

# **AGENDA**

#### **Transit Committee Meeting**

**Committee Members** 

Steve Jones, Chairman
Tam Nguyen, Vice Chairman
Andrew Do
Patrick Harper
Fred Jung
Vicente Sarmiento

Orange County Transportation Authority
Board Room
550 South Main Street
Orange, California
Thursday, September 8, 2022 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 at (714) 560-5676, no less than two business days prior to this meeting to enable OCTA to make reasonable arrangements to assure accessibility to this meeting.

# **Agenda Descriptions**

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.

### **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 OCTA Clerk of the Board's office at 600 South Main Street, Orange, California.

# **Meeting Access and Public Comments on Agenda Items**

Members of the public can either attend in person (subject to OCTA's Coronavirus (COVID-19) safety protocols) or listen to audio live streaming of the Board and Committee meeting at: Board of Directors - Live and Archived Audio.

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

#### In Person Comment

Members of the public may attend in person (subject to OCTA's COVID-19 safety protocols) and address the Board regarding any item. Members of the public will be required to complete a COVID-19 symptom and temperature screening.

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 minutes.



#### Written Comment

Written public comments may also be submitted by emailing them to <a href="mailto:ClerkOffice@octa.net">ClerkOffice@octa.net</a>, and must be received no later than 5:00 p.m. the day prior to the meeting. If you wish to comment on a specific agenda item, please identify the item number in your email. All public comments that are timely received will be part of the public record and distributed to the Board. Public comments will be made available to the public upon request.

## Call to Order

# Pledge of Allegiance

Director Sarmiento

# **Special Calendar**

There are no Special Calendar matters.

# Consent Calendar (Items 1 through 4)

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.

# 1. Approval of Minutes

#### Recommendation

Approve the minutes of the August 11, 2022, Transit Committee meeting.

# 2. Amendment to Agreement for Trapeze Software Group, Inc., DriverMate Licenses

Jack Garate/Johnny Dunning, Jr.

#### Overview

On March 14, 2016, the Orange County Transportation Authority Board of Directors approved a software license and maintenance agreement with Trapeze Software Group, Inc. An amendment is required for the purchase of additional DriverMate software licenses for the OC ACCESS paratransit service.



#### Recommendation

Authorize the Chief Executive Officer to negotiate and execute Amendment No. 4 to Agreement No. C-5-3822 between the Orange County Transportation Authority and Trapeze Software Group, Inc., in the amount of \$385,319, for the purchase of DriverMate software licenses. This will increase the maximum obligation of the agreement to a total contract value of \$735,169.

# 3. Award of Agreement for Janitorial Services Dayle Withers/Johnny Dunning, Jr.

#### Overview

On May 9, 2022, the Orange County Transportation Authority Board of Directors approved the release of a request for proposals to provide janitorial services at five Orange County Transportation Authority-owned maintenance and operating bases, one park-and-ride facility, and five multimodal transportation centers throughout Orange County. Proposals were received in accordance with the Orange County Transportation Authority procurement procedures for professional and technical services. Board of Directors' approval is requested to execute an agreement for these services.

#### Recommendations

- A. Approve the selection of Gamboa Services, Inc. doing business as Corporate Image Maintenance as the firm to provide janitorial services at five Orange County Transportation Authority-owned maintenance and operating bases, one park-and-ride facility, and five multimodal transportation centers, throughout Orange County.
- B. Authorize the Chief Executive Officer to negotiate and execute Agreement No. C-2-2438 between the Orange County Transportation Authority and Gamboa Services, Inc. doing business as Corporate Image Maintenance, in the amount of \$3,670,328, to provide janitorial services at five Orange County Transportation Authority-owned maintenance and operating bases, one park-and-ride facility, and five multimodal transportation centers, throughout Orange County, for a three-year initial term beginning November 1, 2022, with one, two-year option term.



# AGENDA Transit Committee Meeting

# 4. October 2022 Bus Service Change Jorge Duran/Kia Mortazavi

#### Overview

The proposed October 2022 bus service change includes the implementation of a new limited stop service on Main Street, minor schedule adjustments, and winter seasonal service changes to improve service quality and reliability. The proposed changes do not require an adjustment to the overall level of service hours and set the stage for further improvements as part of the Making Better Connections Program.

#### Recommendation

Approve the October 2022 bus service change and direct staff to begin implementation.

# Regular Calendar

# 5. Analysis on Environmental Impact Report for the Orange County Maintenance Facility

Lora Cross/James G. Beil

### **Overview**

On June 13, 2022, the Orange County Transportation Authority Board of Directors was presented with a recommendation to approve Resolution No. 2022-025 to adopt the Mitigated Negative Declaration and Mitigation Monitoring and Reporting Program, pursuant to the California Environmental Quality Act, for the Metrolink Orange County Maintenance Facility. At that time, the Board of Directors directed staff to undertake an analysis to study the increased costs and schedule delays associated with preparing an Environmental Impact Report in addition to the already completed draft Initial Study. This report includes the completed analysis

#### Recommendation

Receive and file as an information item.



# **AGENDA**Transit Committee Meeting

# 6. 2022 Transit Asset Management Plan

Charles Main/Kia Mortazavi

#### Overview

The Federal Transit Administration requires the recipients of federal funds that own, operate, or manage capital assets used for providing public transportation to develop and implement Transit Asset Management plans. The Orange County Transportation Authority is currently finalizing the 2022 Transit Asset Management plan. The plan must be completed by October 1, 2022, and a status report is provided for information purposes.

#### Recommendation

Receive and file as an information item.

## **Discussion Items**

# 7. OC Bus and OC ACCESS Services Update

Johnny Dunning, Jr.

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

- 8. Public Comments
- 9. Chief Executive Officer's Report
- 10. Committee Members' Reports
- 11. Closed Session

There are no Closed Session items scheduled.

#### 12. Adjournment

The next regularly scheduled meeting of this Committee will be held at **9:00 a.m. on Thursday, October 13, 2022**, at the Orange County Transportation Authority, Board Room, 500 South Main Street, Orange, California.



# MINUTES Transit Committee Meeting

## **Committee Members Present**

Steve Jones, Chairman
Tam Nguyen, Vice Chairman
Andrew Do
Patrick Harper
Fred Jung
Tam Nguyen

## **Staff Present**

Darrell E. Johnson, Chief Executive Officer Jennifer L. Bergener, Deputy Chief Executive Officer Sahara Meisenheimer, Clerk of the Board Specialist Gina Ramirez, Clerk of the Board Specialist, Senior James Donich, General Counsel OCTA Staff

#### **Committee Members Absent**

Vicente Sarmiento

#### Call to Order

The August 11, 2022, regular meeting of the Transit Committee (Committee) was called to order by Committee Chairman Jones at 9:00 a.m.

# Consent Calendar (Items 1 through 4)

# 1. Approval of Minutes

A motion was made by Director Jung, seconded by Director Do, and declared passed by those present, to approve the minutes of the July 14, 2022 Transit Committee meeting.

Director Harper was not present to vote on this item.

# 2. Amendment to Cooperative Agreement with the City of Anaheim for the Anaheim Canyon Metrolink Rail Station Improvement Project

A motion was made by Director Jung, seconded by Director Do, and declared passed by those present, to authorize the Chief Executive Officer to negotiate and execute Amendment No. 2 to Cooperate Agreement No C-4-1714 between the Orange County Transportation Authority and the City of Anaheim for additional reimbursement, in the amount of \$70,000, to the City of Anaheim for engineering review, inspection, and oversight to extend the term of the cooperative agreement through December 31, 2023, for the Anaheim Canyon Metrolink Rail Station Improvement Project. This will increase the maximum obligation of the cooperative agreement to a total contract value of \$343,000.

Director Harper was not present to vote on this item.

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# **MINUTES**Transit Committee Meeting

# 3. Federal Transit Administration Program of Projects for Federal Fiscal Year 2021-22

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

- A. Approve the federal fiscal year 2022 program of projects for Federal Transit Administration Section 5307 Urbanized Area Formula, Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities, Section 5337 State of Good Repair, and Section 5339 Bus and Bus Facilities programs including other federal and local funds, and the use of match credit for projects included in this report.
- B. Approve the five-year programming plans for Federal Transit Administration Sections 5307, 5310, 5337, and 5339.
- C. Approve the use of \$3.661 million in federal Congestion Mitigation and Air Quality Improvement Program funds for the following projects:
  - Southern California Regional Rail Authority Operating Subsidy Suballocation for Reinstatement (\$2.510 million), and
  - Southern California Regional Rail Authority New Capital for Replacement Locomotives (\$1.151 million).
- D. Authorize staff to adjust individual project funding consistent with final apportionments and eligibility determinations through the Infrastructure Investment and Jobs Act, and direct staff to include updated numbers in grant and programming status reports.
- E. Authorize the Chief Executive Officer or his designee to submit the Federal Transit Administration grant applications required for the recommendations above to the Federal Transit Administration.
- F. Authorize staff to process all necessary amendments to the Federal Transportation Improvement Program and execute or amend all necessary agreements to facilitate the above actions.

Director Harper was not present to vote on this item.

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# 4. SB 1 (Chapter 5, Statutes of 2017) State of Good Repair Program Recommendations for Fiscal Year 2022-23

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

- A. Approve Resolution No. 2022-053 authorizing the use of fiscal year 2022-23 SB 1 State of Good Repair Program funding, which is estimated to provide approximately \$6.585 million for the following projects:
  - Transit Security and Operations Center (\$3.924 million),
  - Bus engine repower/rebuild contract (\$1.511 million), and
  - Heating-ventilation unit replacement at the Santa Ana Bus Base (\$1.150 million).
- B. Authorize the use of fiscal year 2019-20 SB 1 State of Good Repair Program funding of \$2.560 million for the bus engine repower/rebuild contract.
- C. Authorize staff to make all necessary amendments to the Federal Transportation Improvement Program and execute any necessary agreements to facilitate the above recommendation.

Director Harper was not present to vote on this item.

# Regular Calendar

5. Agreement for Intelligent Transportation Management System Radio Computing Infrastructure and Software Update

Michael Beerer, Section Manager, Senior, Information Systems, provided a presentation on this item.

A motion was made by Committee Vice Chair Nguyen, seconded by Director Jung, and declared passed by those present to:

A. Authorize the Chief Executive Officer to negotiate and execute sole source Agreement No. C-2-2261 between the Orange County Transportation Authority and L3Harris Technologies, Inc., in the amount of \$2,270,723, to update the Intelligent Transportation Management System Software radio computing infrastructure and software.

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B. Amend the Orange County Transportation Authority's Fiscal Year 2022-23 Budget, in the amount of \$2,270,723, to accommodate expenses related to sole source Agreement No. C-2-2261 to update the Intelligent Transportation Management System radio computing infrastructure and software.

# **Discussion Items**

## 6. OC Bus and OC ACCESS Services Update

Johnny Dunning, Jr., Chief Operating Officer, and Ryan Maloney, Section Manager, Marketing and Customer Service, provided a presentation on this item.

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

#### 7. Public Comments

There were no public comments received.

# 8. Chief Executive Officer's Report

Darrell E. Johnson, Chief Executive Officer, reported OCTA will be hosting an event on Monday, September 12 to celebrate 50 years of providing bus service in Orange County.

# 9. Committee Members' Reports

There were no Committee Members' Reports.

## 10. Closed Session

There were no Closed Session items scheduled.

#### 11. Adjournment

The meeting adjourned at 9:23 a.m.

The next regularly scheduled meeting of this Committee will be held at **9:00 a.m. on Thursday, September 8, 2022**, at the Orange County Transportation Authority, Board Room, 500 South Main Street, Orange, California.

ATTEST:

Allison Cheshire Clerk of the Board Specialist, Senior

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### September 8, 2022

**To:** Transit Committee

From: Darrell E. Johnson, Chief Executive Officer

**Subject:** Amendment to Agreement for Trapeze Software Group, Inc.

**DriverMate Licenses** 

#### Overview

On March 14, 2016, the Orange County Transportation Authority Board of Directors approved a software license and maintenance agreement with Trapeze Software Group, Inc. An amendment is required for the purchase of additional DriverMate software licenses for the OC ACCESS paratransit service.

#### Recommendation

Authorize the Chief Executive Officer to negotiate and execute Amendment No. 4 to Agreement No. C-5-3822 between the Orange County Transportation Authority and Trapeze Software Group, Inc., in the amount of \$385,319, for the purchase of DriverMate software licenses. This will increase the maximum obligation of the agreement to a total contract value of \$735,169.

#### **Discussion**

Trapeze Software Group, Inc. (Trapeze) has provided proprietary trip scheduling, routing, and dispatching software modules to approximately 600 transit agencies in North America. In the Southern California region, these agencies include Long Beach Transit, Los Angeles Access Services, Omnitrans, Orange County Transportation Authority (OCTA) and Riverside Transit Agency.

OCTA currently utilizes Trapeze software products for the operation and management of the OC ACCESS paratransit service. Trapeze software modules are used to schedule trips, administer the eligibility process, operate the Interactive Voice Response system, and generate operating, trip, and financial reporting data for the OC ACCESS service. To improve the administration and operation of the OC ACCESS service, staff is requesting approval to purchase additional Trapeze DriverMate licenses to equip the existing subcontractor fleet

and accommodate expected increases to the fleet as service continues to recover from the coronavirus (COVID-19) pandemic.

OCTA provides approximately 1.5 million passenger trips annually on the OC ACCESS paratransit service. The OCTA-owned vehicles operated through an agreement with First Transit, Inc. (First Transit) are equipped with mobile data terminals (MDT) that provide communication between the First Transit dispatcher and the operators. Contact between dispatchers and operators is vital to maintain a smooth-running operation. Dispatchers need immediate notification of a passenger loading and a no-show or late cancellation to manage a schedule in real time. Operators need to be able to receive information about traffic conditions, pertinent passenger booking information such as the type of mobility aid a customer may be using, and to efficiently report no-shows and cancellations.

With the implementation of Trapeze DriverMate, smartphones, tablets, or other handheld devices may be used in lieu of MDT equipment to connect a subcontracted vehicle with the First Transit dispatch center and OCTA administration. In 2020, OCTA purchased 50 DriverMate licenses for the subcontracted fleet. As service continues to recover from the effects of the COVID-19 pandemic, use of subcontracted vehicles will continue to increase to meet service demand. The purchase of additional DriverMate licenses will allow more subcontracted vehicles to perform service increasing the potential to improve on-time performance while enhancing the customer's overall trip experience.

## Procurement Approach

This procurement was originally handled in accordance with the policies and procedures as approved by OCTA's Board of Directors (Board) for a sole source procurement. On March 14, 2016, the Board approved the award of software license and maintenance agreement with Trapeze, in the amount of \$349,850. This agreement has been previously amended as shown on Attachment A.

Contracts Administration and Materials Management's staff conducted a price review of the additional DriverMate licenses. Trapeze's proposed pricing is lower than the OCTA project manager's independent cost estimate. Also, based on research performed of the Toledo Area Regional Transit Authority's contract, executed in February 2022 for the same software license, Trapeze's proposed per license fee to OCTA is lower than the price paid by that agency. Additionally, the proposed per license fee is lower than the same license purchased by OCTA in 2020; therefore, the pricing is deemed fair and reasonable.

# Fiscal Impact

Funding is included in OCTA's Fiscal Year 2022-23 Budget, Operations Division, Paratransit Services Department, Account No. 2147-7669-D4302-11M, and will be funded through the Local Transportation Funds.

# Summary

Based on the information provided, staff recommends the Board of Directors authorize the Chief Executive Officer to negotiate and execute Amendment No. 4 to Agreement No. C-5-3822 between the Orange County Transportation Authority and Trapeze Software Group, Inc., in the amount of \$385,319, for the purchase of DriverMate software licenses. This will increase the maximum obligation of the agreement to a total contract value of \$735,169.

#### Attachment

A. Trapeze Software Group, Inc, Agreement No. C-5-3822 Fact Sheet

Prepared by:

Melissa Mungia Section Manager, Paratransit Services

(714) 560-5581

Approved by:

Johnny Dunning, Jr. Chief Operating Officer, Operations

(714) 560-5710

Pia Veesapen

Director, Contracts Administration and Materials Management

(714) 560-5619

# Trapeze Software Group, Inc. Agreement No. C-5-3822 Fact Sheet

- 1. March 14, 2016, Agreement No. C-5-3822, \$349,850, approved by the Board of Directors (Board).
  - Agreement for software license and maintenance, effective June 15, 2016.
- 2. April 24, 2017, Amendment No. 1 to Agreement No. C-5-3822, \$0, approved by the Contracts Administration and Materials Management Department (CAMM).
  - Amendment to replace the nature of the plug-in provided and modify the scope of work.
- 3. March 25, 2020, Amendment No. 2 to Agreement No. C-5-3822, \$0, approved by CAMM.
  - Amendment to add enhancements and customizations to the EZ-Wallet Software.
- 4. March 25, 2022, Amendment No. 3 to Agreement No. C-5-3822, \$0, approved by CAMM.
  - Amendment to add purchase and installation of Trapeze PASS Short Message Service/Email outbound notification solution to the master agreement.
- 5. September 12, 2022, Amendment No. 4 to Agreement No. C-5-3822, \$385,319, pending approval by the Board.
  - Amendment to add DriverMate software licenses for the OC ACCESS paratransit service to the master agreement.

Total committed to Trapeze Software Group, Inc. Agreement No. C-5-3822: \$735,169.



### September 8, 2022

**To:** Transit Committee

From: Darrell E. Johnson, Chief Executive Officer

**Subject:** Award of Agreement for Janitorial Services

#### Overview

On May 9, 2022, the Orange County Transportation Authority Board of Directors approved the release of a request for proposals to provide janitorial services at five Orange County Transportation Authority-owned maintenance and operating bases, one park-and-ride facility, and five multimodal transportation centers throughout Orange County. Proposals were received in accordance with the Orange County Transportation Authority procurement procedures for professional and technical services. Board of Directors' approval is requested to execute an agreement for these services.

#### Recommendations

- A. Approve the selection of Gamboa Services, Inc. doing business as Corporate Image Maintenance as the firm to provide janitorial services at five Orange County Transportation Authority-owned maintenance and operating bases, one park-and-ride facility, and five multimodal transportation centers, throughout Orange County.
- B. Authorize the Chief Executive Officer to negotiate and execute Agreement No. C-2-2438 between the Orange County Transportation Authority and Gamboa Services, Inc. doing business as Corporate Image Maintenance, in the amount of \$3,670,328, to provide janitorial services at five Orange County Transportation Authority-owned maintenance and operating bases, one park-and-ride facility, and five multimodal transportation centers, throughout Orange County, for a three-year initial term beginning November 1, 2022, with one, two-year option term.

#### **Discussion**

Janitorial services include cleaning 1,518 parking stalls for buses and cars, 75 maintenance bays, and 66 multi-stall restrooms located at five Orange County Transportation Authority (OCTA)-owned maintenance and operating bases, one park-and-ride facility, and five multimodal transportation centers, throughout Orange County.

These facilities require janitorial services on a daily, weekly, monthly, and quarterly basis. OCTA requires the contractor to furnish a qualified labor force sufficient to complete all specified requirements in the prescribed time and to furnish all cleaning materials and equipment to perform these services. OCTA provides all the paper products. Services to be performed include the cleaning of offices, restrooms, locker rooms, and break areas in the operations and maintenance buildings, bus yards, and maintenance shop areas. The scope of work also provides for monthly pressure washing service, with the capture of all fluids from rinsing or washing of vehicles, equipment, buildings, or pavement, and quarterly window cleaning. Additionally, the janitorial contractor ensures that the transit centers and the park-and-ride facilities are free from trash and debris.

# Procurement Approach

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

On May 9, 2022, the Board authorized the release of Request for Proposals (RFP) 2-2438 to select a firm to provide janitorial services at five OCTA-owned maintenance and operating bases, one park-and-ride facility, and five multimodal transportation centers, throughout Orange County. The RFP was issued electronically on CAMM NET. The project was advertised in a newspaper of general circulation on May 10 and May 16, 2022. A virtual pre-proposal conference was held on May 17, 2022, followed by an in-person job walk held on May 20, 2022, with nine firms attending. Four addenda were issued to make the pre-proposal conference presentation and registration sheets available, respond to written questions, and to address administrative changes related to the price summary sheet.

On June 8, 2022, 11 proposals were received. An evaluation committee consisting of OCTA staff from Contracts Administration and Materials Management, Maintenance, Bus Operations, and Contracted Services Administration departments met to review the submitted proposals. The proposals were evaluated based on the following Board-approved evaluation criteria and weightings:

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

Given the nature of the services and types of skills required, staff chose to combine the qualifications of the firm and staffing into one criterion. A higher level of importance was assigned to the qualifications of the firm and staffing to emphasize the importance of the proposing firm's and their team's related project experience with a proven history in successfully completing similar projects efficiently. The work plan was weighted at 20 percent as the firms needed to address every aspect of the requirements specified in the scope of work, demonstrate the knowledge and understanding of the requested services, and clearly describe the quality control measures that will be taken to maintain a high level of service standards. The cost and price criterion were also weighted at 40 percent as it was critical requirement for firms to demonstrate competitiveness in pricing to carry out the required services.

On June 16, 2022, the evaluation committee reviewed all proposals based on the evaluation criteria and short-listed the two most qualified firms listed below in alphabetical order:

## Firm and Location

Gamboa Services, Inc. doing business as Corporate Image Maintenance (CIM) Santa Ana, California

Premier Property Preservation, LLC (PPP)
West Hills, California

On June 22, 2022, the evaluation committee conducted interviews with the two short-listed firms. Each firm had the opportunity to present its approach for accomplishing the requested services, project team qualifications, and respond to evaluation committee's questions. During the interview, each firm described its contingency plan for absenteeism and quality control program, and required

standards of performance, as well as answered specific questions related to each firm's proposal relative to OCTA's service requirements.

After considering the information obtained from interviews, the evaluation committee made adjustments to preliminary scores. However, the ranking of the firms remained unchanged.

Based on the evaluation of the written proposals and the information obtained from interviews, it is recommended that CIM be selected to provide janitorial services. The following is a brief summary of the proposal evaluation results.

Qualifications of the Firm, Staffing and Project Organization

Both short-listed firms are established companies with experience in providing janitorial services to various agencies.

CIM was established in 1994 with about 90 employees. CIM obtained favorable ratings on reference checks. CIM's customers include Orange County Sanitation District, Orange County Water District, United Parcel Service, and Gulfstream Aerospace Corporation. CIM is the current provider to OCTA for janitorial services. CIM's proposed dedicated project manager has 13 years of janitorial and management experience and will be the point of contact working with the proposed project team to ensure execution of requirements identified in the RFP. The level of staff availability and experience of staff proposed will provide OCTA the level of commitment, support, and direction as required to administer this project on a daily basis. CIM confirmed that it will provide and utilize a Global Positioning System (GPS) geofencing time clock for employees working at all OCTA locations as the verification for weekly janitorial service inspection report and invoices. The proposed CIM team demonstrated a full comprehension of the project's requirements in the interview.

PPP has related project experience in performing the services in the scope of work. PPP was established in 2017 with more than 400 employees throughout California. PPP obtained favorable ratings on reference checks. Some of PPP's customers include Los Angeles Unified Schools District, California State University, Northridge, City of Inglewood's parks and recreation centers, and California Department of Correction and Rehabilitation. The PPP proposed dedicated project manager has five years of janitorial experience and will serve as the point of contact assisting the onsite crews with fulfilling the daily scope of work required by OCTA. PPP's proposal includes an approach for utilizing a GPS geofencing time clock for employees working at all OCTA locations as the verification for weekly janitorial service inspection report and invoices. While

PPP proposed less experienced staff, PPP's staff was organized and worked as a team during the interview.

#### Work Plan

CIM's work plan displayed a thorough understanding of the requested services specified in the RFP, which included an outline and checklist to identify tasks and frequencies to be performed, quality standards, and a training and safety program. It also included the details on service strategies performed with customers, which demonstrated the strong technical experience and effective operational plans to satisfy OCTA's requirements and quality standards. The discussion and clarification provided during the interview regarding performance standards specified in the RFP demonstrated a comprehensive depth of knowledge and understanding of OCTA's scope of work.

PPP presented a work plan that addressed most elements of the scope of work in the written proposal, such as schedules and tasks for the required services at each location with details on day-to-day operations and assignments, as well as quality control and assurance. It also included a table of labor-hour allocation to the project by individual task and a safety and accident prevention plan. There were no details provided for day porters in the work plan. The discussion and clarification provided during the interview regarding day porters specified in the RFP exhibited less knowledge and understanding of OCTA's scope of work.

#### Cost and Price

The firms were asked to propose a total firm-fixed price based on the monthly firm-fixed rates for services at five OCTA-owned maintenance and operating bases, one park-and-ride facility, and five multimodal transportation centers, throughout Orange County. Pricing scores were based on a formula, which assigned the highest score to the lowest total pricing and scored the other proposals' total pricing based on its relation to the lowest total pricing. Although CIM's proposed price was not the lowest firm-fixed price among all proposing firms, it is lower than the pricing submitted by PPP and lower than the OCTA project manager's independent cost estimate; therefore, it is deemed fair and reasonable.

## **Procurement Summary**

Based on the evaluation of the written proposals, the firm's qualifications, and information obtained from the interviews, as well as cost and price, the evaluation committee recommends the contract award to CIM. The firm demonstrated a thorough understanding of OCTA's specific requirements for janitorial services and submitted a comprehensive proposal responsive to all requirements of the RFP.

# Fiscal Impact

The project was approved in OCTA's Fiscal Year 2022-23 Budget, Operations Division/Maintenance Department, Account No. 2166-7615-D3107-2WR, and it will be funded through Local Transportation Funds.

# Summary

Based on the information provided, staff recommends the Board of Directors authorize the Chief Executive Officer to negotiate and execute Agreement No. C-2-2438 with Gamboa Services, Inc. doing business as Corporate Image Maintenance, in the amount of \$3,670,328, to provide janitorial services, for a three-year initial term, with one, two-year option term.

#### **Attachments**

- A. Review of Proposals, RFP 2-2438 Janitorial Services
- B. Proposal Evaluation Criteria Matrix (Short-Listed Firms), RFP 2-2438 Janitorial Services
- C. Contract History for the Past Two Years, RFP 2-2438 Janitorial Services

Prepared by:

Dayle Withers

Department Manager, Maintenance

714-560-5538

Approved by:

Johnny Dunning Jr.

Chief Operating Officer, Operations

714-560-5710

Pia Veesaper

Director, Contracts Administration and Materials Management

714-560-5619

## Review of Proposals (RFP)

#### Request For Proposals 2-2438 Janitorial Services

Presented to Transit Committee - September 8, 2022

11 proposals were received, 2 firms were interviewed, 1 firm is being recommended.

Overall Ranking	Proposal Score	Firm & Location	Sub-Contractors	Evaluation Committee Comments	Three-Year Initial Term Total Firm-Fixed Price
1	82	Gamboa Services, Inc. doing business as Corporate Image Maintenance	KC Power Clean	Established in 1994 with extensive experience in providing janitorial services to various agencies.	\$3,670,328
		Santa Ana, California		Proposed team presented a comprehensive response to the requirements specified in the RFP during the interview.	
				Proposed dedicated project manager has 13 years of janitorial and management experience and will be the point of contact.	
				Customers include Orange County Sanitation District, Orange County Water District, United Parcel Service, and Gulfstream Aerospace Corporation.	
				The firm's clarification and discussion during the interview regarding performance standards specified in the RFP demonstrated a comprehensive depth of knowledge and understanding of Orange County Transportation Authorty's (OCTA) scope of work.	
				Firm obtained favorable ratings on reference checks.	
				Currently providing janitorial services to OCTA.	
				Lower pricing proposed.	
2	76	Premier Property Preservation, LLC	None	Firm has experience in providing a wide range of janitorial services to various agencies.	\$3,741,143
		West Hills, California		Customers include Los Angeles Unified Schools District, California State University, Northridge, City of Inglewood's parks and recreation centers, and California Department of Correction and Rehabilitation.	
				Experienced and well-rounded project team; proposed dedicated project manager has five years of janitorial and management experience and will be the point of contact.	
				The clarification and discussion during the interview regarding performance standards specified in the RFP demonstrated a general knowledge and understanding of OCTA's scope of work.	
				Firm obtained favorable ratings on reference checks.	
				Higher pricing proposed.	

Evaluation Panel:	Proposal Criteria	Weight Factors
Contracts Administration and Materials Management (1)	Qualifications of the Firm, Staffing and Project Organization	40%
Bus Operations (1)	Work Plan	20%
Contracted Services-Administration (1)	Cost and Price	40%

Maintenance (2)

# PROPOSAL EVALUATION CRITERIA MATRIX (Short-Listed Firms) Request For Proposals 2-2438 JANITORIAL SERVICES

FIRM: Gamboa Services, Inc. do Corporate Image Mainten	Weights	Overall Score					
Evaluator Number	1	2	3	4	5		
Qualifications of Firm, Staffing and Project Organization	4.0	4.0	4.0	4.0	4.0	8	32.0
Work Plan	3.5	4.0	3.5	4.0	3.5	4	14.8
Cost and Price	4.4	4.4	4.4	4.4	4.4	8	35.5
Overall Score	81.5	83.5	81.5	83.5	81.5		82

FIRM: Premier Property Preserv	Weights	Overall Score					
Evaluator Number	1	2	3	4	5		
Qualifications of Firm, Staffing and Project Organization	4.0	3.5	3.5	3.5	4.0	8	29.6
Work Plan	3.5	3.0	3.0	3.0	3.5	4	12.8
Cost and Price	4.2	4.2	4.2	4.2	4.2	8	33.7
Overall Score	79.7	73.7	73.7	73.7	79.7		76

Range of scores for non-short-listed firms was 50 to 66.

# CONTRACT HISTORY FOR THE PAST TWO YEARS Request For Proposals 2-2438 JANITORIAL SERVICES

Prime and Subcontractors	rime and Subcontractors  Contract No.  Description		Contract Start Date	Contract End Date	Subconsultant Amount	Total Contract Amount			
Gamboa Services, Inc. doing business as Corporate Image Maintenance									
Contract Type: Firm-Fixed Price	C-7-1723	Janitorial Services	November 1, 2017	October 31, 2022		\$ 5,787,111			
Subcontractors:									
Orange County Window Cleaning					\$ 89,414				
Alert Power Washing					\$ 343,370				
Contract Type: Firm-Fixed Price C-0-2		Bus Detail Cleaning& Pesticide Application for Contracted Services Buses	April 16, 2021	April 30, 2024	N/A	\$ 1,076,726			
Subcontractor:									
Orkin Commercial Services					\$ 139,830.00				
				Sub Total		\$6,863,837			
Premier Property Preservation, LLC									
Contract Type: N/A	None	N/A	N/A	N/A	N/A	N/A			
Subcontractors: None									
	Sub Total								



### September 8, 2022

**To:** Transit Committee

From: Darrell E. Johnson, Chief Executive Officer

**Subject:** October 2022 Bus Service Change

#### Overview

The proposed October 2022 bus service change includes the implementation of a new limited stop service on Main Street, minor schedule adjustments, and winter seasonal service changes to improve service quality and reliability. The proposed changes do not require an adjustment to the overall level of service hours and set the stage for further improvements as part of the Making Better Connections Program.

#### Recommendation

Approve the October 2022 bus service change and direct staff to begin implementation.

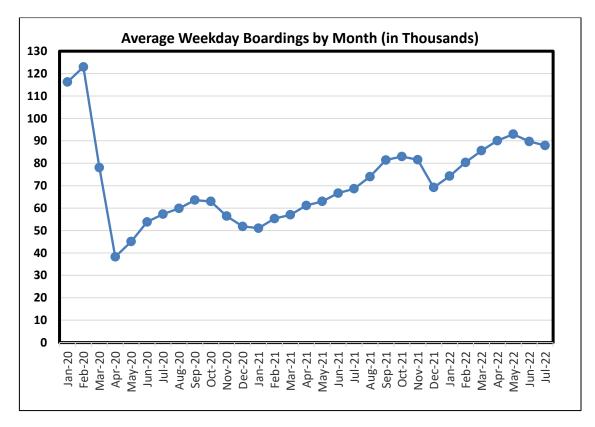
## Background

The Orange County Transportation Authority (OCTA) generally implements regular schedule and route revisions to selected OC Bus routes three times a year, in February, June, and October. Beginning in 2023, schedule and route adjustments can occur four times per year in February, May, August, and November. The proposed bus service changes discussed herein are scheduled for implementation on October 9, 2022.

OCTA implemented an emergency service change in March 2020 when bus service levels were reduced to balance a significant reduction in demand for transit service resulting from the federal and state emergency declarations. Since the initial state emergency declaration, OCTA has made numerous adjustments to bus service. These changes have been implemented strategically to support ridership growth, customer and coach operator requests, and changes in travel behavior and traffic conditions. More recently, a shortage of coach operators, which is being experienced prevalent throughout the industry, is having an impact on how much bus service can be implemented in this bus service change.

#### **Discussion**

As regularly reported to the Board of Directors (Board), the coronavirus (COVID-19) pandemic has had a significant and sustained impact on transit ridership, not only in Orange County but also nationwide. OC Bus ridership decreased from approximately 125,000 average weekday boardings to the low 30,000s in April 2020. Ridership has steadily been increasing and reached about 93,000 average weekday boardings in the month of May 2022, prior to school recess and the highest since the pandemic began. The chart below shows the average weekday ridership, by month, from mid-February 2020 through the end of July 2022.



After the initial reduction in bus service in March 2020 due to COVID-19, OCTA has been steadily adding bus service in response to demand. This includes focusing on improving service reliability as traffic conditions have evolved and improving frequency and service hours of operation on many OC Bus routes. Due to a shortage of coach operators that continues to affect transit agencies throughout Southern California and nationwide, a relatively small decrease of about 1,800 (.01 percent) annual revenue vehicle hours (RVH) are planned for October 2022. This will keep bus service levels at 1.44 million annual RVH. The approved OCTA Fiscal Year 2022-23 Budget calls for 1.62 million annual RVH.

The proposed October 2022 service change will adjust service on 18 OCTA bus routes currently in operation. The key highlight of the service change is the implementation of new Bravo! Route 553 on Main Street between the cities of Anaheim and Santa Ana, as shown in Attachment A. Bravo! is a type of bus service with limited stops, thereby improving travel time as compared to the existing local bus service on the same corridor. This will be the fourth Bravo! route in operation under this family of services. Other Bravo! routes include Route 529 (Beach Boulevard), Route 543 (Harbor Boulevard), and Route 560 (Westminster Avenue/17th Street). Bravo! Route 553 will be implemented in October 2022 using grant-funded battery-electric buses to support environmental sustainability and furthering OCTA's zero-emission Bus Pilot Program.

OCTA is in the process of receiving ten battery-electric buses (BEB). Five of the ten BEBs will be deployed on Bravo! Route 553. Funding for operating the service will be provided through the state's Low Carbon Transit Operations Program, and the buses were purchased with state Solutions for Congested Corridor Program funds as part of multimodal program to address congestion in this travel corridor. These programs were created to provide operating and capital assistance for transit agencies to reduce greenhouse gas emissions and improve mobility, with a priority on serving disadvantaged communities. In addition, the new service will provide congestion relief, particularly during the construction phase of improvements that are underway on State Route 55.

Due to challenges with recruiting new coach operators, the implementation of this new route would require minor reductions in service on the underlying local Route 53, as well as seeking efficiencies where feasible given limitation on coach operator availability. With the implementation of Bravo! Route 553, customers will experience overall improvements (i.e., faster travel time, digital signage at bus stops with schedule information, zero-emission buses, etc.), along the corridor. Other route changes included in the October service change were developed to improve service quality and reliability to account for changes in traffic patterns. Staff used customer and coach operator comments to develop the list of improvements. OCTA will continue the suspension of five freeway express bus routes. The recommendations are detailed in Attachment B and Attachment C.

The next opportunity to modify OC Bus service will be the February 2023 service change where coach operators will be permitted to modify work schedules and swap routes. In addition, future service increases will be informed by the Making Better Connections Study Service Plan, which is anticipated to be presented at October 24, 2022, Board meeting. This study will recommend improvements to better serve travel patterns that have been affected by the pandemic, as well as improve service quality and reliability. Implementation of the final recommendations are anticipated to begin implementation starting in 2023.

Following the implementation of the service improvements, staff will assess performance based on key variables, such as customer demand, on-time performance, and the latest developments regarding COVID-19. Additional adjustments can be made in future service changes, as necessary.

### Title VI and Environmental Justice Analysis

Staff conducted a Title VI and Environmental Justice Analysis of the recommended October 2022 bus service change, per Federal Transit Administration requirements and consistent with OCTA policy. 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 proposed changes to the bus system, taken in their entirety, would not have a disparate impact on minority persons nor a disproportionate burden on low-income persons.

# Summary

The proposed October 2022 bus service change will focus on the implementation of a new Bravo! Route 553 and improvements to service quality and reliability. Customer and coach operator comments, as well as route performance statistics, were used to develop the improvements for this service change. Customers will be notified of the changes three weeks prior to implementation while focusing on the promotion of the new Bravo! Route 553.

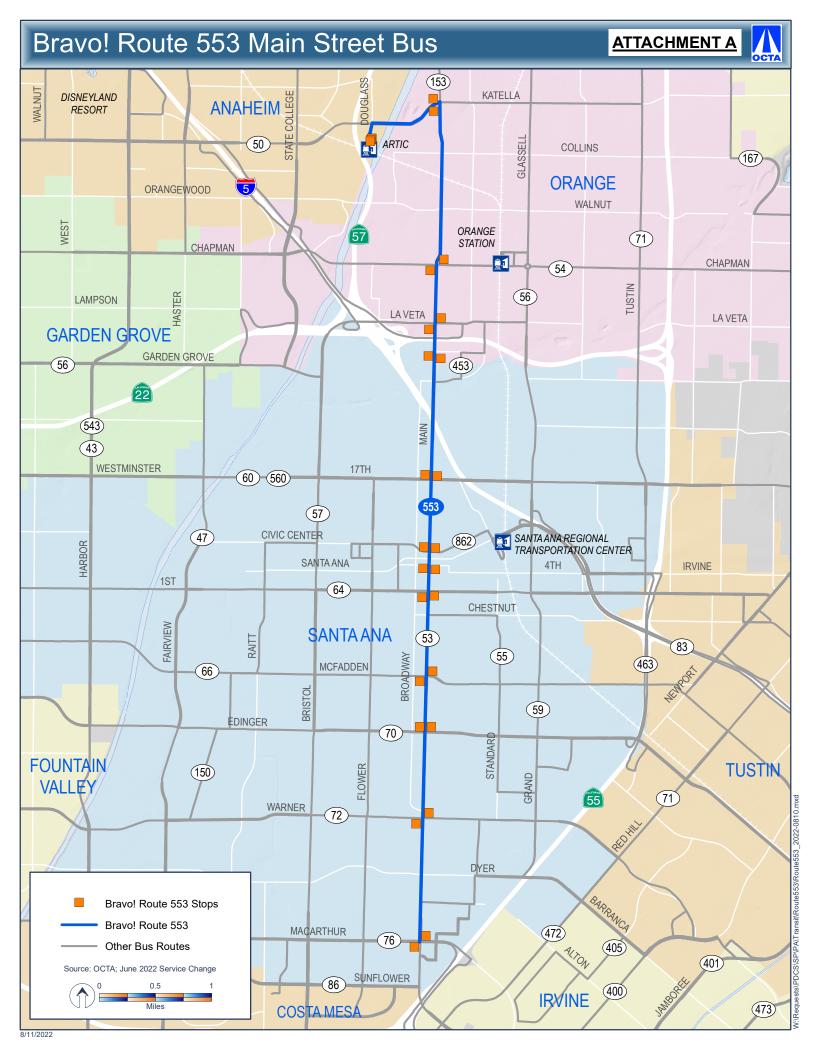
#### Attachments

- A. Bravo! Route 553 Main Street Bus
- B. October 2022 Bus Service Change: Bus Route Recommendations
- C. October 2022 Bus Service Change System Map, Routes with Changes

Prepared by:

Jorge Duran Section Manager III (714) 560-5765 Approved by:

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



# **ATTACHMENT B**

ctober	2022 Service Change: Bus Route Reco	CHANGE IN SERVICE					
Route	Route Description	Day Type	Recommendation	Daily RVH	Annual RVH	Peak Vehicles	Daily Trips
1	Long Beach - San Clemente	WKD	Implement winter schedule	(5.1)	(946)	(1)	-
		SAT	Implement winter schedule	(5.5)	(204)	-	-
		SUN	Implement winter schedule	(5.5)	(231)	-	-
25	Fullerton - Huntington Beach		No change	-	-	-	-
26	Fullerton - Yorba Linda		No change	-	-	-	-
29	La Habra - Huntington Beach	WKD	Improve OTP	(2.4)	(604)	(1)	(1
30	Cerritos - Anaheim	WKD	Improve OTP	3.3	833	-	-
33	Fullerton - Huntington Beach		No change	-	-	-	-
35	Fullerton - Costa Mesa		No change	-	-	-	-
37	La Habra - Fountain Valley	WKD	Improve OTP	0.2	38	-	-
38	Lakewood - Anaheim Hills	`	No change	-	-	-	-
42	Seal Beach - Orange		No change	-	-	-	-
43	Fullerton - Costa Mesa	WKD	Improve OTP	-	-	-	-
46	Los Alamitos - Orange		No change	-	-	-	-
47	Fullerton - Balboa	SAT	Implement winter schedule	(5.3)	(204)	-	-
		SUN	Implement winter schedule	(5.3)	(231)	-	-
50	Long Beach - Orange	WKD	Improve OTP	-	-	-	-
53	Orange - Irvine	WKD	Reduce frequency	(49.4)	(12,593)	(5)	(50
		SAT	Reduce frequency	(32.6)	(1,693)	-	(34
		SUN	Reduce frequency	(6.8)	(394)	-	(19
54	Garden Grove - Orange		No change	-	-	-	-
55	Santa Ana - Newport Beach	WKD	Improve OTP	0.1	26	-	-
56	Garden Grove - Orange		No change	-	-	-	-
57	Brea - Newport Beach	SAT	Reduce frequency	(11.5)	(600)	-	(12.0
		SUN	Reduce frequency	(11.9)	(688)	-	(6.0
59	Anaheim - Irvine		No change	-	-	-	-
60	Long Beach - Tustin		No change	-	-	-	-
64	Huntington Beach - Tustin		No change	-	-	-	-
66	Huntingon Beach - Irvine	WKD	Reduce frequency during PM peak hours	(3.0)	(769)	(3)	(4
70	Sunset Beach - Tustin	WKD	Improve OTP	2.4	621	-	-
71	Yorba Linda - Newport Beach		No change	-	-	-	-
72	Sunset Beach - Tustin	SAT	Reduce frequency	(8.8)	(457)	-	(1
		SUN	Reduce frequency	(9.4)	(547)	-	(2
76	Huntington Beach - JWA		No change	-	-	-	-
79	Tustin - Newport Beach		No change	-	-	-	-
82	Foothill Ranch - Rancho Santa Margarita		No change	-	-	-	-

October	<sup>2022</sup> Service Change: Bus Route Recon	CHANGE IN SERVICE					
Route	Route Description	Day Type	Recommendation	Daily RVH	Annual RVH	Peak Vehicles	Daily Trips
83	Anaheim - Laguna Hills		No change	-	-	-	-
85	Mission Viejo - Laguna Niguel		No change	-	-	-	-
86	Costa Mesa - Mission Viejo		No change	-	-	-	-
87	Rancho Santa Margarita - Laguna Niguel		No change	-	-	-	-
89	Mission Viejo - Laguna Beach	WKD	Implement winter schedule	(1.4)	(257)	(1)	-
		SAT	Implement winter schedule	(2.0)	(73)	-	-
		SUN	Implement winter schedule	(2.0)	(83)	-	-
90	Tustin - Dana Point		No change	-	-	-	-
91	Laguna Hills - San Clemente		No change	-	-	-	-
123	Anaheim - Huntington Beach	WKD	Improve OTP	0.3	81	-	-
129	La Habra - Anaheim		No change	-	-	-	-
143	La Habra - Brea		No change	-	-	-	-
150	Santa Ana - Costa Mesa	WKD	Improve OTP	(0.5)	(132)	-	-
153	Brea - Anaheim		No change	-	-	-	-
167	Orange - Irvine	WKD	Improve OTP	(0.3)	(68)	-	-
177	Foothill Ranch - Laguna Hills		No change	-	-	-	-
178	Huntington Beach - Irvine		No change	-	-	-	-
206	Santa Ana - Lake Forest Express		Continue suspension	-	-	-	-
213	Brea - Irvine Express		Continue suspension	-	-	-	-
453	OTC - St. Joseph's Hospital		No change	-	-	-	-
463	The Depot at Santa Ana - Hutton Center	WKD	Improve OTP	(1.6)	(395)	(1)	-
472	Tustin Station - Irvine Business Complex		No change	-	-	-	-
473	Tustin Station - University of California Irvine		No change	-	-	-	-
480	Irvine Station - Lake Forest		No change	-	-	-	-
529	Fullerton - Huntington Beach		No change	-	-	-	-
543	Fullerton - Santa Ana		No change	-	-	-	-
553	Anaheim - Santa Ana	WKD	Implement new Bravo! route on Main Street	69.6	17,735	6	74
560	Santa Ana - Long Beach		No change	-	-	-	-
701	Huntington Beach - Los Angeles Express		Continue suspension	-	-	-	-
721	Fullerton - Los Angeles Express		Continue suspension	-	-	-	-
794	Riverside - South Coast Metro Express		Continue suspension	-	-	-	-
862	Downtown Santa Ana Shuttle		No change	-	-	-	-
Γotal		-	Ĭ		(1,835)	(6)	(55)

JWA - John Way Airport

OTC - Orange Transportation Center

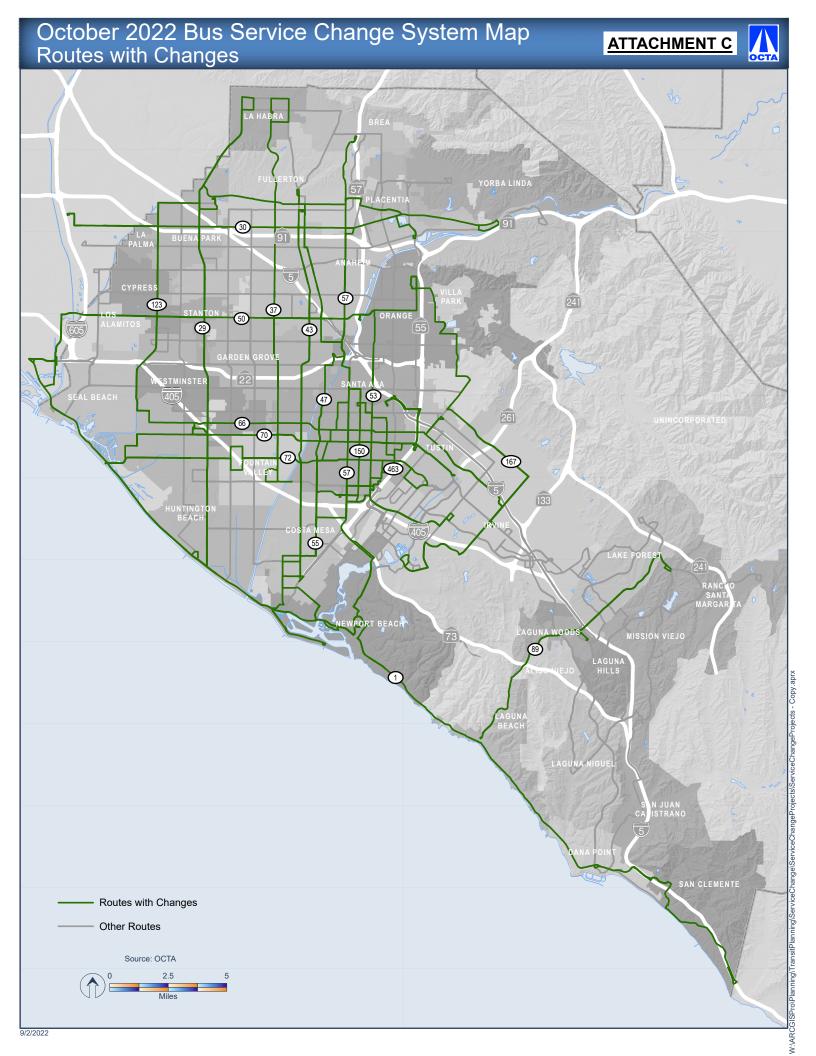
OTP - On-Time Performance

RVH - Revenue Vehicle Hours

SAT - Saturday

SUN - Sunday

WKD - Weekend





### September 8, 2022

**To:** Transit Committee

**From:** Darrell E. Johnson, Chief Executive Officer

**Subject:** Analysis on Environmental Impact Report for the Orange County

Maintenance Facility

#### Overview

On June 13, 2022, the Orange County Transportation Authority Board of Directors was presented with a recommendation to approve Resolution No. 2022-025 to adopt the Mitigated Negative Declaration and Mitigation Monitoring and Reporting Program, pursuant to the California Environmental Quality Act, for the Metrolink Orange County Maintenance Facility. At that time, the Board of Directors directed staff to undertake an analysis to study the increased costs and schedule delays associated with preparing an Environmental Impact Report in addition to the already completed draft Initial Study. This report includes the completed analysis.

#### Recommendation

Receive and file as an information item.

#### **Discussion**

#### Procedural Background

A draft Initial Study (IS) was prepared for the Orange County Maintenance Facility (OCMF) project (Project) in 2020 through 2021 to determine the most appropriate California Environmental Quality Act (CEQA) document to be prepared based on Project components, local conditions, and anticipated effects across all CEQA review topics. Based on the draft IS, the Orange County Transportation Authority's (OCTA) environmental consultant determined that no significant unmitigable effects were likely to occur in any of the 21 CEQA environmental factor areas. Because of this fact, per CEQA guidance, preparation of an Environmental Impact Report (EIR) is not required or necessary for the Project. The summary sheet of the environmental factors studied is provided as Attachment A. This conclusion was supported by a detailed

technical analysis and specific technical memoranda completed in conjunction with the Mitigated Negative Declaration (MND). The results and conclusions of the technical evaluation clearly demonstrate that there will not be any significant effects on the environment because of the Project.

The draft IS/MND process, pursuant to the CEQA guidelines, was completed for the Project with the exception of formal adoption of the MND by OCTA's Board of Directors (Board), and subsequent filing of a Notice of Determination (NOD) with the County Clerk.

The City of Irvine (City) did not have any initial objections noted during the public comment period on the draft IS/MND. On June 12, 2022, OCTA received a letter from the City providing late comments on the draft IS/MND for consideration during the Board meeting to adopt the IS/MND on June 13, 2022. The letter challenged some elements of the technical analyses supporting the IS/MND and raised concern that the Project was not a compatible use with the surrounding area and inconsistent with the current zoning designation. The City's issues and objections were not anticipated and raised significant concerns to OCTA, since OCTA has been working in good faith with the City for many years on this Project with the clear and well-documented direction from the City that the proposed Project is a conditionally permitted use under existing City zoning.

The City's Orange County Great Park EIR, dated May 27, 2003, acknowledged that OCTA would purchase the site. The EIR states that, "The inclusion of the OCTA facility within the proposed project is aimed at encouraging the use of alternative transportation thereby reducing motor vehicle congestion and related air quality emissions and impacts." This same report also states that, "Also, sensitive receptors will be located away from major noise sources such as the sports park and the OCTA facility, as well as the existing railroad line and the I-5 Freeway." The City's presentation to City Council for the Purchase and Sale Agreement for the property with OCTA, dated January 13, 2015, acknowledged that the 2003 Orange County Great Park EIR includes rezoning a portion of a 135-acre parcel at the former El Toro base as a future institutional use by the County and OCTA. Property was further refined to designate 21.3 acres for OCTA as a Metrolink passenger rail maintenance facility. OCTA has continued to advance this Project in good faith based on the above and has worked in earnest collaboration with the City. The chronology of this effort is outlined in Attachment B.

It should be acknowledged that resolution of land use/zoning issues raised by the City and specifically whether the Project is allowed with a Conditional Use Permit needs to be resolved with the City, regardless of what type of CEQA document is prepared for the Project (i.e., IS/MND vs. EIR).

#### IS/MND Versus EIR

The MND process generally includes the following steps (which were followed for this Project):

- Conduct technical analysis for environmental resource topics.
- Prepare the MND based on technical analysis in accordance with the CEQA checklist.
- Publish the Notice of Intent to adopt the MND for public review 20 to 30 days.
- Adopt the MND.
- Prepare and file a NOD with the County Clerk.

In response to the Board's request on June 13, 2022, the following steps outline the process for completing an EIR:

- Prepare and issue a Notice of Preparation (NOP) to start a 30-day public scoping period.
- Standard practice is to conduct at least one scoping meeting to inform the public and agencies about the project and the proposed scope of the EIR analysis.
- Accept and review public/agency comments related to scoping to inform key areas of technical analysis for the EIR.
- Conduct technical analysis for environmental resource topics.
- Identify cumulative projects that need to be addressed as part of the cumulative analysis required for an EIR.
- Prepare and release draft EIR, file Notice of Completion (NOC) with State Clearinghouse and Notice of Availability (NOA) for public comments.
- Conduct a public comment period for a minimum of 45 days.
- Prepare responses to comments, make necessary edits to EIR, and prepare final EIR.
- Issue final EIR and release it for public inspection a minimum of ten days prior to public hearing for certification of the final EIR.
- Prepare NOD, CEQA Findings of Fact (and Statement of Overriding Considerations only if unmitigated impacts are identified), and a Mitigation Monitoring and Reporting Plan.
- Certify the EIR.
- File NOD with the County Clerk.

#### Project Scope Impacts

The preparation of a draft and final EIR would require the scope and contract for OCTA's consultant to be amended to include specific language addressing the steps outlined above. The scope would include:

- Review whether additional technical analysis is necessary to supplement the work already completed for air quality, noise and vibration, visual and aesthetics, biological resources, transportation and cultural resources (consider if technical memoranda should be revised and titled as technical reports).
- Additional written material necessary for other resource topics, including a more detailed assessment of the regulatory environment, existing conditions, and the potential for impacts. These topics include, but are not limited to, issues such as land use, community facilities, geology and soils, hydrology and water quality, utilities, and recreation.
- Additional documentation on the identification and evaluation of the reasonable range of alternatives to the project.
- Cumulative projects analysis.
- Anticipate the number of public comments expected to ensure appropriate budget is allocated to respond to comments (an MND does not require a response to public comments).
- Standard language related to the development of the draft and final EIR and accompanying documentation (NOP, NOC/NOA, NOD, CEQA findings/ Statement of Overriding Considerations [if required]).

The technical analysis for subjects where technical memoranda already exists is unlikely to change unless project elements or operational assumptions are changed. Nevertheless, it is recognized that additional effort may be necessary to address public concerns, to supplement existing analysis with revised assumptions or details, and to re-package the materials for inclusion with an EIR.

Based on the analysis conducted to date, no significant, unavoidable impacts are expected to be identified that would require an EIR. Furthermore, it is anticipated that all potential impacts can be mitigated to less than significant levels and that no conclusions as presented in the IS/MND are likely to be changed unless Project features are changed.

## Schedule Impacts

It is anticipated that production and completion of the full EIR process would require between nine and 12 months. This estimate is based on the expectation that primary detailed analysis for key environmental topics has already been completed and documented via technical memoranda and that limited additional technical analysis will be required. However, it will involve a second round of making the EIR available for public review (likely 45 days) and then responding to comments that have been received. Depending on the number of comments received, this could increase the schedule beyond 12 months.

# **Budget Impacts**

Although there are several unknown factors that could affect the budget required to complete a draft and final EIR, what is known regarding Project controversy, likely scrutiny of technical studies, and the duration of activity provide an indication that substantial budget will be required for the environmental analysis and associated staff time. The current estimated additional budget to produce a full EIR for the Project is between \$6,750,000 to \$9,100,000. The largest cost impact is the associated construction phase delay and construction cost escalation. The additional cost components are shown in the table below.

Environmental Work	\$600,000-\$900,000
OCTA Project Management	\$150,000-\$200,000
Construction Escalation (9-12 months @ 6%)	\$6-\$8 million
Total Additional Funding Needed	\$6.75-\$9.1 million

The funding for the Project is through the Southern California Regional Rail Authority's (SCRRA) Southern California Optimized Rail Expansion Capital Program, which is primarily funded by the State of California's Transit and Intercity Rail Capital Program. SCRRA has committed to delivering this Project by the 2028 Olympics. Any delay in the Project may compromise meeting this schedule and therefore funding for the Project.

OCTA has expended \$4.829 million in state funding so far on the Project, which would need to be reimbursed to the State if the Project does not get built, according to the funding agreement with the State. OCTA would seek compensation for these funds from the City for this cost.

## Fiscal Impact

Additional funding to produce a Project EIR and the associated construction delay escalation costs have not been identified at this time.

# Summary

Production of a CEQA EIR to environmentally clear the OCMF will require an estimated nine to 12 months to complete and cost up to \$9,100,000. Regardless of the type of environmental document prepared, the outstanding land-use designation and zoning issue needs to be resolved with the City. OCTA staff recommends that should the Board decide to move forward with the preparation of an EIR, that effort should not commence until the City land-use designation, zoning, and permitting requirements are resolved.

## Analysis on Environmental Impact Report for the Orange County Page 6 Maintenance Facility

### Attachments

- A. Environmental Factors Potentially Affected
- B. Chronology of Effort with the City of Irvine

Prepared by:

Lora Cross Project Manager

(714) 560-5788

Approved by:

James G. Beil, P.E.

**Executive Director, Capital Programs** 

I space

(714) 560-5646

### **Environmental Factors Potentially Affected**

Metrolink Orange County Maintenance Facility Orange County Transportation Authority

Aesthetics

Initial Study/Mitigated Negative Declaration

Air Quality

### **ENVIRONMENTAL FACTORS POTENTIALLY AFFECTED**

The environmental factors checked below would be potentially affected by this Project, as indicated by the checklist on the following pages.

Agriculture and Forestry

			Resources			
$\boxtimes$	Biological Resources	$\boxtimes$	Cultural Resources	$\boxtimes$	Energy	
	Geology /Soils	$\boxtimes$	Greenhouse Gas Emissions	$\boxtimes$	Hazards & Hazardous Materials	
$\boxtimes$	Hydrology / Water Quality	$\boxtimes$	Land Use/Planning	$\boxtimes$	Mineral Resources	
$\boxtimes$	Noise	$\boxtimes$	Population/Housing	$\boxtimes$	Public Services	
$\boxtimes$	Recreation	$\boxtimes$	Transportation	$\boxtimes$	Tribal Cultural Resources	
	Utilities / Service Systems		Wildfire	$\boxtimes$	Mandatory Findings of Significance	
<b>DETERMINATION:</b> (To be completed by the lead agency)  On the basis of this initial evaluation:  I find that the proposed project COULD NOT have a significant effect on the environment, and a						
	NEGATIVE DECLARATION will be prepared.					
	I find that although the proposed project could have a significant effect on the environment, there will not be a significant effect in this case because revisions in the project have been made by or agreed to by the project proponent. A MITIGATED NEGATIVE DECLARATION will be prepared.					
	I find that the proposed project MAY have a significant effect on the environment, and an ENVIRONMENTAL IMPACT REPORT (EIR) is required.					
	I find that the proposed project MAY have a "potentially significant impact" or "potentially significant unless mitigated" impact on the environment, but at least one effect 1) has been adequately analyzed in an earlier document pursuant to applicable legal standards, and 2) has been addressed by mitigation measures based on the earlier analysis as described on attached sheets. An ENVIRONMENTAL IMPACT REPORT is required, but it must analyze only the effects that remain to be addressed.					
	I find that although the proposed project could have a significant effect on the environment, because all potentially significant effects (a) have been analyzed adequately in an earlier EIR or NEGATIVE DECLARATION pursuant to applicable standards, and (b) have been avoided or mitigated pursuant to that earlier EIR or NEGATIVE DECLARATION, including revisions or mitigation measures that are imposed upon the proposed project, nothing further is required.					
				J	une XX, 2022	
Signature				[	Date	
James G. Beil, Executive Director, Capital Programs Orange County Transportation Authority						

June 2022 Page | xii

### CHRONOLOGY OF EFFORT WITH THE CITY OF IRVINE

- June 26, 2019 Orange County Transportation Authority (OCTA) sent a letter to the City of Irvine (City) for determination of California Environmental Quality Act lead and responsible agencies for the Orange County Maintenance Facility project (Project).
- July 16, 2019 City responded to OCTA letter with concurrence on determination that OCTA would be the CEQA lead agency on the Project with the City as the responsible agency, and acknowledgement that the Project would be subject to the City's approval of a Conditional Use Permit (CUP).
- July 15, 2021 City accepted the initial CUP submittal and fee deposit. The City provided comments in August 2021.
- August 2021 through April 2022 City processed three subsequent re-submittals of the CUP and provided comments which were addressed by the Project team.
- October 4, 2021 OCTA hosted a virtual public information meeting and extended an e-mail invitation to the City and the Homeowners Association manager of the nearby Travata community and posted public notification of the meeting on the Project website.
- December 28, 2021 OCTA submitted an administrative draft Initial Study/ Mitigated Negative Declaration (IS/MND) to the City for review prior to public circulation. The City provided written comments on January 7, 2022. OCTA addressed these comments in subsequent revisions of the draft IS/MND. Review of the draft IS/MND by the City was performed concurrently through the CUP process from January 2022 to date.
- February 28, 2022 through March 29, 2022 The draft IS/MND was circulated to the public. No comments were received from the City during this time. Written comments were received primarily from residents of the Travata community.
- June 12, 2022 OCTA received a letter of objection to the Project from the City.
   The letter cited technical flaws in the final IS/MND and requested OCTA to address these flaws and re-circulate the revised environmental document.



### September 8, 2022

**To:** Transit Committee

From: Darrell E. Johnson, Chief Executive Officer

**Subject:** 2022 Transit Asset Management Plan

### Overview

The Federal Transit Administration requires the recipients of federal funds that own, operate, or manage capital assets used for providing public transportation to develop and implement Transit Asset Management plans. The Orange County Transportation Authority is currently finalizing the 2022 Transit Asset Management plan. The plan must be completed by October 1, 2022, and a status report is provided for information purposes.

#### Recommendation

Receive and file as an information item.

### **Background**

The Orange County Transportation Authority (OCTA) has 502 vehicles available for fixed-route revenue service, 248 vehicles for paratransit services, and 188 non-revenue vehicles to support maintenance, operations, and administrative functions. OCTA also operates and maintains five maintenance and operating bases, two park-and-ride facilities, and five multimodal transportation centers. The facilities are comprised of 54 buildings and structures totaling over 500,000 square feet. While the agency's assets predominantly support bus and paratransit service today, the OC Streetcar is scheduled to begin operations in 2024. OC Streetcar assets will be included in future Transit Asset Management (TAM) plans after that system becomes operational.

#### **Discussion**

Among other requirements, TAM plans must include an asset inventory, condition assessment, and a list of investments to support the state of good repair of the agency's capital assets. The federal TAM plan requirement was enacted in 2016, and the inaugural TAM plan for OCTA was completed in August 2018. The plan has been updated and will serve as the 2022 TAM plan. The planning horizon covered under this TAM plan is through the years 2022-2026. Various departments within OCTA track and monitor the state of good repair of OCTA-owned assets and plan for the capital replacement of these assets when they have reached the end of their useful life. Three processes stand out in terms of influencing OCTA's TAM plan development: the Comprehensive Business Plan, the 20-year fleet outlook, and the facility condition assessment process.

The valuation of OCTA's existing transit asset inventory is estimated at approximately \$957 million (in 2021 dollars). Revenue vehicles represent the largest share of asset holdings (68 percent). Facilities, including bus maintenance and administrative facilities, constitute the second largest share of OCTA's asset holdings (23 percent). The remaining nine percent of assets consist primarily of support systems including fare collection, communications, and information technology systems along with minor investments in passenger station-related assets.

The TAM plan, in combination with the above-listed processes, is used to develop the 20-year list of transit capital needs and is updated at least every four years per federal requirements. OCTA uses a decision support tool to evaluate capital projects to maintain a state of good repair of assets and assesses financial requirements of asset investments over time. This document is utilized to inform the annual budget process which may include new needs that emerge between updates. Critical priorities include:

- Large bus replacements,
- Vehicle modifications,
- Facility modifications,
- Small bus replacements, and
- Support equipment.

These priorities are revisited each year through the budget process using information from the latest TAM plan.

The draft 2022 TAM plan executive summary is provided as Attachment A. Key findings of the plan include:

- OCTA's revenue vehicles are in a state of good repair,
- OCTA's facilities are in good condition overall,

- Major reinvestment needs to coincide with the switch to zero-emission buses in 2034 and 2040, and
- The state of good repair backlog is expected to grow over the next 20 years given the incremental costs associated with zero-emission buses and infrastructure.

It should be noted that the TAM plan identifies a current backlog (deferred reinvestment in asset rehabilitation, replacement, and annual capital maintenance). Virtually all transit agencies carry some backlog from year to year. OCTA's current backlog is estimated to be approximately \$114 million or 11.9 percent of the total value of OCTA transit assets. This backlog consists of facilities, vehicles, systems, and stations. However, based on the consultant's review of other TAM plans, this backlog is considered normal compared to other transit agencies. Overall, OCTA's facilities and revenue vehicles are in a state of good repair.

### Summary

The draft 2022 TAM plan executive summary is provided as Attachment A. The draft plan is currently being reviewed by OCTA staff. The final 2022 TAM plan will be submitted prior to October 1, 2022. Once completed, the TAM plan will remain on file at OCTA.

#### Attachment

A. Transit Asset Management Plan, Executive Summary Draft, August 2022

Prepared by:

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Approved by:



# Transit Asset Management Plan

ATTACHMENT A

EXECUTIVE SUMMARY DRAFT | AUGUST 2022



### **Executive Summary**

### Introduction

In July 2016, the Federal Transit Administration (FTA) published the Transit Asset Management (TAM) Final Rule [49 CFR Part 625]. Recipients and sub-recipients of federal funds that own, operate, or manage capital assets used for providing public transportation must develop and implement TAM plans. The plans must include an asset inventory and condition assessment, an asset management policy, and a prioritized list of investments to support the State of Good Repair (SGR) of the agency's capital assets, among others.

The Orange County Transportation Authority (OCTA) serves as the multimodal transportation agency and provides most of the public transportation services for Orange County, CA. The agency operates 53 fixed bus routes which include local routes, community routes, limited-stop routes, and Metrolink rail feeder routes. These routes reflect a balancing of service levels in response to the coronavirus pandemic. OCTA also operates paratransit services throughout the county. The agency has 502 vehicles available for fixed-route revenue service, 248 vehicles for paratransit services<sup>1</sup>, and 188 non-revenue vehicles to support maintenance, operations, and administrative functions. OCTA also operates and maintains five maintenance and operating bases, two park-and-ride facilities, and five multimodal transportation centers. These facility and station assets are comprised of 54 buildings and structures totaling over 500,000 square feet. While the agency's assets predominantly support bus and paratransit service today, the OC Streetcar is scheduled to begin operations in 2024. The future OC Streetcar assets will be included in TAM plans after that system becomes operational. OCTA provides funding for the Metrolink commuter rail service; however, the assets for this service are reported by the operator, Southern California Regional Rail Authority.

Various departments within OCTA combine to track and monitor the state of good repair of these assets and to plan for the capital replacement of assets when they have reached the end of their useful life. Three processes stand out in terms of influencing OCTA's TAM plan development: the Comprehensive Business Plan (CBP), the 20-year fleet outlook, and the facility condition assessment process.

The TAM plan, in combination with the above listed processes, is used to develop the 20-year list of prioritized transit capital needs and will be updated at least every four years per federal requirements. It is important to note that the TAM plan is a long-term planning document and

<sup>&</sup>lt;sup>1</sup> OCTA 20-Year Fleet Outlook, FY2022-41, Revised 10-28-2021



is less useful for the annual budgeting process since it is normally updated only every four years. The document can inform the budget process; however, there may be new needs that emerge between updates which need to be addressed.

The first-generation TAM plan for the OCTA was completed in August 2018. This is the first major update to the first-generation TAM plan and serves as the 2022 TAM plan.

### **TAM Plan Update Approach and Considerations**

A primary objective of this TAM plan update is to document the various interdependent business processes, activities, and tools needed to manage the agency's transit assets to ensure safe, reliable, and high-quality service over the long-term. Another objective is to effectively integrate the new TAM requirements into the agency's current practices. The following steps have been taken as part of developing the TAM plan update:

- Review of the latest TAM federal guidance and best practices
- Interviews with senior staff to assess current practices at OCTA
- Updating of the TAM policy
- Updating of OCTA's planning level asset inventory
- Procurement of consultant contracts to assist with: (a) preparation of Facility Condition Assessments (FCAs), and (b) preparation of the TAM plan update
- Application the FTA Transit Economics Requirements Model (TERM Lite) to estimate the 20-year transit capital needs

A recent assessment of current OCTA TAM practices indicated the following:

OCTA has made significant strides in asset management maturity since it developed its first TAM Plan in 2018. OCTA's target setting and NTD reporting processes are well established.

The CBP, which is updated every two years, has established links with the TAM Plan, but further steps should be taken to improve alignment between the two.

The CBP assumes grants will meet the future higher zero-emission vehicle replacement costs. This is important to understand as OCTA better aligns the TAM plan with the CBP.



Revenue and non-revenue vehicle asset data is robust and well tracked within Ellipse. Facilities data is currently tracked at the primary level (building level), and some assets (e.g., systems assets) are not in Ellipse. OCTA does not mine lifecycle cost for decision making purposes given system constraints and limitations.

OCTA is in the process of implementing INFOR as the new Enterprise Asset Management (EAM) system. INFOR EAM will replace Ellipse and is expected to produce many improvements over the current system. However, it is not scheduled do go live until 2023 and hence was not leveraged in the development of this TAM Plan update.

OCTA uses a "sinking fund" to incrementally save for future anticipated capital and maintenance expenditures. This funding mechanism has allowed OCTA to budget for capital purchases and has allowed OCTA to minimize its capital replacement backlog. For the time being the sinking fund assumes all compressed natural gas (CNG) buses are replaced with CNG-cost buses, but not with the higher priced zero-emission buses (ZEB) required under California regulations.

OCTA continues to use an assumed bus life of 18 years for forecasting purposes and is examining the costs and benefits associated with extending bus useful life to this level. However, questions remain as there is limited empirical data for vehicles having completed the full 18 years, and even less so with ZEBs.

### **Key Findings and Implementation Steps**

Key findings of the plan include:

- OCTA's revenue vehicles are in a state of good repair
- OCTA's facilities are in good condition overall
- Major reinvestment needs coincide with the switch to zero-emission buses in 2034 and 2040
- The SGR backlog is expected to grow over the next twenty years given the incremental costs associated with zero-emission buses and infrastructure

To develop a prioritized list of the OCTA's 20-year transit capital needs, the study team applied the FTA Transit Economics Requirements Model (TERM Lite), described further in Chapter 4. The valuation of OCTA's existing transit asset inventory is estimated at approximately \$957 million (in 2021 dollars). Revenue vehicles represent the largest share of asset holdings (68 percent). Facilities – including bus maintenance and administrative facilities – constitute the second largest share of OCTA's asset holdings (23 percent). The remaining nine percent of assets consists primarily of support systems including fare collection, communications, and



information technology systems along with minor investments in passenger station related assets.

Backlog is deferred reinvestment in asset rehabilitation, replacement, and annual capital maintenance. Virtually all transit agencies carry some backlog from year to year. OCTA's current SGR backlog is estimated to be approximately \$114 million, or 11.9 percent of the total value of OCTA transit assets. OCTA's facilities and revenue vehicles are in a state of good repair overall.

From a needs perspective, OCTA's 20-year unconstrained capital projection is shown below in Figure ES-1, segmented by asset category. Needs are shown in year of expenditure dollars (\$YOE). Revenue vehicle replacement costs, mainly replacement and rehab of the bus fleets, dominate the forecast. The numbers reflect the switch to zero-emission vehicles, including two major spikes in 2034 and 2040. 2040 also corresponds to the first year where California regulations require 100 percent of revenue vehicle purchases be zero-emissions.

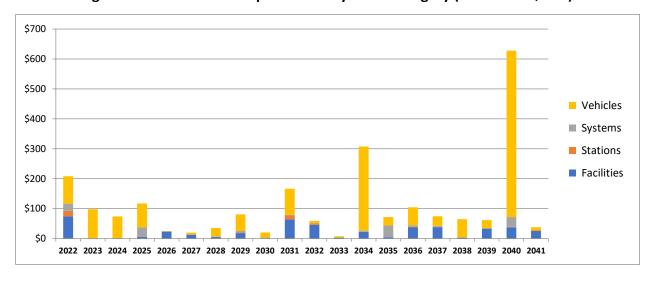


Figure ES-1. Investment Expenditures by Asset Category (Millions of \$YOE)

TERM Lite incorporates revenue forecast estimates from OCTA's CBP to establish a 20-year constrained budget. The constrained capital needs for each year of the TAM plan horizon, as well as the resulting backlog, year-over-year, can be determined by computing the expected capital needs over a 20-year period. The projected backlog is shown in Exhibit ES-2, below.

OCTA's expected capital funding is insufficient to fully control the size of the backlog, resulting in long-term backlog growth. The primary driver of this backlog growth is the significantly higher cost of transitioning the revenue fleet to zero emission technology, leading to increased competition across all asset types for limited capital funds. This effect drives up the size of the



investment backlog for all asset types (not just the zero emission buses themselves). The impact of this increased competition for expected funding capacity becomes more apparent in the later years of the forecast, as the bus fleet reaches a 100 percent zero-emission fleet.

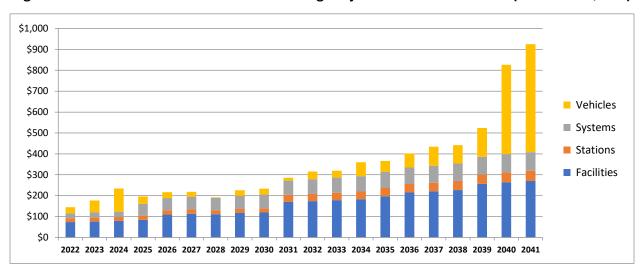


Figure ES-2. Constrained Scenario: SGR Backlog Projection for 2022 to 2041 (Millions of \$YOE)

Looking forward, the CBP identifies constrained investment assumptions and priorities for Bus and other OCTA modal programs. OCTA's bus capital priorities over the next three fiscal years (FY 2023-2025) include, in decreasing order, the following asset implementation investments:

Large Bus Replacement: \$164.9 million
 Vehicle Modifications: \$33.6 million
 Facility Modifications: \$20.1 million
 Small Bus Replacement: \$17.7 million
 Support Equipment: \$11 million

OCTA's largest capital cost is tied to revenue vehicles, hence it is critical to keep the 20-year fleet outlook updated on a regular basis. Currently, OCTA intends to extend the regular purchase of CNG buses into the next several years – the last purchase is expected in 2025. The State of California mandates 100 percent zero-emission bus purchases by 2040. Current plans call for the bulk of OCTA zero-emission buses to phase in starting in 2034, and zero-emission demand response vehicles begin phasing in 2027 and 2029. Accurate future costs of ZEBs are highly uncertain at this time given status of ZEB markets, changing technologies, and the cost of future power. However, OCTA has plans to initiate a study to quantify the life cycle costs of ZEBs to gain a better understanding of major cost drivers and potential cost mitigation strategies.



From an asset management planning perspective, OCTA is investing in the transition to a new Enterprise Asset Management System, INFOR, to replace the Ellipse system. Moving forward, INFOR is expected to have much greater data mining capabilities for current assets, and to include the OC Streetcar assets as well.

A major activity over the next several years is going to be the development of a robust OC Streetcar asset inventory, complete with detailed acquisition and installation costs, loading the information into INFOR, in preparation for the next TAM plan update.

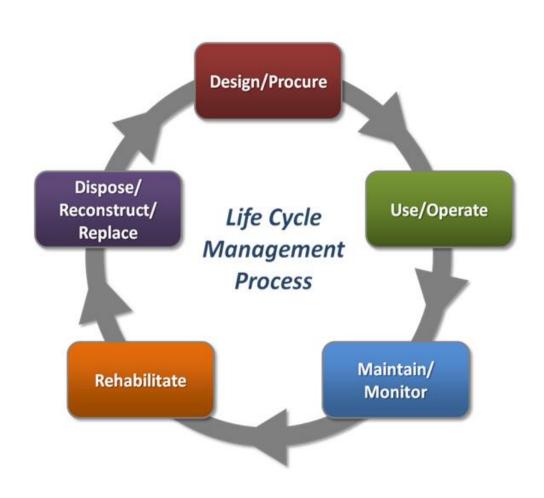


# 2022 Transit Asset Management Plan



# TAM Plan - Background

- In 2016, FTA published the TAM final rule
- In 2018, OCTA completed the inaugural TAM plan
- Updated every four years
- 2022 TAM plan due by October 1, 2022
- Team effort by all divisions



# TAM Plan - Elements

TAM Plan Elements		Description		
1	Asset Inventory	List of transit capital needs and condition		
2	<b>Condition Assessment</b>	Asset condition ratings; facilities/stations from onsite assessment		
3	<b>Decision Support Tools</b>	Methodology/tools to create TAM plan (TERM Lite Model)		
4	Prioritization	Prioritized list of SGR projects, using criteria such as safety and cost		
5	TAM and SGR Policy	Policies, strategies, agency directions to support TAM plan goals		
6	Implementation Strategy	Processes to follow to achieve TAM plan		
7	List of Key Annual Activities	Annual activities deemed critical to achieving TAM goals		
8	Identification of Resources	Estimate of financial resources necessary to implement TAM plan		
9	<b>Evaluation Plan</b>	Continuous TAM improvement plan with milestones and timelines		
NTD	Performance Measures	Agency-and FTA-required performance measures/targets		

# TAM Plan – 2022 Updates

- Key Findings
  - Revenue vehicles are in SGR
  - Facilities are in overall good condition
  - Major reinvestment needs to coincide with the switch to ZEBs through 2040
  - SGR backlog is expected to grow over the 20 years associated with ZEBs and infrastructure costs

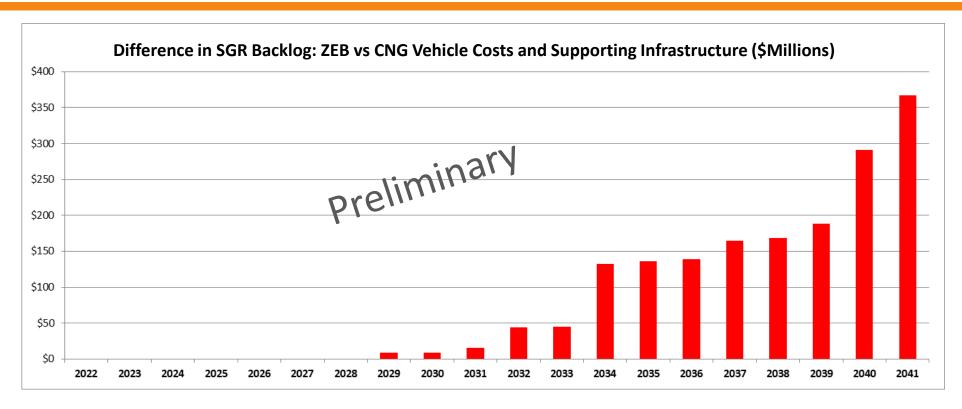






ZEB – Zero-emission buses

# TAM Plan – 2022 Updates



 Reflects cumulative, year-over-year level of external funding OCTA needs to pursue to cover the higher cost of ZEBs and supporting infrastructure

# TAM Plan – Next Steps

- Draft TAM plan is complete and being reviewed by OCTA divisions
- Consultant to finalize the plan in mid-September based on feedback
- TAM plan will be completed by September 30, 2022
- TAM plan will remain on file for future FTA triennial review







# OC Bus and OC ACCESS Services Update

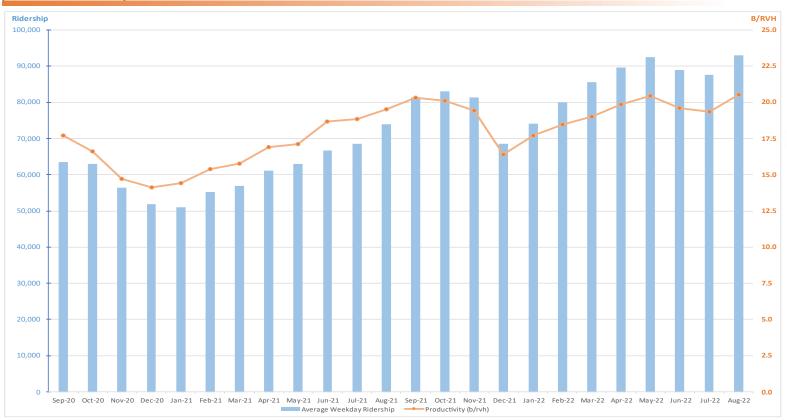
### **KEY METRICS**



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

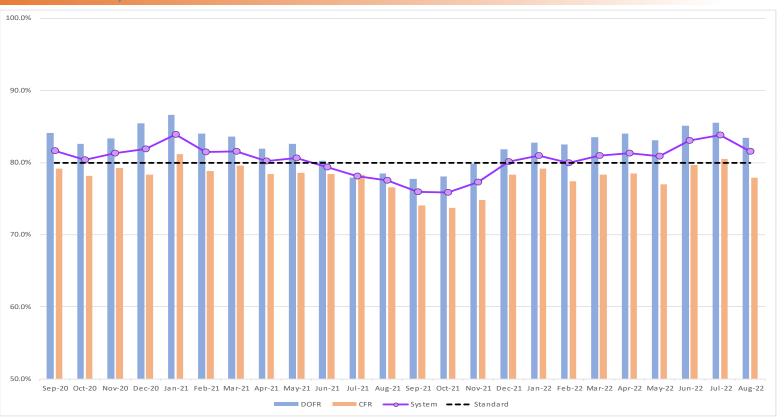
### OC BUS RIDERSHIP AND PRODUCTIVITY





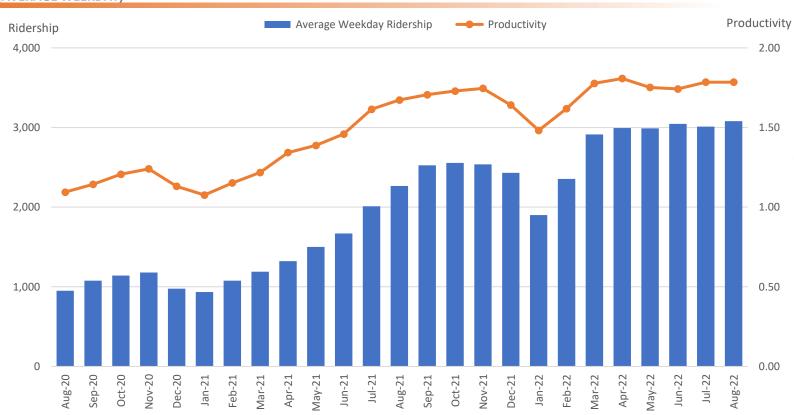
### OC BUS ON-TIME PERFORMANCE





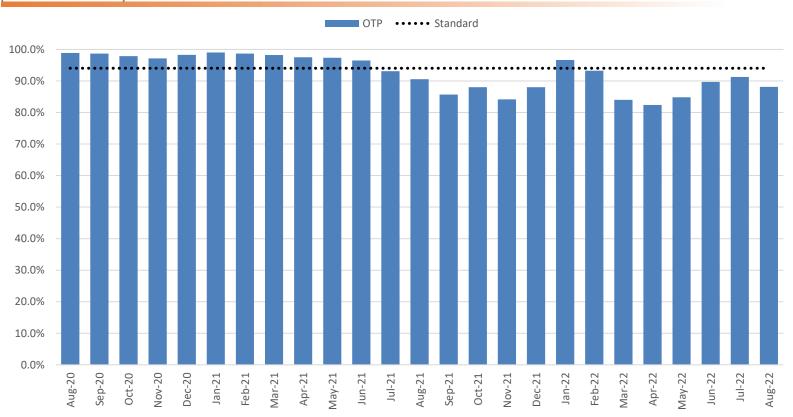
## OC ACCESS RIDERSHIP AND PRODUCTIVITY





### **OC ACCESS ON-TIME PERFORMANCE**





### **CUSTOMER COMMUNICATION AND FEEDBACK**

### **Marketing and Customer Communications**

### **Customer Communications**

- Launched Community College Pass Program for all Orange County community colleges, including the newest, Orange Coast College
- Developed OC Bus 50<sup>th</sup>
   Anniversary campaign to celebrate our golden anniversary
- Distributed Youth Ride Free materials and passes to Kindergarten-12 schools for the new school year







### **Customer Comments**

### **Bus Pass-bys**

Complaints on pass-bys decreased to an average of 3.5 complaints per week in the first four weeks of August compared to 8.2 complaints per week in July

### **No Shows**

 Due to COVID-19 staffing impacts, some routes were not assigned.
 Customer complaints on "no show" routes increased slightly to an average of 6.25 complaints per week in the first four weeks of August, compared to an average of six complaints per week in July

### NEXT STEPS

- Continue to Track Service Performance
  - Ridership trends
  - On-time performance
- Upcoming Service Changes
  - October 9, 2022