



**Amendment to Agreement with
MV Transportation, Inc., for the Provision of
the OC Flex Service Microtransit Pilot Program**



- March 2018 – Board of Directors (Board) approved an agreement with Keolis Transit Services, LLC for the provision of the OC Flex service
- October 2018 – OC Flex begins in two zones
 - Orange Zone (areas of Aliso Viejo, Laguna Niguel, and Mission Viejo)
 - Blue Zone (areas of Huntington Beach and Westminster)
- September 2019 – Board authorized contract extension
- January 2020 – Board authorized 12-month extension of pilot
- May 2020 – Assigned agreement to MV Transportation, Inc.



OC FLEX PROGRAM OPTIONS



- Maintain OC Flex Service
- Terminate OC Flex Program
- Modify, Expand, or Adjust



Maintain Current Service

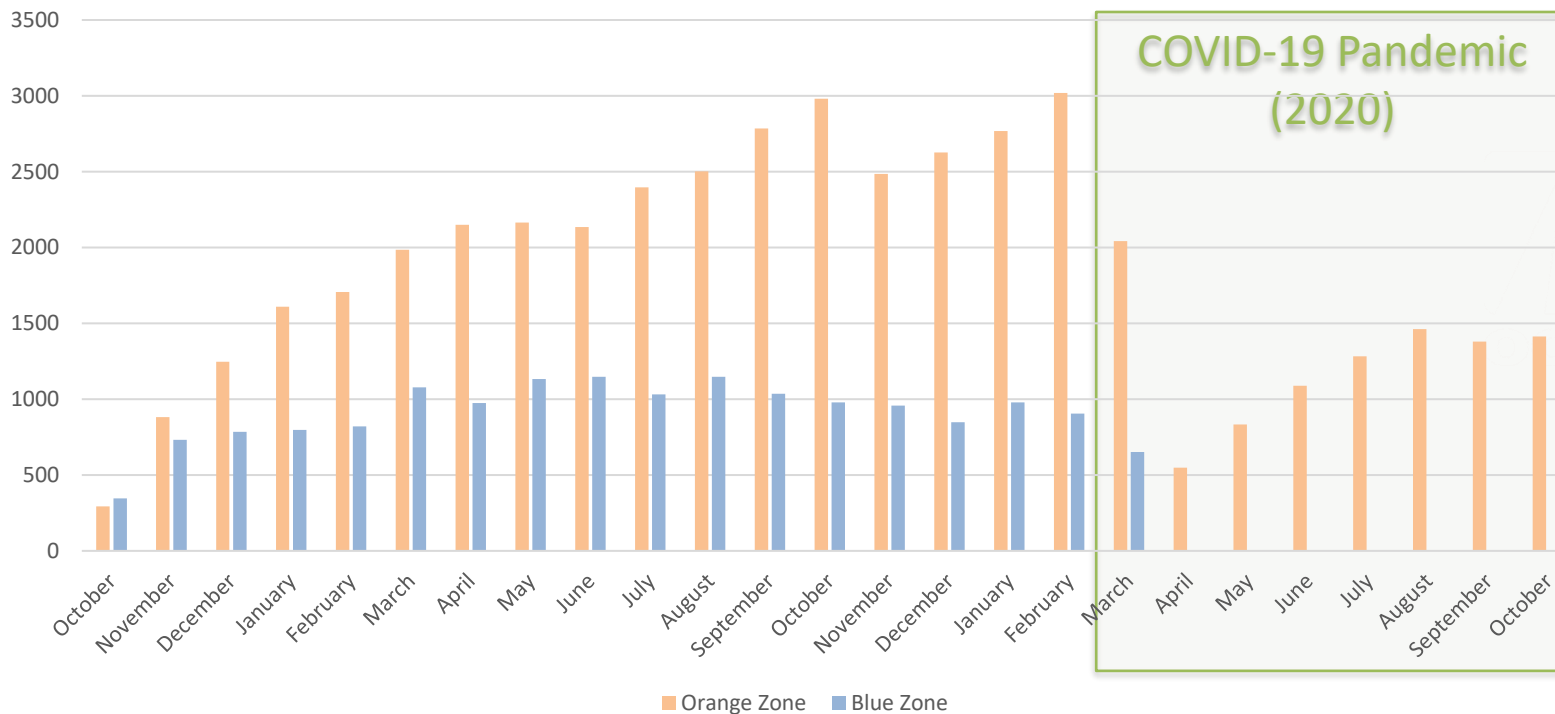
- Advantages

- Provides more time to evaluate the effects of changes implemented in February 2020
- Keeps on-demand transit in the mix of service delivery options for future bus system restructuring
- Focus resources on most successful zone
- Maintains established connections from Laguna Niguel/Mission Viejo Metrolink Station
- Gives time to regain ridership and get back to the level of performance achieved in February 2020 or better

- Disadvantages

- Elimination of Blue Zone due to low ridership

OC Flex Ridership



PERFORMANCE SUMMARY



Board-Adopted Goals <i>(Measures)</i>	Target	Performance*	Goal Met?
Productivity <i>(Boardings per Revenue Vehicle Hour)</i>	6	1.87	X
Cost Effectiveness <i>(Subsidy per Boarding)</i>	\$9.00	\$27.43	X
Shared Rides <i>(% of Bookings sharing a vehicle, groups)</i>	25%	29.3%	✓
Connecting Transit Trips <i>(% of transfer trips)</i>	25%	30.3%	✓
Customer Satisfaction – (by survey) <i>(% “likely”/“very likely” to recommend service)</i>	85%	91%	✓

* Performance through February 2020



NEXT STEPS



- Continue to monitor performance and evaluate impacts of COVID-19
- Report quarterly performance
- Return to the Board in December 2020 with a path forward beyond the pilot program