5729

Summary: Caltrans is the lead in the environmental phase of this project, which includes the study of four build alternatives that consider modifications to the existing interchange, ranging from an I-5 southbound direct connector to El Toro Road to modifications to how existing on- and off-ramp intersections operate. The project area includes the cities of Laguna Hills, Laguna Woods, and Lake Forest, which are direct stakeholders of the project improvements. The study began in April 2017 and the Draft Initial Study/Environmental Assessment was completed in March 2019. The three stakeholder cities were not in consensus on a preferred alternative, and costs identified for the remaining alternatives were significantly higher than the assumed cost in the Next 10 Plan, which created additional challenges. The environmental phase was anticipated to be completed in late 2019, however, without the cities' consensus, OCTA does not support the finalization of the document. OCTA requested Caltrans put completion of the ED on hold until a consultant, retained by OCTA, provides a further assessment of the alternatives to help facilitate reaching an agreement. The assessment kick-off meeting was held on September 16, 2020, and the draft final assessment study was completed on May 27, 2021. Major activities this quarter include the delivery of an updated draft Final Alternatives Assessment Report to include a new alternative which would impact the southeast corner of the project study area. In addition, OCTA continued coordination with the consultant and Caltrans to finalize the ROW cost estimates for each alternative and continued discussions with the three cities to determine which build alternatives will go into the environmental process. Due to the dependency on acquiring consensus from all three cities, this project is marked as a cost/ 11 schedule risk in the capital action plan (CAP).

STATE ROUTE 22 (SR-22) PROJECTS ▼

SR-22 Access Improvements

Status: PROJECT COMPLETE

Segment:

Contact: Rose Casey, Capital Projects • (714) 560-5729

Summary: Completed in 2008, Project E made improvements at three key SR-22 interchanges (Brookhurst Street, Euclid Street, and Harbor Boulevard) in the City of Garden Grove to reduce freeway and street congestion. This M2 project was completed early as a "bonus project" provided by the original Measure M (M1).

STATE ROUTE 55 (SR-55) PROJECTS ▼

Segment: SR-55, I-405 to I-5

Status: Design Phase Underway - 99 Percent Complete

Contact: Rose Casey, Capital Projects • (714) 560-5729

Summary: This project will add a general purpose lane (approximately four miles) and a second HOV lane (approximately four miles) in both directions between I-405 and I-5 in the cities of Irvine, Santa Ana, and Tustin. Auxiliary lanes will be added and extended in some segments within the project limits. The final ED and PR were approved on August 31, 2017. The design of this project was initiated on September 15, 2017, and final design was submitted on June 1, 2021. ROW certification is anticipated to be obtained by August 2021 to advertise by December 2021. Due to complex ROW activities, this project is marked as a cost/schedule risk in the CAP.

Segment: SR-55, I-5 to SR-91

Status: Environmental Phase Complete; Design RFP to be Released in Mid to Late 2021

Contact: Rose Casey, Capital Projects • (714) 560-5729

Summary: This project studied the addition of a general purpose lane (approximately 7.5 miles) in both directions between I-5 and SR-22 and operational improvements between SR-22 and SR-91 in the cities of Anaheim, Orange, Santa Ana, and Tustin. The final ED and PR were approved on March 30, 2020. The release of the RFP for the preparation of PS&E is anticipated in mid to late 2021.

PROJECT E

PROJECT F





STATE ROUTE 57 (SR-57) PROJECTS ▼

PROJECT G

Segment: SR-57 Northbound, Orangewood Avenue to Katella Avenue

Status: Environmental Phase Complete; Design Proposals Under Review

Contact: Rose Casey, Capital Projects • (714) 560-5729

Summary: This project studied the addition of a new northbound general purpose lane (approximately one mile) on SR-57 from Orangewood Avenue to Katella Avenue in the cities of Anaheim and Orange. The northbound general purpose lane would join the northbound general purpose lane between Katella Avenue and Lambert Road, which was opened to traffic in 2014. The final ED and PR were approved on March 29, 2019. On March 8, 2021, the Board approved the final design cooperative agreement with Caltrans and released the RFP for the preparation of PS&E. During the quarter, staff reviewed the proposals received by the April 5, 2021 due date. Consultant selection recommendation is anticipated to be presented to the Board in July 2021 to initiate final design in early 2022.

Segment: SR-57 Northbound, Katella Avenue to Lincoln Avenue

Status: PROJECT COMPLETE

Contact: Rose Casey, Capital Projects • (714) 560-5729

Summary: This project increased capacity by adding a new general purpose lane (approximately 2.8 miles), and improved on- and off-ramps and soundwall improvements on northbound SR-57 between Katella Avenue and Lincoln Avenue in the City of Anaheim. Bridges at Katella Avenue and Douglas Road were also widened in the northbound direction. The final ED was approved on September 30, 2009, and the final PR was approved on November 25, 2009. Construction began on November 17, 2011, and opened to traffic on November 19, 2014. The project was officially completed on April 21, 2015.

Segment: SR-57 Northbound, Orangethorpe Avenue to Yorba Linda Boulevard

Status: PROJECT COMPLETE

Contact: Rose Casey, Capital Projects • (714) 560-5729



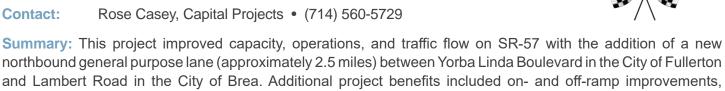
Summary: This project increased capacity by adding a northbound general purpose lane (approximately 2.5 miles) between Orangethorpe Avenue in the City of Placentia to Yorba Linda Boulevard in the City of Fullerton and improved operations with the reconstruction of northbound on- and off-ramps, widening of seven bridges, and the addition of soundwalls. The final ED and PR were approved on November 30, 2007. Construction began on October 26, 2010, and opened to traffic on April 28, 2014. The project was officially completed on November 6, 2014.



Segment: SR-57 Northbound, Yorba Linda Boulevard to Lambert Road

PROJECT COMPLETE Status:

Contact:



the widening and seismic retrofit (as required) of six bridges in the northbound direction, and the addition of soundwalls. Existing lanes and shoulders were also widened to standard widths, enhancing safety for motorists.

The final ED and PR were approved on November 30, 2007. Construction began on November 2, 2010, and opened to traffic on September 23, 2013. The project was officially completed on May 2, 2014.

SR-57 Northbound, Lambert Road to Tonner Canyon Road Segment:

Status: Schedule TBD

Rose Casey, Capital Projects • (714) 560-5729 Contact:

Summary: Caltrans previously completed a Project Study Report/Project Development Support document to add a northbound truck-climbing lane (approximately 2.5 miles) from Lambert Road to Tonner Canyon Road in the City of Brea. The project will require coordination with Los Angeles County Metropolitan Transportation Authority (LA Metro) on planned improvements or related work across the Orange County/Los Angeles County line. The mainline project includes interchange and ramp improvements at Lambert Road. Through the SB 1 Trade Corridor Enhancement Program, funds were allocated to initiate the construction phase for interchange improvements at Lambert Road which will complement and serve as a first phase to the freeway improvement project. Construction began in mid-2019 and is anticipated to be completed at the end of 2021. Phase two, which is the mainline improvement, was initially approved for State Transportation Investment Program (STIP) funding in March 2018 to initiate the environmental phase. However, due to the 2019 STIP reduction, funding was shifted to cover projects already underway. To ensure coordination with other projects planned for construction and to avoid unreasonable impacts to the public, this project is currently scheduled to be constructed beyond the Next 10 Plan timeframe.

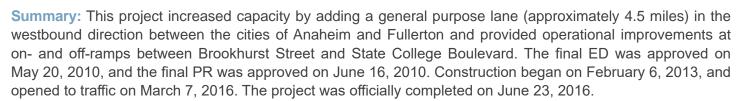


STATE ROUTE 91 (SR-91) PROJECTS ▼

Segment: SR-91 Westbound, I-5 to SR-57

Status: PROJECT COMPLETE

Contact: Rose Casey, Capital Projects • (714) 560-5729



Segment: SR-91, SR-55 to Tustin Avenue Interchange

Status: PROJECT COMPLETE

Contact: Rose Casey, Capital Projects • (714) 560-5729

PROJECT I

PROJECT H

Summary: This project improved traffic flow at the SR-55/SR-91 interchange by adding a westbound auxiliary lane (approximately two miles) beginning at the northbound SR-55 to the westbound SR-91 connector through the Tustin Avenue interchange in the City of Anaheim. The project reduced weaving congestion in the area and included reconstruction of the westbound side of the Santa Ana River Bridge to accommodate the additional lane. The final ED was approved on May 11, 2011, and the final PR was approved on May 19, 2011. Construction began on November 1, 2013, and opened to traffic on May 14, 2016. The project was officially completed on July 15, 2016.

SR-91, between SR-55 and SR-57 is one project broken into three segments. The final ED and PR were approved on June 22, 2020. This project will be funded with 91 Express Lanes excess revenue.

Segment: SR-91, SR-55 to Lakeview Avenue

Status: Design Phase Underway; 65 Percent Roadway Design Submitted

Contact: Rose Casey, Capital Projects • (714) 560-5729

Summary: This project will provide westbound operational improvements (approximately 1.5 miles) which includes the realignment of the existing westbound SR-91 on- and off-ramps, the addition of a new on-ramp from the Lakeview Avenue overcrossing bridge to connect directly to southbound SR-55, and construction of a barrier to separate westbound SR-91 from SR-55. With the proposed improvements, the existing Lakeview Avenue overcrossing bridge is anticipated to be replaced with a new bridge. The design of this project was initiated on March 30, 2020. This quarter, the design team submitted the 65 percent roadway design, continued work on the design of the structure and initiated the 95 percent roadway design.



Segment: SR-91, La Palma Avenue to SR-55

Status: Design Phase Underway; 35 Percent Roadway Design Submitted

Contact: Rose Casey, Capital Projects • (714) 560-5729

Summary: This project will provide an additional eastbound general purpose lane (approximately 2.8 miles), replace the eastbound shoulder, and restore auxiliary lanes as needed throughout the project limits. With the proposed improvements, the existing Kraemer Boulevard and Tustin Avenue overcrossing bridges are anticipated to be replaced with new bridges. The design of this project was initiated on June 17, 2020. This quarter, the design team submitted the 35 percent roadway design, and continued work on utility coordination and obtaining the environmental permit for geotechnical borings.

Segment: SR-91, Acacia Street to La Palma Avenue

Status: Design Phase Underway; 35 Percent Design Underway

Contact: Rose Casey, Capital Projects • (714) 560-5729

Summary: This project will provide westbound operational improvements (approximately 1.8 miles) by adding a fourth general purpose lane along westbound SR-91 from the northbound SR-57 to the westbound SR-91 connector, extending the southbound SR-57 to westbound SR-91 connector auxiliary lane through the State College Boulevard interchange, tying into the existing westbound SR-91 auxiliary lane west of State College Boulevard, and reconfiguring the westbound SR-91 to SR-57 connector to provide dedicated exits to SR-57. With the proposed improvements, the existing La Palma Avenue overcrossing bridge will be replaced with a new bridge. The design of this project was initiated on November 30, 2020. This quarter, the design team obtained concurrence on geometric concepts that provide additional operational improvements and worked on geometric design.

Segment: SR-91, SR-55 to SR-241

Status: PROJECT COMPLETE

Contact: Rose Casey, Capital Projects • (714) 560-5729

PROJECT J

Summary: This project added a general purpose lane (approximately six miles) in both directions of SR-91 between SR-55 and SR-241 in the cities of Anaheim and Yorba Linda. In addition to adding 12 lane miles to SR-91, the project also delivered a second eastbound exit lane at Lakeview Avenue, Imperial Highway, and Yorba Linda Boulevard/Weir Canyon Road off-ramps. Beyond these capital improvements, crews completed work on safety barriers, lane striping, and soundwalls. The final ED and PR were approved on April 24, 2009. Construction began on May 27, 2011, and opened to traffic in December 2012. The project was officially completed on March 5, 2013.



Segment: SR-91, SR-241 to SR-71

Status: PROJECT COMPLETE

Contact: Rose Casey, Capital Projects • (714) 560-5729

Summary: This project improved mobility and operations by adding an eastbound lane (approximately six miles) through a key stretch of SR-91 between Orange County's SR-241 and Riverside County's SR-71, widened existing eastbound lanes and shoulders, and reduced traffic weaving as a result of traffic exiting at SR-71 and Green River Road. The final ED and PR were approved on December 28, 2007. Construction began on September 16, 2009, and opened to traffic on December 2, 2010. The project was officially completed on January 31, 2011. Because this project was shovel-ready, OCTA was able to obtain American Recovery and Reinvestment Act funding for this M2 project, saving M2 revenues for future projects.

Segment: SR-91, SR-241 to I-15

Status: Riverside County Transportation Center's (RCTC) Design-Build - Initial Phase Complete on

March 20, 2017; Alternatives Analysis Underway

Contact: Rose Casey, Capital Projects • (714) 560-5729

Summary: This project plans to add a general purpose lane (approximately ten miles) on SR- 91 between SR-241 and I-15. Since the SR-91 corridor is one of the busiest in the region, implementation of this project requires coordinating and constructing the improvements in multiple segments and to capitalize on available funding. Freeway improvements that cross county lines require close coordination to maintain seamless travel. While the portion of this project between SR-241 and the Orange County/Riverside County line is part of OCTA's OC Go Project J, the matching segment between the county line and SR-71 is part of RCTC's Measure A. The sixth lane addition requires joint implementation to ensure smooth delivery of the project. With significant SR-91 freeway improvements taking place as a result of both counties' sales tax measures, the construction timing of the additional general purpose lane between SR-241 and SR-71 was anticipated to take place post-2035. However, RCTC requested OCTA's support to accelerate a portion of the ultimate project in the westbound direction (in Orange County) to address a bottleneck issue affecting the City of Corona. With OCTA's support, RCTC developed the 91 Corridor Operation Project, which began construction in late 2020 and is anticipated to be completed in late 2021. In addition, OCTA and RCTC is conducting a feasibility study to determine how best to implement the sixth general purpose lane while minimizing environmental and construction impacts in the eastbound direction between SR-241 and SR-71. In May 2020, the consultant team initiated efforts for the geometric and design alternatives analysis. The consultant conducted a value analysis workshop where various stakeholders provided feedback on conceptual alternatives. A final alternatives analysis report is anticipated to be completed by September 2021.



INTERSTATE 405 (I-405) PROJECTS ▼

I-405, SR-73 to I-605

Segment:

Status: Design-Build Underway - 62% Complete

Contact: Rose Casey, Capital Projects • (714) 560-5729

Summary: OCTA and Caltrans are working together to widen I-405 by adding a general purpose lane and a second HOV lane (approximately 16 miles) in both directions to be combined with the existing HOV lane to provide a dual express lanes facility and improve the local interchanges along the corridor from SR-73 to I-605 through the cities of Costa Mesa, Fountain Valley, Garden Grove, Huntington Beach, Los Alamitos, Seal Beach, and Westminster.² The final ED and PR were approved on June 15, 2015. Construction activities began on January 31, 2017.

During the quarter, work continued on ROW acquisition, utility coordination, public outreach, installation of drainage systems, retaining walls, paving, and bridge construction. Design is substantially complete with the review of various design and construction submittals ongoing. OCTA's toll lanes system integrator is under contract and working with OCTA and the design-builder. Construction on one-stage bridges (closed during construction) continued at Edinger Avenue, Edwards Street, Ward Street, and Warner Avenue. In April 2021, the Talbert Avenue bridge was completed and opened to traffic. Two-stage bridges (partially closed but allow throughway traffic during construction) at Bolsa Chica Road, Fairview Road, Goldenwest Street, and Westminster Boulevard are also underway. The Magnolia Street bridge was the first two-stage bridge to be completed and opened to traffic in May 2021. In addition to one- and two-stage bridges, construction to widen the existing freeway bridges on the Beach Boulevard/Bolsa Avenue railroad crossing, old Navy railroad crossing, and at the Harbor Boulevard and Santa Ana River bridges are ongoing. Construction of the Heil Street pedestrian overcrossing is also underway. Public outreach, through virtual neighborhood meetings, continues to be held to discuss construction activities. Substantial completion of the project is anticipated in late 2023.

Segment: I-405, I-5 to SR-55

Status:

Environmental Phase Complete

Contact:

Rose Casey, Capital Projects • (714) 560-5729

PROJECT L

PROJECT K

Summary: This project studied the addition of a general purpose lane (approximately 8.5 miles) in both directions along I-405 between I-5 and SR-55 in the City of Irvine. The project development team reviewed the alternatives and public comments received during public circulation, and as a result of the effort, recommended adding one general purpose lane in each direction. The final ED and PR were approved on August 31, 2018. To ensure coordination with other projects planned for construction and to avoid unreasonable impacts to the public, this project is currently scheduled to be constructed beyond the Next 10 Plan timeframe.

² The general purpose lane portion of the project is an M2 project and will be funded by a combination of local, state, and federal funds. The express lanes portion of the project is financed and paid for by those who choose to pay a toll and use the 405 Express Lanes.



INTERSTATE 605 (I-605) PROJECTS ▼

Segment: I-605, Katella Interchange Improvements

Status: Design Phase Underway; 35 Percent Design Submitted

Contact: Rose Casey, Capital Projects • (714) 560-5729

Summary: This project will make enhancements at the on- and off-ramps and operational improvements on Katella Avenue at the I-605 Interchange in the City of Los Alamitos in unincorporated Orange County. In addition, pedestrian and bicycle improvements will incorporate complete streets components, including enhanced safety for all modes of travel. The final ED and PR were approved on October 3, 2018. The design of this project was initiated on December 28, 2020. This quarter, the design team worked on obtaining permits, completing surveys, collecting existing information, creating a utility management matrix, and further developing a geometric design.

FREEWAY SERVICE PATROL -

Status: Service Ongoing

Contact: Cliff Thorne, Operations • (714) 560-5975

PROJECT N

PROJECT M

Summary: Freeway Service Patrol (FSP) provides assistance to motorists whose vehicles have become disabled on Orange County freeways and removes congestion-causing debris from traffic lanes to reduce freeway congestion and collisions. In June 2012, M2 began supporting FSP with local funds to maintain existing service levels and expand services through 2041. During the quarter, FSP provided 15,996 services⁴. Since June 2012, FSP has provided a total of 611,837³ services on the Orange County freeway system.

³ Service calculations are based on all services provided as FSP is funded by M2 and external sources.



REGIONAL CAPACITY PROGRAM ▼

Status: Programming Recommendations for the 11th Call Approved

Contact: Joseph Alcock, Planning • (714) 560-5372

Summary: This program, in combination with required local matching funds, provides funding for improvements on Orange County's Master Plan of Arterial Highways. Since 2011, through 11 calls, the Board has awarded 164 projects totaling more than \$339 million including \$24 million in external funding. This includes the May 10, 2021, Board approval of funding recommendations for nine projects totaling \$20.2 million. The 12th call is anticipated to be released in August 2021.

OC Bridges Railroad Program

This program built seven grade separations (either under or overpasses) where high-volume streets are impacted by freight trains along the BNSF Railroad in north Orange County. On July 13, 2020, the Board approved program closeout and budget adjustment to approximately \$668 million in committed M2 and external funds for all the OC Bridges grade separation projects. Minor activities this quarter include continued work on the closeout of two projects.

Kraemer Boulevard Grade Separation Segment:

PROJECT COMPLETE Status:

Rose Casey, Capital Projects • (714) 560-5729 Contact:

Summary: This project grade-separated the local street from railroad tracks by building an underpass for vehicular traffic under the railroad crossing in the cities of Anaheim and Placentia. Construction began on November 9, 2012, and opened to traffic on June 28, 2014. Construction acceptance was obtained by the cities of Anaheim and Placentia in December 2014. OCTA turned over maintenance responsibilities to the cities and completed the one-year warranty in December 2015 with no issues or claims identified. Funding reimbursement and closeout have been completed.

traffic over the railroad crossing and reconfiguring the intersection of Lakeview Avenue and Orangethorpe Avenue in the cities of Anaheim and Placentia. Construction began on March 3, 2014, and opened to traffic on June 6, 2017. Construction acceptance was obtained from the cities of Anaheim and Placentia in June 2018. OCTA turned over maintenance responsibilities to the cities and extended the one-year warranty to July 2019 for

Segment: **Lakeview Avenue Grade Separation**

Status: **PROJECT COMPLETE**

closeout have been completed.

Contact: Rose Casey, Capital Projects • (714) 560-5729

Summary: This project grade-separated the local street from railroad tracks by building a bridge for vehicular





PROJECT O



Segment: Orangethorpe Avenue Grade Separation

Status: PROJECT COMPLETE

Contact: Rose Casey, Capital Projects • (714) 560-5729



Summary: This project grade-separated the local street from railroad tracks by building a bridge for vehicular traffic over the railroad crossing in the cities of Anaheim and Placentia. Construction began on April 25, 2013, and opened to traffic on June 23, 2016. Construction acceptance was obtained from the cities of Anaheim and Placentia on October 2016. OCTA turned over maintenance responsibilities to the cities and extended the one-year warranty to June 2019 for some minor repair items. No additional issues or repairs were identified. Funding reimbursement and closeout have been completed.

Segment: Placentia Avenue Grade Separation

Status: PROJECT COMPLETE

Contact: Rose Casey, Capital Projects • (714) 560-5729



Summary: This project grade-separated the local street from railroad tracks by building an underpass for vehicular traffic under the railroad crossing in the City of Placentia. Construction began on October 5, 2011, and opened to traffic on March 12, 2014. Construction acceptance was obtained from the cities Anaheim and Placentia in December 2014. OCTA turned over maintenance responsibilities to the cities and completed the one-year warranty in December 2015 with no issues or repairs identified. Funding reimbursement and closeout have been completed.

Segment: Raymond Avenue Grade Separation

Status: PROJECT COMPLETE

Contact: Rose Casey, Capital Projects • (714) 560-5729



Summary: This project grade-separated the local street from railroad tracks by building an underpass for vehicular traffic under the railroad crossing in the City of Fullerton. The City of Fullerton managed construction while OCTA provided construction oversight, public outreach, railroad coordination, and ROW support. Construction began on March 27, 2014, and opened to traffic on October 2, 2017. Construction acceptance was obtained from the City of Fullerton in May 2018. OCTA turned over maintenance responsibilities to the City of Fullerton and completed the one-year warranty on constructed items. Activities this quarter include project closeout with BNSF and processing final invoices. Funding reimbursement and closeout are ongoing.



Segment: State College Boulevard Grade Separation

Status: PROJECT COMPLETE

Contact: Rose Casey, Capital Projects • (714) 560-5729



Summary: This project grade-separated the local street from railroad tracks by building an underpass for vehicular traffic under the railroad crossing in the City of Fullerton. The City of Fullerton managed construction while OCTA provided construction oversight, public outreach, railroad coordination, and ROW support. Construction began on March 27, 2014, and opened to traffic on November 1, 2017. Construction acceptance was obtained from the City of Fullerton in March 2018. OCTA turned over maintenance responsibilities to the City of Fullerton and completed the one-year warranty on constructed items. Activities this quarter include processing final invoices. Funding reimbursement and closeout are ongoing.

Segment: Tustin Avenue/Rose Drive Grade Separation

Status: PROJECT COMPLETE

Contact: Rose Casey, Capital Projects • (714) 560-5729



Summary: This project grade-separated the local street from railroad tracks by building a bridge over the railroad crossing for vehicular traffic in the cities of Anaheim and Placentia. Construction began on April 22, 2013, and opened to traffic on December 7, 2015. Construction acceptance was obtained from the cities of Anaheim and Placentia in October 2016. OCTA turned over maintenance responsibilities to the cities and extended the one-year warranty to November 2018 for some minor repair items. No additional issues or repairs were identified. Funding reimbursement and closeout have been completed.

REGIONAL TRAFFIC SIGNAL SYNCHRONIZATION PROGRAM ▼

Status: Programming Recommendations for the 11th Call Approved

Contact: Anup Kulkarni, Planning • (714) 560-5867

PROJECT P

Summary: This program provides funding and assistance to implement multi-agency signal synchronization. The target of the program is to regularly coordinate a network of over 2,000 signalized intersections along 750 miles of roadway within Orange County. OCTA also leverages external funding to further enhance the efficiency of the street grid and reduce travel delays.

To date, OCTA and local agencies have synchronized more than 3,000 intersections over more than 799 miles of streets (91 completed projects). Through 11 calls, 104 projects totaling more than \$115.8 million have been awarded. Overall, OCTA has funded 123 projects totaling more than \$140.8 million, including \$25.5 million in leveraged external funding. This includes the May 10, 2021, Board approval of funding recommendations for three projects totaling \$8.5 million. The 12th call is anticipated to be released in August 2021.

LOCAL FAIR SHARE ▼

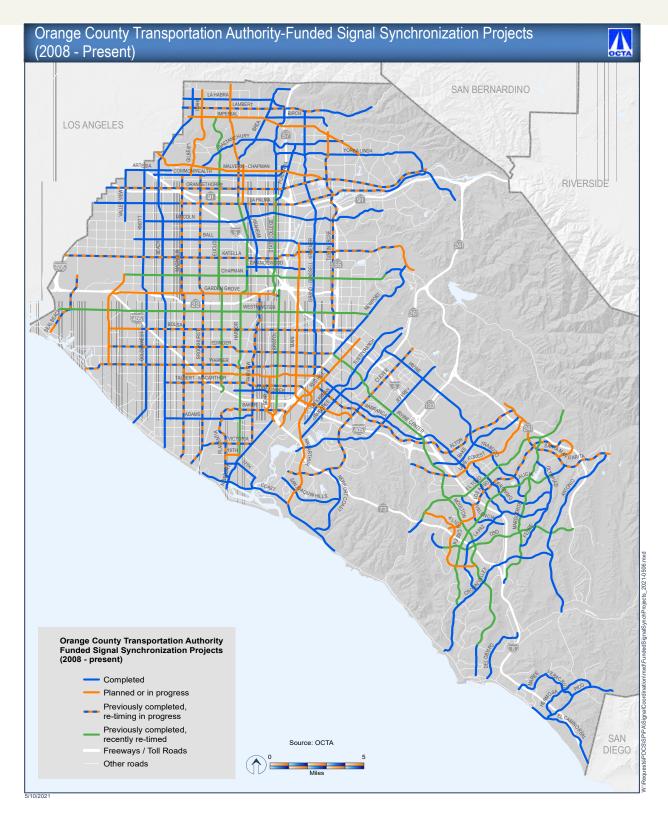
Status: Ongoing

Contact: Ben Torres, Finance • (714) 560-5692

PROJECT Q

Summary: To help cities and the County of Orange keep up with the rising cost of repairing the aging street system, this program provides flexible funding intended to augment, not replace, existing transportation expenditures by the cities and the County. Annually, all local agencies are reviewed to determine eligibility to receive M2 funds. All local agencies have been found eligible to receive LFS funds. On a bimonthly basis, 18 percent of net revenues are allocated to local agencies by formula. Since 2011, approximately \$512.9 million in LFS payments have been provided to local agencies as of June 30, 2021.

See pages 51-52 for funding allocation by local agency.





HIGH FREQUENCY METROLINK SERVICE ▼

PROJECT R

Project R will increase rail services within the County and provide additional Metrolink service north of the City of Fullerton to the Los Angeles County line. The program provides for track improvements, the addition of trains and parking capacity, upgraded stations, and safety enhancements to allow cities to establish quiet zones along the tracks. This program also includes funding for grade crossing improvements at high-volume arterial streets, which cross Metrolink tracks.

Project: Metrolink Grade Crossing Improvements

Status: PROJECT COMPLETE

Contact: Jennifer Bergener, Operations • (714) 560-5462



Summary: Enhancements at 50 of the designated 52 Orange County at-grade rail-highway crossings were completed in support of the Metrolink Service Expansion Program (MSEP) in October 2012. As a result of one private crossing, which did not allow OCTA to make enhancements, and one street closure, which eliminated the need for enhancements, the final count of enhanced rail-highway crossings was 50. Completion of the safety improvements provided each corridor city with the opportunity to establish a "quiet zone" at their respective crossings. Quiet zones are intended to prohibit the sounding of train horns through designated crossings, except in the case of emergencies, construction work, or safety concerns identified by the train engineer. The cities of Anaheim, Dana Point, Irvine, Orange, San Clemente, San Juan Capistrano, Santa Ana, and Tustin have established quiet zones within their communities.

Project: Metrolink Service Expansion Program

Status: Service Ongoing

Contact: Dinah Minteer, Operations • (714) 560-5740

Summary: Following the completion of the MSEP improvements in 2012, OCTA deployed a total of ten new Metrolink intracounty trains operating between the cities of Fullerton and Laguna Niguel/Mission Viejo, primarily during the midday and evening hours.

In October 2019, several intracounty trains were extended to Los Angeles County to increase ridership through a redeployment of the trains without significantly impacting operating costs. However, in March 2020, all Metrolink services were impacted by the statewide enforcement of stay-at-home orders that resulted from the COVID-19 pandemic. Metrolink implemented temporary service reductions in March and November 2020 due to the decline in ridership. The three lines serving Orange County (Orange County, Inland Empire-Orange County, and the 91/Perris Valley lines) now operate 41 weekday trains, a 24 percent reduction from 54 weekday trains. Once ridership recovers following the pandemic, Metrolink and OCTA will reassess the service needs in Orange County and reinstate various trains.



Rail Corridor and Station Improvements

Additionally, under MSEP, funding is provided for rail line and station improvements to accommodate increased service. Rail station parking lot expansions, better access to platforms, among other improvements have been made or are underway. For schedule information on station improvement projects, please see the CAP pages on pages 53-57.

Segment: Anaheim Canyon Metrolink Station Improvements

Status: Construction Underway

Contact: Jim Beil, Capital Programs • (714) 560-5646

Summary: This OCTA-led project will add a second main track and passenger platform, extend the existing passenger platform, add improvements to at-grade crossings for pedestrian circulation, and install new station amenities including benches, shade structures, and ticket vending machines. The project was advertised on October 26, 2020, and the Board awarded the construction contract on March 22, 2021. Construction began on May 10, 2021, and is anticipated to be completed in early 2023.

Segment: Fullerton Transportation Center Improvements

Status: PROJECT COMPLETE

Contact: Jim Beil, Capital Programs • (714) 560-5646

Summary: Completed early on, this project constructed a new five-level parking structure to provide additional transit parking at the Fullerton Transportation Center for both intercity rail service and commuter rail passengers. Construction on this city-led project began on October 18, 2010, and was completed on June 19, 2012. After completion, an elevator upgrade project was initiated with leftover savings. The elevator project modified the existing pedestrian bridge to add two new traction elevators, one on each side. The City of Fullerton was the lead on this project, which was completed on May 1, 2019.

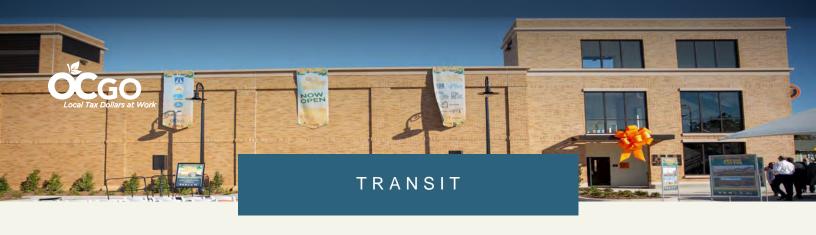
Segment: Laguna Niguel/Mission Viejo Metrolink Station Americans with Disabilities Act

(ADA) Ramps

Status: PROJECT COMPLETE

Contact: Jim Beil, Capital Programs • (714) 560-5646

Summary: This project added new ADA-compliant access ramps on either side of the pedestrian undercrossing and a unisex ADA-compliant restroom, vending machine room, and three passenger canopies. Construction began on February 23, 2016, and was completed on September 20, 2017.



Segment: Orange Transportation Center Metrolink Parking Structure

Status: PROJECT COMPLETE

Contact: Jim Beil, Capital Programs • (714) 560-5646

Summary: This project includes a 608-space, five-level, shared-use parking structure that is located on Lemon Street between Chapman Avenue and Maple Street in the City of Orange. Per a cooperative agreement between OCTA and the City of Orange, the City of Orange led the design phase, and OCTA led the construction phase of the project. Construction began on July 17, 2017, and was completed on February 15, 2019.

Segment: New Placentia Metrolink Station and Parking Structure

Status: Design Complete; Ready for Advertisement subject to BNSF construction and maintenance (C&M)

agreement

Contact: Jim Beil, Capital Programs • (714) 560-5646

Summary: This project will construct a new Metrolink station to include platforms, parking, a new bus stop, and passenger amenities in the City of Placentia. Plans for the proposed Placentia Metrolink Station Project were near completion when the City of Placentia requested to modify them to include a parking structure to be built where surface parking had been designed. On June 27, 2016, the Board approved a cooperative agreement with the City of Placentia that revised the project's scope and budget, and with the changes, the City of Placentia will contribute towards the cost. The project will also include a third track which should assist with the on-time performance of train operations and provide operational flexibility for both freight and passenger trains. OCTA is the lead agency for the design and construction and BNSF will be the lead on rail construction. Final design was completed on July 22, 2017. The project will be ready to advertise once a C&M agreement with BNSF is in place. Due to dependency on the C&M agreement, this project is marked as a cost/schedule risk in the CAP.

Segment: San Clemente Pier Station Lighting

Status: PROJECT COMPLETE

Contact: Jim Beil, Capital Programs • (714) 560-5646

Summary: This OCTA-led project added lighting to the existing platform and new decorative handrails at the San Clemente Pier Station in the City of San Clemente. This project was completed on March 17, 2017, and project closeout was completed in the same month.



Additional Rail Corridor Improvements

Completed:

- Installation of the Control Point project at Fourth Street in the City of Santa Ana, which provided greater efficiency and reliability for passenger rail service
- Implementation of Positive Train Control system, which improves rail safety by monitoring and controlling train movement
- Railroad ROW Slope Stabilization project at eight locations within the rail corridor to prevent future erosion and slope instability
- Replacement of detectable tiles and painted guidelines at six stations to meet the Federal Transit Administration (FTA) State of Good Repair requirement, enhance safety and provide clear warnings to passengers with and without disabilities

Underway:

- Replacement of stairs at the Fullerton Transportation Center
- Implementation of video surveillance systems
- ROW acquisition to replace the San Juan Creek railroad bridge in the City of San Juan Capistrano, which will
 not preclude a future bike trail on the south end along the creek

Segment: Sand Canyon Grade Separation

Status: PROJECT COMPLETE

Contact: Rose Casey, Capital Projects • (714) 560-5729

Summary: This project separated the local street from railroad tracks in the City of Irvine by constructing an underpass for vehicular traffic. Construction began on May 3, 2011, and opened to traffic on July 14, 2014. The project was completed and construction acceptance was obtained from the City of Irvine on January 15, 2016. The project completed the one-year warranty period, and no repairs were identified. The project closed out in January 2017.

Segment: Tustin Metrolink Station Parking Structure

Status: PROJECT COMPLETE

Contact: Jim Beil, Capital Programs • (714) 560-5646

Summary: This early completion project provided additional parking at the Tustin Metrolink Station to meet requirements associated with MSEP by constructing a new four-story parking structure with approximately 735 spaces and on-site surface parking. Construction on the parking structure began on October 27, 2010, and opened to the public on September 22, 2011.



Segment: Laguna Niguel to San Juan Capistrano Passing Siding Project

Status: PROJECT COMPLETE

Contact: Jim Beil, Capital Programs • (714) 560-5646

Summary: This project added new passing siding railroad track (approximately 1.8 miles) adjacent to the existing mainline track, which enhanced the operational efficiency of passenger services within the LOSSAN rail corridor. Construction began on March 12, 2019, and was completed on November 17, 2020.

TRANSIT EXTENSIONS TO METROLINK -

To broaden the reach of Metrolink to other Orange County cities, communities, and activity centers, Project S includes a competitive program that allows cities to apply for funding to connect passengers to their final destination via transit extensions. There are currently two categories for this program: a fixed guideway program (streetcar) and a rubber tire transit program.

Project: OC Streetcar

Status:

FFGA Executed November 30, 2018; Construction and Utility Relocation Work Ongoing, Vehicle

PROJECT S

Production Underway, Limited Operations and Maintenance (O&M) Contract Executed

Contact: Ross Lew, Rail • (714) 560-5775

Cleve Cleveland, Rail • (714) 560-5535

Summary: The OC Streetcar will serve the SARTC through downtown Santa Ana, and the Civic Center to Harbor Boulevard in the City of Garden Grove. At the request of the two cities, OCTA is serving as the lead agency for the project. Construction on the project began on November 19, 2018.

In the Pacific Electric ROW, the contractor continued installation of the overhead pole foundations, duct banks, and foundation and block for three soundwalls. The Fairview Road grade crossing was completed with the installation of rail and crossing panels, while preparations began for the Fifth Street crossing. Construction of the Westminster Bridge and Santa Ana River Bridge is substantially complete, and work is underway to prepare for rail installation on both bridges.

Construction of the westbound track on Santa Ana Boulevard between Bristol Street and Raitt Street is complete and construction of the eastbound track is underway. On Santa Ana Boulevard between French Street and Parton Street, the contractor encountered utility conflicts during excavation for track construction, which was addressed by employing a re-designed track slab to avoid the utilities, reducing the overall depth of excavation and allowing construction to advance. In addition, the Maintenance and Storage Facility yard utilities and car wash building slab have been completed. Other significant construction activities in the quarter include reconstruction of impacted sidewalks and curb ramps and inspection of special track work at the fabrication site.



All eight S700 vehicles are in various stages of production. Currently, the first seven cars are in the final stages of equipping with the installation of the remaining vehicle components. The eighth car is in final assembly and is anticipated to begin static and dynamic testing in the next quarter. Static testing is conducted when the vehicle is stationary inside the facility to verify the functionality of components in a controlled environment. Dynamic testing is performed on the test track while the vehicle is in motion. Dynamic testing allows the vehicle manufacturer to observe the functional behavior of the vehicle, monitor system functionality, performance in vehicle operation, and verify response time. This testing process usually takes approximately two months to verify component and system functionality. During the quarter, a first article inspection was conducted to observe the Computer Aided Dispatch/Automated Vehicle Location systems in a simulated environment at the manufacturer's facility.

Ongoing coordination with the vehicle manufacturer on the design features and first article inspections of multiple vehicle components, as well as extended testing efforts for the vehicle door, energy absorbing bumper, and emergency battery drive, has impacted the anticipated dates for delivery of the S700 vehicles. Staff is in negotiations with the contractor on an updated master program schedule, including options for vehicle storage to align with the availability of the project infrastructure that is needed to accept and test the vehicles. Staff is anticipated to go to the Board later this year with a potential contract amendment as a result of these discussions.

In May 2021, a limited Notice to Proceed (NTP) was issued for the O&M consultant. The general manager has been coordinating with staff on several processes which will be performed by the O&M consultant during system integration testing, pre-revenue operations, and revenue operations. The full NTP is pending discussions related to the revised revenue service date with FTA and OCTA that will occur later this year. Due to the dependency on the FTA risk analysis, this project is marked as a cost/schedule risk in the CAP.

Project: Bus and Station Van Extension Projects

Status: Last Service Completed on June 30, 2020; No Future Calls Anticipated

Contact: Joseph Alcock, Planning • (714) 560-5372

Summary: Bus and station van extension projects help enhance the frequency of service in the Metrolink corridor by linking communities within the central core of Orange County to commuter rail. To date, the Board has approved one round of funding for bus and van extension projects, totaling over \$732,000. On July 23, 2012, the Board approved funding for one project in the City of Anaheim and three projects in the City of Lake Forest. The City of Lake Forest has canceled all three projects. The Anaheim Canyon Metrolink Station Bus Connection project provided service between the Anaheim Canyon Metrolink station and the Anaheim Resort area; this project was completed on June 30, 2020 under Project S. As of July 1, 2020, this service has continued under a new Project V grant through June 30, 2027, and is subject to meeting Project V performance requirements.



METROLINK GATEWAYS ▼

Project:

Anaheim Regional Transportation Intermodal Center

Status: PROJECT COMPLETE

Contact: George Olivo, Capital Programs • (714) 560-5872

PROJECT T

PROJECT U



Summary: This project constructed the Anaheim Regional Transportation Intermodal Center (ARTIC) located at 2626 East Katella Avenue in the City of Anaheim. ARTIC is a major multi-modal transportation hub serving commuters and residents in the City of Anaheim. In addition to OCTA buses and Metrolink trains, ARTIC provides transit connections to Pacific Surfliner Amtrak, Anaheim Resort Transit, shuttle and charter bus service, taxis, bikes, other private transportation services available, and accommodates future high-speed rail trains. The City of Anaheim, which led the construction effort, began construction on September 24, 2012, and opened the facility to rail and bus service on December 6, 2014. This facility replaced the former Anaheim Metrolink Station that was located on the opposite side of the freeway in the Los Angeles Angels of Anaheim Stadium parking lot.

EXPAND MOBILITY CHOICES FOR SENIORS AND PERSONS WITH DISABILITIES -

Project U expands mobility choices for seniors and persons with disabilities, and includes the SMP, the SNEMT Program, and the Fare Stabilization Program. Since inception, more than \$91.7 million⁴ in Project U funding has been provided under M2.

Project: Senior Mobility Program

Status: Ongoing

Contact: Beth McCormick, Transit • (714) 560-5964

Summary: The SMP provides one percent of net M2 revenues to eligible local jurisdictions to provide transit services that best meet the needs of seniors living in their community. According to the SMP Funding and Policy Guidelines, M2 revenue is allocated to local jurisdictions proportionally, relative to the total county's senior population, by the residents age 60 and above multiplied by available revenues. The remaining unallocated funds are distributed to the M2 Project U Fare Stabilization Program.

Since inception, more than \$26.5 million⁵ and 2,498,500 boardings have been provided for seniors traveling to medical appointments, nutrition programs, shopping destinations, and senior and community center activities. Due to the COVID-19 pandemic, several local jurisdictions have modified or suspended service. This quarter, approximately \$992,000 was paid out to 30 of the 32 participating cities that are currently active. The remaining two cities have temporarily suspended services due to the COVID-19 pandemic.

⁴ Payments are made every other month (January, March, May, July, September, and November). July payments are based on June accruals, and therefore counted as June payments. The amount totaled for one fiscal year quarter either covers one or two payments, depending on the months that fall within that quarter.

⁵ Only includes disbursed funds. On October 12, 2020, the Board approved a temporary exception to the SMP guidelines, which allows for OCTA to hold allocations in reserve for agencies with suspended services due to the COVID-19 pandemic. The funds will be held until the State lifts the State of Emergency or transportation services resume, whichever occurs first.



Project: Senior Non-Emergency Medical Transportation Program

Status: Ongoing

Contact: Beth McCormick, Transit • (714) 560-5964

Summary: This program provides one percent of net M2 revenues to supplement existing countywide SNEMT services. Since inception, approximately \$28.6 million has been allocated to support 1.38 million SNEMT boardings⁶. This quarter, more than \$1 million in SNEMT funding was paid to the County of Orange.

⁶ The SNEMT program is operated by the County of Orange Office on Aging. Total boardings are calculated based on all services funded by M2 and the County of Orange.

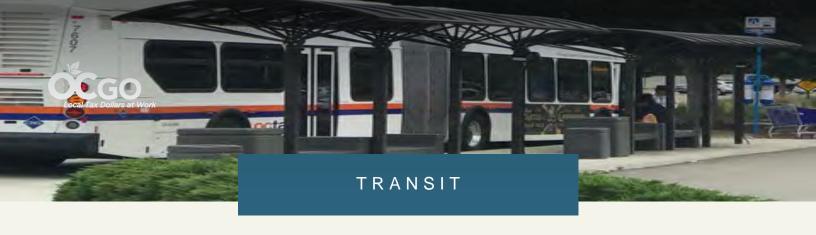
Project: Fare Stabilization Program

Status: Ongoing

Contact: Sean Murdock, Finance • (714) 560-5685

Summary: Between years 2011 to 2015, one percent of net M2 revenues were dedicated to stabilizing fares and providing fare discounts for bus services and specialized ACCESS services for seniors and persons with disabilities. Effective January 28, 2016, an amendment to the M2 Ordinance, adjusted this amount to 1.47 percent of net M2 revenues to be dedicated to the Fare Stabilization Program.

Approximately \$1.56 million in revenue was allocated this quarter to support the Fare Stabilization Program. The amount of funding utilized each quarter varies based on ridership. During the quarter, based on 1.9 million program-related boardings recorded on fixed-route and ACCESS services, approximately \$548,000 was utilized. In early April 2020, in response to the COVID-19 pandemic, OCTA temporarily implemented rear-door boarding for passengers in an additional effort to reinforce social distancing and help ensure the health of coach operators and the public. In the latter half of September 2020, OCTA returned to front-door boarding on fixed-route services after installing protective shields. The senior and disabled boardings recorded are based on pass sales and ACCESS boardings figures. Since inception, more than \$36 million has been allocated and 123 million program-related boardings have been provided.



COMMUNITY BASED TRANSIT/CIRCULATORS ▼

Status: Service Updates

Contact:

Joseph Alcock, Planning • (714) 560-5372

PROJECT V

Summary: This program provides funding for local jurisdictions to develop local bus transit services, such as community-based circulators and shuttles, that complement regional bus and rail services to meet needs in areas not adequately served by regional transit. To date, through a competitive process, OCTA has issued four calls (June 2013, June 2016, June 2018, and April 2020), which awarded 35 projects and ten planning studies totaling approximately \$52 million. Out of the 35 projects, 12 are currently active, nine have been cancelled (primarily due to low ridership), 11 are currently suspended (or not initiated) due to COVID-19, and three have been completed. The services that were suspended (or not initiated) as a result of COVID-19 are anticipated to restart in summer 2021 or later.

On January 25, 2021, the Board approved changes to the Project V program guidelines to better support these key community services in a post COVID-19 environment. Key revisions included modifying minimum performance standards and allowing for escalation in the subsidy per boarding and annual fiscal year funding caps. During the quarter, staff worked with Project V funded local jurisdictions to update existing cooperative agreements to incorporate these programmatic changes.

SAFE TRANSIT STOPS ▼

Status: City-Initiated Improvements Underway or Completed

Contact: Joseph Alcock, Planning • (714) 560-5372

PROJECT W

Summary: This program provides funding for passenger amenities at the busiest transit stops across Orange County. Stop improvements are designed to ease transfers between bus lines and provide passenger amenities such as the installation of bus benches or seating, shelters, and lighting.

On July 14, 2014, the Board approved the first round of funding in the amount of \$1,205,666 to support 51 city-initiated improvements and \$370,000 for OCTA-initiated improvements. The City of Anaheim postponed the development of its eight proposed stop improvements. In addition, the OCTA-initiated improvements were funded through another grant source. As a result, the Board approved to deallocate and return the funds to the program to support future calls. The 43 stop improvements funded through the first call are now complete.

On October 22, 2018, the Board authorized a second Project W call, providing up to \$3 million (in total) to eligible agencies. Eligible agencies were able to receive between \$20,000 to \$35,000 (per identified bus stop based on ridership). On June 24, 2019, funding recommendations were approved by the Board providing just under \$1 million to support improvements at 36 locations.

On April 13, 2020, the Board directed staff to return with additional programming recommendations for Project W. On September 14, 2020, funding recommendations were approved by the Board providing \$1.03 million to support improvements at 35 locations.



CLEAN UP HIGHWAY AND STREET RUNOFF THAT POLLUTES BEACHES ▼

Project: Environmental Cleanup Program

Status: Ongoing

Contact: Dan Phu, Planning • (714) 560-5907

PROJECT X

Summary: This program implements street and highway-related water quality improvement programs and projects that assist agencies countywide with federal Clean Water Act standards for urban runoff. It is intended to augment, not replace, existing transportation-related water quality expenditures and to emphasize high-impact capital improvements over local operations and maintenance costs. The ECAC is charged with making recommendations to the Board on the allocation of funds. These funds are allocated on a countywide, competitive basis to assist agencies in meeting the Clean Water Act standards for controlling transportation related pollution.

The ECP is composed of a two-tiered funding process focusing on early priorities (Tier 1), and a second program designed to prepare for more comprehensive capital investments (Tier 2). To date, there have been ten rounds of funding under the Tier 1 grants program. A total of 189 projects, amounting to more than \$27 million, have been awarded by the Board since 2011. There have been two rounds of funding under the Tier 2 grants program. A total of 22 projects in the amount of \$27.89 million have been awarded by the Board since 2013. To date, all Orange County cities plus the County of Orange have received funding under this program. On February 9, 2021, the Board approved the release of the eleventh Tier 1 call. Applications were due on May 6, 2021, and funding recommendations are anticipated to be presented to the Board in August 2021. Staff will evaluate M2 revenues on a regular basis and prior to each call to ensure adequate funding availability. The appropriate timing of the next Tier 2 call is being assessed and will be determined by funding availability as well as the number of viable projects from eligible agencies.

Staff estimates that over 33 million gallons of trash have been captured as a result of the installation of Tier 1 devices since the inception of the Tier 1 Program in 2011. This is equivalent to filling nearly 78 football fields with one foot deep of trash. Over time, the volume of trash captured is expected to increase. It is estimated that the funded Tier 2 projects, once fully functional, will have an annual groundwater recharge potential of approximately 157 million gallons of water from infiltration or through pumped and treated recharge facilities.

FREEWAY MITIGATION ▼

Project: Environmental Mitigation Program

Status: Biological Permits Issued and Conservation Plan in Place

Contact: Dan Phu, Planning • (714) 560-5907

Summary: Working in collaboration with the United States Fish and Wildlife Service and the California Department of Fish and Wildlife (Wildlife Agencies), this program allocates funds to acquire land and fund habitat restoration projects to offset the environmental impacts of M2 freeway projects. In June 2017, OCTA received biological resource permits after completing a state and federal conservation plan, developed to protect the natural habitat



and wildlife on OCTA's Preserves, allowing streamlined project approvals for the M2 freeway improvement projects with little additional coordination from the Wildlife Agencies. This program represents the culmination of years of collaboration and support by the Board, environmental community, and Wildlife Agencies. The OCTA Conservation Plan is unique, as it is only the second state/federal conservation plan approved in Orange County.

The Conservation Plan also includes a streamlined process for coordination for streambed alteration agreements for portions of freeway projects that cross through streams and riverbeds. In 2017, the United States Army Corps of Engineers (Corps) issued a programmatic permit to OCTA and Caltrans (as owner/operator of the state highway system). The State Board provided a letter to OCTA in 2018, which further secured assurances related to advanced mitigation and freeway project permit issuance. These efforts are the result of years of collaboration between OCTA, the Corps, and the State Board, and constitute another groundbreaking milestone for the M2 EMP.

To date, the Board has approved the acquisition of seven properties (Preserves) totaling 1,300 acres and 12 restoration projects totaling 350 acres. The restoration project plans have been approved by the Wildlife Agencies and are currently at various stages of implementation. To date, three restoration projects have been completed and have been approved by the Wildlife Agencies. The Board authorized \$42 million (inclusive of setting aside funds for long-term land management) for property acquisitions, \$10.5 million to fund habitat restoration activities, and \$2.5 million for conservation plan development and program support, for a total of approximately \$55 million.

Three restoration projects were affected by the 2020 Silverado and Bond fires. The fire damage will result in an extension of the project timeline(s) in order to meet the restoration needs. It is estimated that these projects will take an additional three to four years to perform additional monitoring, weeding and plant seeding. OCTA will continue to coordinate with the Irvine Ranch Conservancy and the Wildlife Agencies to implement and monitor the restoration efforts. Status updates are included in the OCTA Conservation Plan annual reports and will be shared with the Board, Environmental Oversight Committee (EOC), and the public.

As part of the Conservation Plan requirement, an endowment has been established to pay for the long-term management of the Preserves. A review of the Next 10 Plan confirms that OCTA will be able to continue endowment deposits of \$2.9 million annually; the performance of the endowment fund may affect the time frame for full funding. Current projections indicate that OCTA remains on track to meet the endowment target of \$46.2 million in FY 2027-28. OCTA is anticipated to make its sixth endowment deposit in July 2021. Quarterly investment reports are provided to the Board, with the most recent one in September 2021. As of June 30, 2021, the endowment balance was \$19,181,289. The next report is anticipated to be presented to the Board in December 2021.

Staff will continue to oversee and provide endowment updates to the Finance and Administration Committee and the EOC on a regular basis. Resource management plans (RMPs) for the Preserves were finalized in 2018. These RMPs guide the management of the Preserves as outlined within the Conservation Plan. The RMPs will be reviewed and updated as necessary, approximately every five years. Staff will continue to oversee and manage the Preserves until a long-term manager(s) is established.



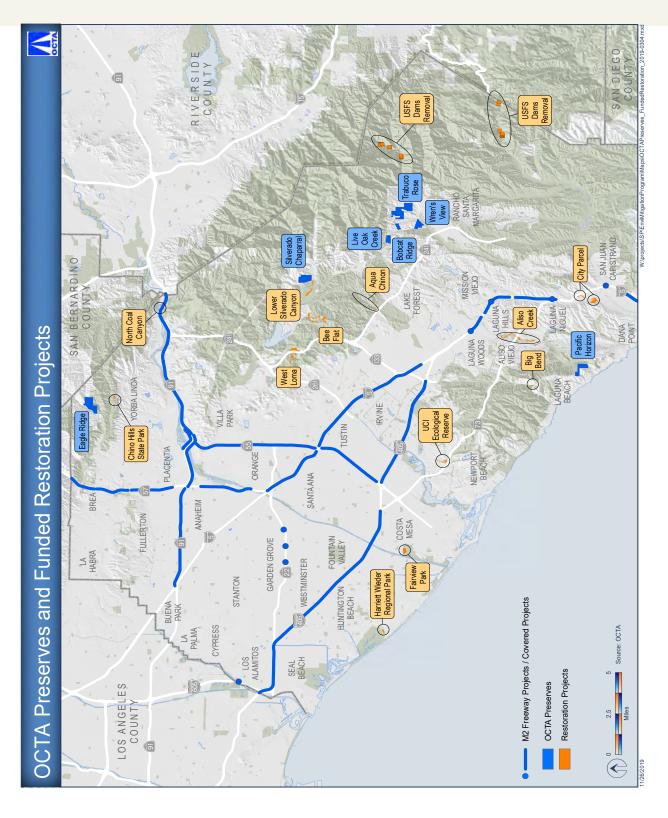
In coordination with the local fire authority, staff has been working with a consultant to draft fire management plans (FMPs) for the seven Preserves. The FMPs will provide guidelines for decision-making at all stages including fire prevention, pre-fire vegetation management, suppression activities, and post-fire responses that are compatible with conservation and stewardship responsibilities. These FMPs are a requirement of the Conservation Plan and will require approval by the Wildlife Agencies as well as the local fire authority. The first FMP (Silverado Chaparral Preserve) has been approved by the Orange County Fire Authority. OCTA is coordinating with the Wildlife Agencies to obtain their approval. The remaining FMPs were anticipated to be completed in 2020. However, due to coordination delays with SCE regarding easement confirmation, they are anticipated to be finalized in late 2021. Once completed, these FMPs will be publicly available on the OCTA EMP website.

Conservation Plan annual reports are completed annually. These reports include the tracking of impacts associated with covered freeway improvement projects, other management and monitoring activities on Preserves, status and activities, the progress of the restoration projects, plan administration, and public outreach activities. Annual reports are reviewed and must be approved by the Wildlife Agencies. In summary, the annual reports to date document that OCTA's activities through 2020 were in compliance and on target with the Conservation Plan commitments. OCTA will continue with its efforts to complete the required objectives on time. The next annual report is anticipated to be provided to the Board in late 2021. The annual reports are available for public review at www.PreservingOurLegacy.org.

To date, multiple freeway projects have utilized the Conservation Plan and/or the Clean Water Act's streamlined permitting process. Some of the projects that benefit from these mechanisms include: Project C (I-5 from SR-73 to El Toro Road), Project K (I-405 from SR-73 to I-605), and Project M (I-605/Katella Avenue Interchange). If these mechanisms were not in place, it is anticipated that these projects would incur an additional \$700,000 to \$2.5 million (in 2018 dollars) in mitigation-related costs and unknown schedule risks. Furthermore, a strong partnership has been forged through collaboration with the environmental community.

OCTA provides docent-led hikes and equestrian rides in the Preserves. OCTA is anticipated to release the wilderness Preserve hiking and equestrian riding tour calendar for the remainder of 2021 in August with docent-led hike and equestrian ride events anticipated to resume in September 2021. Staff will continue to monitor the impacts of COVID-19 and potential health agency guidance on public gatherings. The schedule will also be available on the M2 website at www.PreservingOurLegacy.org.

As part of the safeguards in place for the M2 Program, a 12-member EOC makes recommendations on the allocation of environmental freeway mitigation funds and monitors the implementation of the Conservation Plan between OCTA and state and federal Wildlife Agencies. The EOC has led efforts with policy recommendations to the Board and has operated in an open and transparent manner which has garnered the trust of stakeholders, ranging from the environmental community to the recreational community to Orange County citizens. See map of Preserves and funded restoration properties on the following page.





PROGRAM MANAGEMENT OFFICE -

Contact: Francesca Ching, PMO Manager • (714) 560-5625

The M2 PMO provides inter-divisional coordination for all Measure M-related projects and programs. To ensure agency-wide compliance, the PMO holds a bi-monthly committee meeting comprised of executive directors and key staff from each of the divisions, who meet to review significant issues and activities within the M2 programs. This quarter, the focus of the PMO has been on several major items, including the following.

Market Conditions Forecast and Risk Analysis

On September 11, 2017, the Board was presented with a Next 10 Plan Market Conditions Forecast and Risk Analysis Report conducted by Dr. Wallace Walrod and Dr. Marlon Boarnet. The consultant's analysis identified strong potential for OCTA to experience an increasing cost environment during the Next 10 Plan delivery years. This, coupled with a reduction in revenue, could present the potential for significant challenges in the delivery of M2 and Next 10 Plan.

The Board directed staff to continue to work with the consultant to monitor and track key early warning indicators and provide the Board with updates in a timeline consistent with updates on the M2 sales tax revenue forecast. The consultant team continues to analyze trends in material costs, labor costs, and general economic conditions to determine a range of potential cost impacts providing insight on OCTA's capital program twice a year.

During the quarter, the contract for the consultant team was executed to continue monitoring efforts. An updated market conditions forecast is anticipated to be presented to the Board in the fall of 2021.

Next 10 Delivery Plan

On November 14, 2016, the Board adopted the Next 10 Plan, which provides guidance on the delivery of M2 projects and programs between FY 2016-17 and FY 2025-26. With four years of the Next 10 Plan completed to date, on December 14, 2020, the Board approved to shift the timeframe from four years to FY 2020-21 through FY 2029-30. The PMO monitors progress on the ten deliverables identified in the Next 10 Plan and provides status updates.

Annually, OCTA reviews the Next 10 Plan and M2 program assumptions based on changes to the revenue forecast and updated project cost and schedules. On October 26, 2020, the 2020 M2 sales tax revenue forecast of \$11.6 billion was presented to the Board. This year-over-year decline of \$1.8 billion is attributed to the economic impacts of the COVID-19 pandemic and represents the lowest forecast since M2 inception. On December 14, 2020, the Board directed staff to pursue a financially prudent course of action with a proactive stance on project delivery. Given the fluidity of current events, the Board directed staff to review FY 2020-21 second-quarter sales tax revenue actuals to provide an additional financial data point before updating the Next 10 Plan.



On March 8, 2021, staff provided an update to the Board on sales tax collections through December 2020. The sales tax receipts did not materially impact the short- or long-term sales tax forecasts and reconfirmed the October 2020 forecast of \$11.6 billion. To address the lower revenue forecast, staff prepared a 2020 updated Next 10 Plan.

Despite the lower forecast, prudent financial decisions to date result in a delivery plan that continues to fulfill OCTA's commitment to the voters in Orange County. The 2020 updated Next 10 Plan was approved by the Board on April 12, 2021. The next review of the Next 10 Plan is anticipated in fall 2021.

M2 Performance Assessment

The M2 Ordinance includes a requirement for a performance assessment to be conducted at least once every three years to evaluate OCTA's efficiency and effectiveness in the delivery of M2 as committed to the voters. Four performance assessments have been completed covering FY 2006-07 through FY 2008-09, FY 2009-10 through FY 2011-12, FY 2012-13 through FY 2014-15, and FY 2015-16 through FY 2017-18. The fifth assessment will cover the period between July 1, 2018 and June 30, 2021. This quarter, a consultant was selected and contract was executed to initiate efforts by July 1, 2021.

M2 Ordinance Tracking Matrix

The M2 Ordinance includes numerous requirements that staff must follow to keep the commitment to Orange County voters through the passage of M2. The PMO annually updates the M2 Ordinance Tracking Matrix to verify that OCTA complies with all requirements detailed in the M2 Ordinance. The tracking matrix update for 2020 was finalized and shared with the Taxpayer Oversight Committee (TOC) on April 13, 2021. This document is for PMO tracking purposes but is also helpful to TOC members during their annual compliance finding. On June 9, 2021, the TOC held the Measure M annual public hearing and determined that Measure M is being delivered as promised to Orange County voters for the 30th consecutive year.

PMO M2 Tracking Tools

The PMO has developed several tracking tools to assist in reporting consistency and increased transparency of the M2 program. See the following for a brief explanation of PMO M2 tracking tools and their current status:

Local Jurisdiction Fact Sheets

Fact sheets have been created for the County of Orange and each of Orange County's 34 cities. The city fact sheets provide data on transportation and transit projects (funded through Measure M, state, and federal grants) in a format that emphasizes key points concisely on a single printed page. The city fact sheets are utilized when speaking with the jurisdictions to provide a summary overview of how OCTA has provided the local agency



with funding (M2 and other) and transportation improvements. During the quarter, the city fact sheets through December 2020 were completed. The update incorporated the March 2020 semi-annual review (SAR) of CTFP projects, the 2020 Project W Safe Transit Stops projects, the 2020 Tier 1 ECP projects, the September 2020 SAR of CTFP projects and programming updates.

Engineer's Estimate versus Bids Tracking

The estimate versus bid tracking process allows the PMO to monitor the bidding environment for capital projects in the M2 Program. Capital projects that were planned for and began construction early in the M2 Program have shown cost savings due to a favorable bidding environment during the recession. For these earlier M2 projects, savings can be primarily traced back to construction costs.

More recent market conditions analyses have indicated that OCTA could potentially experience a low inflationary cost environment for the remainder of 2021. Highway project construction bids in the region have continued to reflect a favorable market with a high number of bidders and competitive bids priced below the engineer's estimates. However, recent steel and lumber product material pricing has increased significantly due to demand, production capacity, and supply chain issues.

It should be noted that the engineer's estimate is based on a number of factors – such as bidding history and historical and current market rates (materials, labor, equipment, etc.) – and adjusted accordingly for the project's conditions. Because the estimate uses prior information, there may be a lag between an uptick or a downtick in the market. Staff will continue to track the construction market and update the spreadsheet as appropriate.

M2 Administrative Safeguards

M2 includes a one percent cap on administrative expenses for salaries and benefits of OCTA administrative staff on an annual basis. In a legal opinion on M2, it was determined that in years where administrative salaries and benefits are above one percent, only one percent can be allocated with the difference borrowed from other, non-M2 fund sources. Conversely, in years where administrative salaries and benefits are below one percent, OCTA can still allocate the full one percent for administrative salaries and benefits but may use the unused portion to repay the amount borrowed from prior years in which administrative salaries and benefits were above one percent.

Based on the original M2 revenue projections, OCTA expected to receive \$24.3 billion in M2 funds, with one percent of total revenues available to fund administrative salaries and benefits over the life of the program. As M2 revenue projections declined (currently \$11.6 billion or 52 percent lower) as a result of economic conditions, the funds available to support administrative salaries and benefits have also declined from the original expectations. While revenue has declined, the administrative effort needed to deliver M2 remains the same. Additionally, the initiation of the Early Action Plan (EAP) in 2007 required administrative functions four years prior to revenue collection. While the EAP resulted in project savings and significant acceleration of the program, administrative functions were required during this time with associated administrative costs.



As a result of the aforementioned factors, OCTA has incurred higher than one percent administrative costs. OCTA currently has Board approval to use funds from the Orange County Unified Transportation Trust (OCUTT) fund to cover costs above the one percent, with the understanding that those funds will be repaid with interest in future years that OCTA administrative costs fall below the one percent cap. As of June 30, 2012, OCTA had borrowed approximately \$5.2 million from OCUTT. Over the last few years, OCTA has experienced under runs in the one percent administration cap and has made payments to OCUTT to reduce the outstanding balance. As of June 30, 2021, the principal and accrued interest balances have been paid off.

Staff meets quarterly to review all labor costs to ensure costs attributed to the one percent cap are accurately reported and that there are no misplaced project related costs.

Taxpayer Oversight Committee

The M2 Ordinance requires a TOC to oversee compliance with the M2 Ordinance. With the exception of the elected Auditor Controller of Orange County who is identified as the chair in the M2 Ordinance, all other members cannot be elected or appointed officials. Members are recruited and screened for expertise and experience independently by the Grand Jurors Association of Orange County and are selected from the qualified pool by lottery. The TOC is scheduled to meet every other month. The responsibilities of the 11-member M2 TOC are to:

- Approve, by a vote of no less than two-thirds of all committee members, any amendments to the Plan proposed by OCTA which changes funding categories, programs or projects identified on page 31 of the Plan
- Receive and review the following documents submitted by each eligible jurisdiction:
 - Congestion Management Program
 - Mitigation Fee Program
 - Expenditure Report
 - Local Traffic Signal Synchronization Plan
 - Pavement Management Plan
- Review yearly audits and hold an annual Public Hearing to determine whether OCTA is proceeding in accordance with the Plan
- The Chair shall annually certify whether M2 funds have been spent in compliance with the Plan
- Receive and review the triennial performance assessments of the Orange County Local Transportation
 Authority to assess the performance of the Authority in carrying out the purposes of the Ordinance

On March 12, 2020, and March 18, 2020, the Governor enacted Executive Orders N-25-20 and N-29-20, authorizing a local legislative body to hold public meetings via teleconferencing and make public meetings accessible telephonically or electronically to all members of the public due to COVID-19. As a result, the TOC held a meeting on April 13, 2021 and June 8, 2021, via teleconference.



At the April 13, 2021 meeting, the TOC unanimously voted to affirm that the TOC received and reviewed the FY 2019-20 M2 Expenditure Reports of all 35 Orange County local jurisdictions. In addition, the committee received presentations on the OC Streetcar, Next 10 Plan, I-5, SR-73 to El Toro Road project, and the M2 Quarterly Progress Report for the period October to December 2020 and received updates on the proposed amendment to the M2 Ordinance, Sales Tax Revenue, the I-405 Improvement Project, Ordinance Compliance Matrix, the M2 Performance Assessment, and the annual M2 public hearing.

The TOC held its annual M2 public hearing on June 8, 2021, and determined unanimously that OCTA is proceeding in accordance with the M2 Ordinance for the 30th consecutive year. In addition, the TOC received and filed the M2 Quarterly Revenue and Expenditure Reports through March 2021, received presentations on the SR-55, I-405 to I-5 improvement project and the M2 Quarterly Progress Report for the period January 2021 to March 2021, selected a new Co-Chair, and received updates on programming recommendations for the 2021 CTFP call, the amendment to the M2 Ordinance, and the I-405 Improvement Project.

Two subcommittees assist the TOC with their safeguard responsibilities: the Annual Eligibility Review (AER) Subcommittee and the Audit Subcommittee. The AER Subcommittee meets a few times per year, as needed, as needed, to ensure local jurisdictions have submitted the following documents in order to be deemed eligible to receive M2 funding: Congestion Management Program, Mitigation Fee Program, Local Traffic Signal Synchronization Plan, Pavement Management Plan, and an Expenditure Report. The Audit Subcommittee meets as needed and is responsible for reviewing the quarterly M2 Revenue and Expenditure Reports and the Annual M2 Audit, as well as any other items related to M2 audits.

M2 FINANCING AND SCHEDULE OF FUNDING ▼

Contact: Sam Kaur, Revenue and Grants • (714) 560-5889

Revenue Forecast and Collection

OCTA contracts with three universities (Chapman University; University of California, Los Angeles; and California State University, Fullerton) to provide a long-range forecast of taxable sales to forecast M2 revenues for purposes of planning projects and program expenditures.

In the past, OCTA averaged the three university taxable sales projections to develop a long-range forecast of M2 taxable sales. On March 28, 2016, the Board approved a new sales tax forecast methodology as part of the FY 2016-17 budget development process. This methodology includes a more conservative approach by utilizing the MuniServices, LLC forecast for the first five years and the three-university average for the remaining years.

Revenue forecast information is updated quarterly based on the actual revenues received for the previous quarter. As required by law, OCTA pays the California Department of Tax and Fee Administration a fee to collect the sales tax. The M2 Ordinance estimated this fee to be 1.5 percent of the revenues collected over the life of the program.



Current Forecast

Original projections in 2005 during the development of M2 estimated total nominal M2 sales tax collections at \$24.3 billion. OCTA received final sales tax receipts for FY 2019-20 in September 2020 and prepared the final 2020 M2 sales tax forecast update that was presented to the Board in October 2020. As a result, the most current revised total nominal sales tax collections over the life of M2 is estimated to be approximately \$11.6 billion, which represents a year-over-year decline of \$1.8 billion in forecasted sales tax when compared to last year's forecast.

Furthermore, the COVID-19 pandemic was projected to continue into FY 2020-21 and as a result, the assumed budget rate is negative 6.6 percent. Based on the latest sales tax forecast information provided by MuniServices, LLC to date, the actual growth rate is expected to be 3.9 percent, an improvement when compared to the budget rate. The next updated forecast is anticipated to be brought to the Board in the fall of 2021.

OCTA staff is working closely with MuniServices, LLC and the three universities to monitor and determine the impact of the pandemic on OCTA's sales tax collections and long-term forecast.

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(\$ in thousands)	Quarter Ended June 30, 2021	Year to Date June 30, 2021	Period from Inception to June 30, 2021
		(A)	(B)
Revenues:	¢ 100 571	ф 24E24E	<u>ቀ</u>
Sales taxes Other agencies' share of Measure M2 costs:	\$ 109,571	\$ 345,345	\$ 3,077,036
Project related	39,348	66,551	794,392
Non-project related	-	-	453
Interest:			.00
Operating:			
Project related	1,282	3,956	6,116
Non-project related	(6,695)	4,364	88,883
Bond proceeds	2,188	9,868	83,644
Debt service	1	3	1,064
Commercial paper	-	-	395
Right-of-way leases	37	268	1,413
Proceeds on sale of assets held for resale Donated assets held for resale	-	-	12,201
Project related			2,071
Miscellaneous:	-	-	2,071
Project related	19	20	331
Non-project related	-	-	101
Total revenues	145,751	430,375	4,068,100
Expenditures:			
Supplies and services:			
Sales tax administration fees	694	2,786	32,361
Professional services:			
Project related	17,819	34,462	445,812
Non-project related	1,299	3,606	34,280
Administration costs:			
Project related	2,622	10,493	94,002
Non-project related:	750	0.000	00.005
Salaries and Benefits	750 4.533	2,999	30,905
Other Other:	1,532	6,129	53,949
Project related	238	369	5,548
Non-project related	36	166	5,184
Payments to local agencies:	00	100	0,101
Project related	39,248	97,438	1,136,714
Capital outlay:		,	,,
Project related	148,894	320,012	1,607,053
Non-project related	-	-	31
Debt service:			
Principal payments on long-term debt	-	8,065	67,095
Interest on long-term debt and			
commercial paper	-	35,776	250,005
Total expenditures	213,132	522,301	3,762,939
Excess (deficiency) of revenues over (under) expenditures	(67,381)	(91,926)	305,161
Other financing sources (uses): Transfers out:			
Project related	(12,267)	(57,436)	(318,620)
Transfers in:			
Project related	12,930	16,258	189,901
Bond proceeds	-	-	804,625
Payment to refunded bond escrow agent			(45,062)
Total other financing sources (uses)	663	(41,178)	630,844
Excess (deficiency) of revenues over (under)			
expenditures and other sources (uses)	\$ (66,718)	\$ (133,104)	\$ 936,005



(\$ in thousands)		uarter Ended ine 30, 2021 (actual)		ear to Date une 30, 2021 (actual)		Period from Inception through June 30, 2021 (actual)	l	Period from July 1, 2021 through March 31, 2041 (forecast)		Total
				(C.1)		(D.1)		(E.1)		(F.1)
Revenues: Sales taxes Operating interest	\$	109,571 (6,695)	\$	345,345 4,364	\$	3,077,036 88,883	\$	8,573,521 177,323	\$	11,650,557 266,206
Subtotal		102,876		349,709		3,165,919		8,750,844		11,916,763
Other agencies share of M2 costs Miscellaneous		1 -		-		453 101		-		453 101
Total revenues		102,877		349,709		3,166,473		8,750,844		11,917,317
Administrative expenditures:										
Sales tax administration fees		694		2,786		32,361		91,321		123,682
Professional services		1,299		3,606		30,505		84,370		114,875
Administration costs:		750						00.400		440.004
Salaries and Benefits		750 1,532		2,999		30,905		88,429		119,334
Other Other		36		6,129 166		53,949 2.164		150,734		204,683
Capital outlay		-		-		2, 104		6,151		8,315 31
Environmental cleanup		1,087		1,498		46,020		171,443		217,463
Total expenditures	-	5,398		17,184	_	195,935	_	592,448		788,383
Net revenues	\$	97,479	\$	332,525	\$	2,970,538	\$	8.158.396	\$	11,128,934
	<u>*</u>		Ť		Ť		Ť	5,155,555	Ť	
Bond revenues:				(C.2)		(D.2)		(E.2)		(F.2)
Proceeds from issuance of bonds	\$	-	\$	_	\$	804,625	\$	572,988	\$	1,377,613
Interest revenue from bond proceeds		2,188		9,868		83,644		86,520		170,164
Interest revenue from debt service funds		1		3		1,063		5,223		6,286
Interest revenue from commercial paper		-		-		395		-		395
Total bond revenues		2,189		9,871		889,727		664,731		1,554,458
Financing expenditures and uses:										
Professional services		-		-		3,775		2,005		5,780
Payment to refunded bond escrow		-		-		45,062		-		45,062
Bond debt principal		-		8,065		67,095		1,236,323		1,303,418
Bond debt and other interest expense		1		35,776		250,005		622,570		872,575
Other				-	_	3,020			_	3,020
Total financing expenditures and uses		1		43,841	_	368,957	_	1,860,898		2,229,855
Net bond revenues (debt service)	\$	2,188	\$	(33,970)	\$	520,770	\$	(1,196,167)	\$	(675,397)



Project	Description (G)		Net Revenues through June 30, 2021 (H)		Total Net Revenues (I)
	(\$ in thousands)				
	Freeways (43% of Net Revenues)	5)			
A B C D E F G H I J K L M	I-5 Santa Ana Freeway Interchange Improvements I-5 Santa Ana/SR-55 to El Toro I-5 San Diego/South of El Toro I-5 Santa Ana/San Diego Interchange Upgrades SR-22 Garden Grove Freeway Access Improvements SR-55 Costa Mesa Freeway Improvements SR-57 Orange Freeway Improvements SR-91 Improvements from I-5 to SR-57 SR-91 Improvements from SR-57 to SR-55 SR-91 Improvements from SR-55 to County Line I-405 Improvements between I-605 to SR-55 I-405 Improvements between SR-55 to I-5 I-605 Freeway Access Improvements	\$	117,084 74,784 156,195 64,273 29,894 91,176 64,446 34,876 103,756 87,738 267,251 79,642 4,982	\$	438,648 280,175 585,176 240,790 111,995 341,586 241,443 130,661 388,717 328,706 1,001,238 298,374 18,666
N	All Freeway Service Patrol		37,367		139,994
	Freeway Mitigation _		63,867	_	239,272
	Subtotal Projects Net (Bond Revenue)/Debt Service		1,277,331		4,785,441 <u>-</u>
	Total Freeways %	\$	1,277,331	\$	4,785,441
	Street and Roads Projects (32% of Net Ro	eve	enues)		
O P Q	Regional Capacity Program Regional Traffic Signal Synchronization Program Local Fair Share Program	\$	297,057 118,818 534,697	\$	1,112,908 445,143 2,003,208
	Subtotal Projects Net (Bond Revenue)/Debt Service		950,572 <u>-</u>		3,561,259
	Total Street and Roads Projects %	\$	950,572	\$	3,561,259



Expenditures through une 30, 2021	imbursements through une 30, 2021 (K)	i	Net M2 Cost (L)
\$ 10,821 11,084 224,803 2,636 5 47,376 51,541 35,013 32,264 15,859 1,000,634 9,198 2,860 6,079 57,116	\$ 7,502 8,259 52,383 527 - 28,283 12,432 824 30,758 14,359 151,615 6,954 24 - 6,951	\$	3,319 2,825 172,420 2,109 5 19,093 39,109 34,189 1,506 1,500 849,019 2,244 2,836 6,079 50,165
1,507,289 62,850	320,871		1,186,418 62,850
\$ 1,570,139	\$ 320,871	\$	1,249,268 45.8%
\$ 791,914 84,747 517,585	\$ 506,842 14,980 77	\$	285,072 69,767 517,508
1,394,246 69,808	521,899 -		872,347 69,808
\$ 1,464,054	\$ 521,899	\$	942,155 34.5%



Project	(G)		et Revenues through une 30, 2021 (H)	 Total Net Revenues (I)
	(\$ in thousands) Transit Projects (25% of Net Reve	nues)	1	
R S T U V W	High Frequency Metrolink Service Transit Extensions to Metrolink Metrolink Gateways Expand Mobility Choices for Seniors and Persons with Disabilities Community Based Transit/Circulators Safe Transit Stops	\$	283,679 262,230 33,538 97,237 59,395 6,556	\$ 1,109,946 982,427 56,883 385,897 222,520 24,561
	Subtotal Projects Net (Bond Revenue)/Debt Service		742,635 -	2,782,234
	Total Transit Projects %	\$	742,635	\$ 2,782,234
	Measure M2 Program	\$	2,970,538	\$ 11,128,934
	Net (Bond Revenue)/Debt Service			
	Total Environmental Cleanup	\$	63,318	\$ 238,335
	Taxpavor Safaguarda and Aud	ito		
	Taxpayer Safeguards and Aud Collect Sales Taxes (1.5% of Sales Taxes)	# <u>\$</u>	46,156	\$ 174,758
	Oversight and Annual Audits (1% of Revenues) %	\$	31,659	\$ 119,168



	Expenditures through June 30, 2021	eimbursements through June 30, 2021	;	Net M2 Cost
	(J)	(K)		(L)
(319,268 133,840 98,220	\$ 98,818 2,133 60,956	\$	220,450 131,707 37,264
_	93,405 14,292 1,169	88 1,323 26		93,317 12,969 1,143
_	660,194 39,040	163,344 <u>-</u>		496,850 39,040
3	699,234	\$ 163,344	\$	535,890 19.6%
_				
<u> </u>	3,733,427	\$ 1,006,114	\$	2,727,313
_	<u> </u>	<u>-</u>		-
\$	46,020	\$ 311	\$	45,709 1.4%
\$	32,361	\$ 	\$	32,361 1.1%
\$	30,905	\$ 	\$	30,905 1.0%



M2 Funds						
ENTITY	4TH QUARTER FY 2020-21	FUNDS TO DATE				
ALISO VIEJO	\$238,675	\$6,446,218				
ANAHEIM	\$2,077,058	\$53,628,109				
BREA	\$343,266	\$9,264,763				
BUENA PARK	\$511,079	\$14,367,266				
COSTA MESA	\$883,219	\$23,625,491				
CYPRESS	\$309,184	\$8,510,183				
DANA POINT	\$202,219	\$5,392,601				
FOUNTAIN VALLEY	\$363,963	\$10,017,098				
FULLERTON	\$773,676	\$21,021,996				
GARDEN GROVE	\$886,802	\$24,044,669				
HUNTINGTON BEACH	\$1,154,892	\$31,443,296				
IRVINE	\$1,718,753	\$44,138,351				
LAGUNA BEACH	\$147,261	\$4,111,805				
LAGUNA HILLS	\$198,531	\$5,495,809				
LAGUNA NIGUEL	\$388,752	\$10,742,448				
LAGUNA WOODS	\$73,853	\$2,052,480				
LA HABRA	\$315,623	\$8,518,550				
LAKE FOREST	\$478,762	\$12,836,510				



M2 Funds					
ENTITY	4TH QUARTER FY 2020-21	FUNDS TO DATE			
LA PALMA	\$83,849	\$2,611,166			
LOS ALAMITOS	\$75,014	\$2,092,449			
MISSION VIEJO	\$542,362	\$15,072,307			
NEWPORT BEACH	\$653,367	\$17,786,762			
ORANGE	\$999,599	\$26,702,020			
PLACENTIA	\$279,216	\$7,434,632			
RANCHO SANTA MARGARITA	\$249,175	\$6,837,887			
SAN CLEMENTE	\$339,719	\$9,111,717			
SAN JUAN CAPISTRANO	\$225,278	\$6,130,052			
SANTA ANA	\$1,643,316	\$44,913,248			
SEAL BEACH	\$140,878	\$4,018,898			
STANTON	\$174,864	\$4,816,819			
TUSTIN	\$539,041	\$14,486,722			
VILLA PARK	\$30,465	\$841,768			
WESTMINSTER	\$498,590	\$13,797,815			
YORBA LINDA	\$363,003	\$9,735,493			
COUNTY UNINCORPORATED	\$1,243,630	\$30,891,615			
TOTAL M2 FUNDS	\$19,146,935	\$512,939,013			



Grey = Milestone achieved

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	Cost	Schedule Plan/Forecast					
Capital Projects	Baseline/Forecast	Complete	Complete	orecast	Complete		
	(millions)	Environmental	Design	Award Contract	Construction		
Freeway Projects:							
I-5, SR-55 to SR-57	\$38.1	Jun-13	Mar-17	Dec-17	Apr-21		
Project A	\$39.4	Apr-15	Jun-17	Nov-18	Jan-21		
I-5, I-405 to Yale Avenue	\$230.5	Aug-18	TBD	TBD	TBD		
Project B	\$230.5	Jan-20	Jun-24	Aug-25	Feb-29		
I-5, Yale Avenue to SR-55	\$200.4	Aug-18	TBD	TBD	TBD		
Project B	\$200.4	Jan-20	Jan-24	Mar-25	Sep-28		
I-5, Pico to Vista Hermosa	\$113.0	Dec-11	Oct-13	Dec-14	Aug-18		
Project C	\$83.6	Oct-11	Oct-13	Dec-14	Aug-18		
I-5, Vista Hermosa to Pacific Coast Highway	\$75.6	Dec-11	Feb-13	Dec-13	Mar-17		
Project C	\$75.3	Oct-11	May-13	Jun-14	Jul-17		
I-5, Pacific Coast Highway to San Juan Creek Road	\$70.7	Dec-11	Jan-13	Oct-13	Sep-16		
Project C	\$74.3	Oct-11	Jan-13	Dec-13	Jul-18		
I-5, SR-73 to Oso Parkway	\$151.9	Jun-14	Jan-18	Dec-18	Apr-25		
Project C & D	\$195.8	May-14	Aug-18	Dec-19	Apr-25		
I-5, Oso Parkway to Alicia Parkway	\$196.2	Jun-14	Jun-17	Jun-18	Nov-23		
Project C & D	\$203.1	May-14	Dec-17	Mar-19	Dec-23		
I-5, Alicia Parkway to El Toro Road	\$133.6	Jun-14	Jun-18	May-19	Oct-24		
Project C	\$165.9	May-14	May-19	Sep-20	Oct-24		
I-5, SR-73 to El Toro Road (Landscape)	TBD	N/A	TBD	TBD	TBD		
Project C	\$12.4	N/A	Mar-24	Nov-24	Jun-26		
I-5, I-5/El Toro Road Interchange	TBD	Nov-19	TBD	TBD	TBD		
Project D Cost/Schedule Risk	TBD	Jul-22	TBD	TBD	TBD		

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	Cost	Schedule					
Capital Projects	Baseline/Forecast	Plan/Forecast					
	(millions)	Complete Environmental	Complete Design	Award Contract	Complete Construction		
I-5, I-5/Ortega Interchange	\$90.9	Jun-09	Nov-11	Aug-12	Sep-15		
Project D	\$79.8	Jun-09	Dec-11	Aug-12	Jan-16		
I-5, I-5/Ortega Interchange (Landscape)	N/A	N/A	N/A	N/A	N/A		
Project D	N/A	N/A	Oct-14	Sep-15	Sep-16		
SR-55, I-405 to I-5	\$410.9	Nov-13	Apr-20	Jul-21	Aug-25		
Project F Cost/Schedule Risk	\$503.2	Aug-17	Apr-20	Apr-22	Apr-26		
SR-55, I-5 to SR-91	\$131.3	Jan-20	TBD	TBD	TBD		
Project F	\$131.3	Mar-20	Jun-25	Jun-26	Jul-29		
SR-57 Northbound (NB), Orangewood Avenue to Katella Avenue	\$71.8	Dec-18	TBD	TBD	TBD		
Project G	\$71.8	Mar-19	Mar-24	Mar-25	Oct-27		
SR-57 (NB), Katella Avenue to Lincoln Avenue	\$78.7	Jul-09	Nov-10	Aug-11	Sep-14		
Project G	\$38.0	Nov-09	Dec-10	Oct-11	Apr-15		
SR-57 (NB), Katella Avenue to Lincoln Avenue (Landscape)	N/A	N/A	N/A	N/A	N/A		
Project G	N/A	N/A	Jul-10	Sep-17	Jun-18		
SR-57 (NB), Orangethorpe Avenue to Yorba Linda Boulevard	\$80.2	Dec-07	Dec-09	Oct-10	May-14		
Project G	\$52.3	Dec-07	Jul-09	Oct-10	Nov-14		
SR-57 (NB), Yorba Linda Boulevard to Lambert Road	\$79.3	Dec-07	Dec-09	Oct-10	Sep-14		
Project G	\$54.1	Dec-07	Jul-09	Oct-10	May-14		
SR-57 (NB), Orangethorpe Avenue to Lambert Road (Landscape)	N/A	N/A	N/A	N/A	N/A		
Project G	N/A	N/A	Aug-17	Feb-18	Apr-19		
SR-57 (NB), Lambert Road to Tonner Canyon	TBD	TBD	TBD	TBD	TBD		
Project G	TBD	Jun-25	TBD	TBD	TBD		

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Osnikal Basisara	Cost Baseline/Forecast	Schedule Plan/Forecast				
Capital Projects	(millions)	Complete Environmental	Complete Design	Award Contract	Complete Construction	
SR-91 Westbound (WB), I-5 to SR-57	\$78.1	Apr-10	Feb-12	Nov-12	Apr-16	
Project H	\$59.2	Jun-10	Apr-12	Jan-13	Jun-16	
SR-91 Westbound (WB), I-5 to SR-57 (Landscape)	N/A	N/A	N/A	N/A	N/A	
Project H	N/A	N/A	Aug-16	Mar-17	Nov-17	
SR-91 (WB), Tustin Interchange to SR-55	\$49.9	Jul-11	Mar-13	Oct-13	Jul-16	
Project I	\$42.5	May-11	Feb-13	Oct-13	Jul-16	
SR-91, SR-55 to Lakeview Avenue (Segment 1)	\$100.9	Oct-18	Jan-23	Feb-24	Sep-27	
Project I	\$100.9	Jun-20	Jan-23	Feb-24	Sep-27	
SR-91, La Palma Avenue to SR-55 (Segment 2)	\$208.4	Oct-18	Jul-23	Jul-24	Mar-28	
Project I	\$208.4	Jun-20	Jul-23	Jul-24	Mar-28	
SR-91, Acacia Street to La Palma Ave (Segment 3)	\$116.2	Oct-18	Apr-24	Apr-25	Sep-28	
Project I	\$116.2	Jun-20	Apr-24	Apr-25	Sep-28	
SR-91, SR-55 to SR-241	\$128.4	Jul-09	Jan-11	Sep-11	Dec-12	
Project J	\$79.7	Apr-09	Aug-10	May-11	Mar-13	
SR-91, SR-55 to SR-241 (Landscape)	N/A	N/A	N/A	N/A	N/A	
Project J	N/A	N/A	Feb-13	Oct-13	Feb-15	
SR-91 Eastbound, SR-241 to SR-71	\$104.5	Dec-07	Dec-08	Jul-09	Nov-10	
Project J	\$57.8	Dec-07	Dec-08	Aug-09	Jan-11	
I-405, SR-55 to I-605 (Design-Build)	\$2,080.2	Mar-13	Nov-15	Nov-16	Feb-24	
Project K	\$2,080.2	May-15	Nov-15	Nov-16	Feb-24	
I-405, I-5 to SR-55	TBD	Jul-18	TBD	TBD	TBD	
Project L	TBD	Aug-18	TBD	TBD	TBD	

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Capital Projects	Cost Baseline/Forecast	Schedule Plan/Forecast			
	(millions)	Complete Environmental	Complete Design	Award Contract	Complete Construction
I-605, I-605/Katella Interchange	\$29.0	Nov-18	Mar-23	Feb-24	Nov-25
Project M	\$29.0	Oct-18	Mar-23	Feb-24	Nov-25
Grade Separation Projects:					
Kraemer Boulevard Railroad Grade Separation	\$70.4	Sep-09	Jul-10	Aug-11	Oct-14
Project O	\$63.8	Sep-09	Jul-10	Sep-11	Dec-14
Lakeview Avenue Railroad Grade Separation	\$70.2	Sep-09	Oct-11	May-13	Mar-17
Project O	\$110.7	Sep-09	Jan-13	Nov-13	Jun-17
Orangethorpe Avenue Railroad Grade Separation	\$117.4	Sep-09	Dec-11	May-12	Sep-16
Project O	\$105.9	Sep-09	Oct-11	Jan-13	Oct-16
Placentia Avenue Railroad Grade Separation	\$78.2	May-01	Mar-10	Jun-11	Nov-14
Project O	\$64.5	May-01	Jun-10	Jul-11	Dec-14
Raymond Avenue Railroad Grade Separation	\$77.2	Nov-09	Aug-12	May-13	Aug-18
Project O	\$126.2	Nov-09	Dec-12	Feb-14	May-18
State College Boulevard Railroad Grade Separation (Fullerton)	\$73.6	Jan-11	Aug-12	May-13	May-18
Project O	\$99.6	Apr-11	Feb-13	Feb-14	Mar-18
Tustin Avenue/Rose Drive Railroad Grade Separation	\$103.0	Sep-09	Dec-11	Aug-12	May-16
Project O	\$96.6	Sep-09	Jul-11	Feb-13	Oct-16
Rail and Station Projects:					
Sand Canyon Avenue Railroad Grade Separation	\$55.6	Sep-03	Jul-10	Feb-11	May-14
Project R	\$61.9	Sep-03	Jul-10	Feb-11	Jan-16

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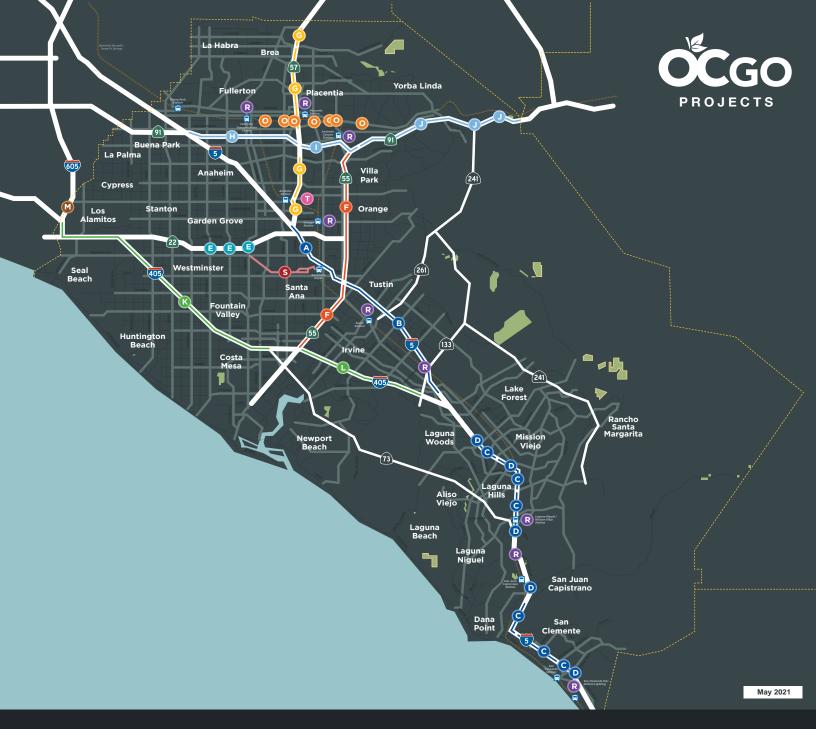
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Capital Projects	Cost Baseline/Forecast	Schedule Plan/Forecast			
	(millions)	Complete Complete Complete Environmental Design Award Contract Construction			
Rail-Highway Grade Crossing Safety Enhancement	\$94.4	Oct-08	Sep-08	Aug-09	Dec-11
Project R	\$90.4	Oct-08	Sep-08	Aug-09	Dec-11
San Clemente Beach Trail Safety Enhancements	\$6.0	Jul-11	Apr-12	Oct-12	Jan-14
Project R	\$5.0	Jul-11	Jun-12	May-13	Mar-14
San Juan Capistrano Passing Siding	\$25.3	Jan-13	May-16	Dec-16	Feb-21
	\$36.4	Mar-14	Aug-18	Mar-19	Nov-20
Placentia Metrolink Station and Parking Structure	\$34.8	May-07	Jan-11	TBD	TBD
Project R Cost/Schedule Risk	\$40.1	May-07	Feb-11	TBD	TBD
Anaheim Canyon Station	\$27.9	Dec-16	May-19	Nov-19	Jan-23
	\$34.2	Jun-17	Oct-20	Mar-21	Jan-23
Orange Station Parking Expansion	\$33.2	Dec-12	Apr-13	Nov-16	Feb-19
	\$30.9	May-16	Apr-16	Jun-17	Feb-19
Fullerton Transportation Center - Elevator Upgrades	\$3.5	N/A	Dec-13	Sep-14	Mar-17
	\$4.2	N/A	Dec-13	Apr-15	May-19
Laguna Niguel/Mission Viejo Station ADA Ramps	\$3.5	Jan-14	Aug-14	Jan-15	Apr-17
	\$5.0	Feb-14	Jul-15	Oct-15	Sep-17
Anaheim Regional Transportation Intermodal Center	\$227.4	Feb-11	Feb-12	Jul-12	Nov-14
Project R & T	\$232.2	Feb-12	May-12	Sep-12	Dec-14
OC Streetcar	\$424.4	Mar-12	Sep-17	Aug-18	Dec-21
Project S Cost/Schedule Risk	\$440.0	Mar-15	Nov-17	Sep-18	Oct-23

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FREEWAY IMPROVEMENT PROGRAM (A-N)

Interstate 5 (I-5) Projects

- A I-5, SR-55 to SR-57
- **B I-5**, I-405 to SR-55
- C I-5, SR-73 to El Toro Road
- C 1-5, Avenida Pico to San Juan Creek Road
- D I-5 Highway Interchanges

State Route 22 (SR-22) Projects

E SR-22 Access Improvements

State Route 55 (SR-55) Projects

- (F) SR-55, I-405 to I-5
- F SR-55, I-5 to SR-91

State Route 57 (SR-57) Projects

- SR-57 NB, Orangewood Avenue to Katella Avenue
- G SR-57 NB, Katella Avenue to Lincoln Avenue
- G SR-57 NB, Orangethorpe Avenue to Lambert Road
- SR-57 NB, Lambert Road to Tonner Canyon Road

State Route 91 (SR-91) Projects

- H SR-91 WB, I-5 to SR-57
- SR-91, SR-55 to SR-57
- SR-91, SR-55 to Riverside County Line

Interstate 405 (I-405) Projects

- K I-405, SR-73 to I-605
- 1-405, I-5 to SR-55

Interstate 605 (I-605) Projects

- M I-605 Katella Interchange Improvements
- Freeway Mitigation Restoration Projects
 Part of Projects A-M
- Freeway Mitigation Acquisition Projects
 Part of Projects A-M

STREETS & ROADS (O-Q)

- O Grade Separation Program

TRANSIT PROJECTS (R-W)

- R Grade Separation and Station Improvement Projects
- S Transit Extensions to Metrolink
- Metrolink Station Conversion to accept Future High-Speed Rail Systems

OTHER PROJECTS NOT SHOWN

Project N: Freeway Service Patrol

Project O: Regional Capacity Program

Project Q: Local Fair Share Program

Project R: Grade Crossing and Trail Safety Enhancements Metrolink Service Expansion Program **Project U:** Senior Mobility Program, Senior Non-Emergency Medical Transportation Program, and Fare Stabilization Program

Project V: Community Based Transit/Circulators

Project W: Safe Transit Stops

Project X: Environmental Cleanup Program

Measure M2 Quarterly Progress Report for the Period of April 2021 Through June 2021







M2 Quarterly Report Overview





Highlights the successes and challenges of M2 Program activities



Reports progress on the Next 10 Plan deliverables



Provides budget and schedule information



Includes revenue and expenditure actuals, in addition to local allocations



ENVIRONMENTAL





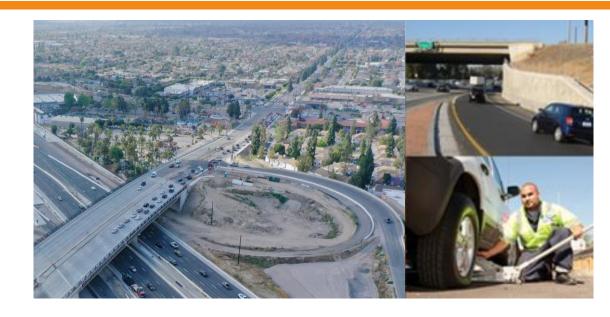
M2 Freeway Program



- 30 projects/project segments
 - 13 completed
 - 4 in construction
 - 6 in final design
 - 7 in project development
- 611,837 Freeway Service Patrol motorist assists/lane clearances

4th Quarter Highlights:

- I-5 (I-405 to SR-55) Design phase initiated
- SR-55 (I-405 to I-5) Construction management and public outreach consultants approved
- I-405 (SR-73 to I-605) Talbert Avenue and Magnolia Street bridges completed. First half of the Bolsa Avenue bridge opened



I-5 – Interstate 5 I-405 – Interstate 405 I-605 – Interstate 605 SR-55 – State Route 55 SR-73 – State Route 73

M2 Streets and Roads Program



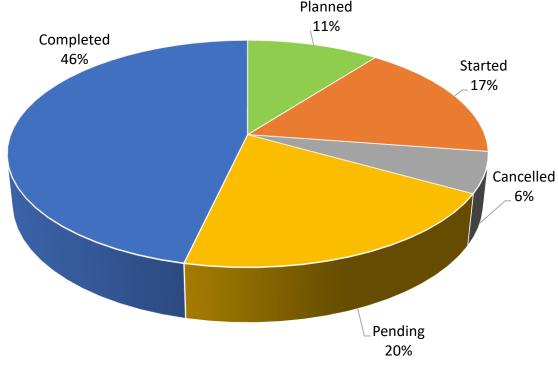
More than \$959 million provided to local jurisdictions to date:

- Approximately \$513 million in flexible funding
- 151 street capacity improvement projects
- 117 signal synchronization projects

4th Quarter Highlights:

- Programming recommendations for the 2021 call for projects approved
- Signal synchronization program update
- Semi-annual review of Comprehensive Transportation Funding Programs





M2 Transit Program



- Metrolink service as well as station, track and grade crossing safety improvements
- OC Streetcar underway
- 26 community-based circulators
- \$91.7 million allocated to expand mobility choices for seniors and persons with disabilities
- 114 transit stop enhancements
- 4th Quarter Highlights:
- OC Streetcar Project progress update
- SMP and SNEMT Agreements approved to continue

services







M2 Environmental Programs



Environmental Cleanup Program

- Over \$51 million allocated for 196 water quality projects
 - 33 million gallons of trash captured

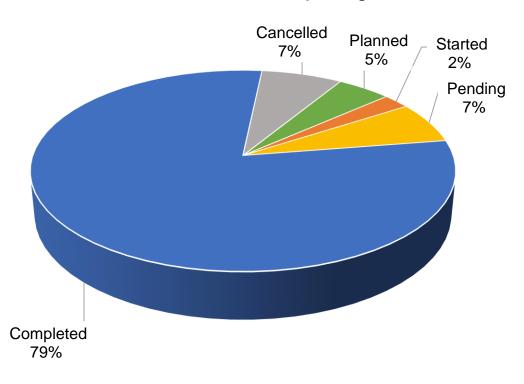
Freeway Environmental Mitigation Program (EMP)

- Preserved 1,300 acres of open space and restored nearly 350 acres of habitat
- Streamlined biological and water quality permitting for freeway projects
- Established endowment to protect mitigation properties

4th Quarter Highlight

EMP – Provided program update

M2 Environmental Cleanup Program Status



PMO Activities



- Monitor M2 Program Risks and Challenges
 - COVID-19
 - Capital Projects
 - Sales Tax Revenue / Next 10 Plan
 - Market Conditions Analysis
- Ordinance No. 3 Compliance Tracking
- Triennial Performance Assessment



COVID-19 - Coronavirus Next 10 Plan - Next 10 Delivery Plan PMO – Program Management Office

Summary



- Status of Next 10 Delivery Plan progress
- Success and challenges of M2 implementation
- Comprehensive resource for information on all aspects of M2 Transportation Investment Plan
- Transparent and fulfills Ordinance No. 3 requirements
- Available to the public via the OCTA website: https://www.octa.net/About-OC-Go/OC-Go-(2011-2041)/Documents-and-Reports/

