

Orange County Transportation Authority

Transit Committee Agenda Thursday, April 11, 2024 at 9:00 a.m.

Board Room, 550 South Main Street, Orange, California

Committee Members

Fred Jung, Chair Vicente Sarmiento, Vice Chair Ashleigh Aitken Valerie Amezcua Andrew Do Patrick Harper Stephanie Klopfenstein

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

Meeting Access and Public Comments on Agenda Items

Members of the public can either attend in-person or listen to audio live streaming of the Board and Committee meetings by clicking this link: https://octa.legistar.com/Calendar.aspx

In-Person Comment

Members of the public may attend in-person and address the Board regarding any item within the subject matter jurisdiction of OCTA. Please complete a speaker's card and submit it to the Clerk of the Board and notify the Clerk regarding the agenda item number on which you wish to speak. Speakers will be recognized by the Chair at the time of the agenda item is to be considered by the Board. Comments will be limited to three minutes. The Brown Act prohibits the Board from either discussing or taking action on any non-agendized items.

Written Comment

Written public comments may also be submitted by emailing them to ClerkOffice@octa.net, and must be sent by 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 Do

Closed Session

There are no Closed Session items scheduled.

Special Calendar

There are no Special Calendar matters.

Consent Calendar (Item 1)

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

Clerk of the Board

Recommendation

Approve the minutes of the March 14, 2024, Transit Committee meeting.

Attachments:

Minutes

Regular Calendar

2. OC Streetcar Project Quarterly Update

Jeff Mills/James G. Beil

Overview

The Orange County Transportation Authority is implementing the OC Streetcar project, and updates are provided to the Board of Directors on a quarterly basis. This report covers OC Streetcar project activities from January 2024 through March 2024.

Recommendation

Receive and file as an information item.

Attachments:

Staff Report

Attachment A

Presentation

3. Award the Purchase of Vehicles for OC ACCESS

Cliff Thorne/Johnny Dunning, Jr.

Overview

On June 26, 2023, the Orange County Transportation Authority Board of Directors approved the release of a request for proposals for the purchase of 108 vans and 13 cutaway buses for OC ACCESS and four vans for OC Flex service. As a result, proposals from qualified firms under the California Association for Coordinated Transportation/Basin Transit Purchasing Cooperative were received and Board of Directors' approval is requested to award an agreement for the purchase of these vehicles.

Recommendations

- A. Approve the selection of Model 1 Commercial Vehicles, Inc., doing business as Creative Bus Sales, Inc. as the firm to provide up to 108 vans for OC ACCESS, with an option for up to 19 additional vehicles.
- B. Authorize the Chief Executive Officer to negotiate and execute Purchase Order No. C-3-2510 between the Orange County Transportation Authority and Model 1 Commercial Vehicles, Inc., doing business as Creative Bus Sales, Inc. in the amount of \$20,315,700, for the initial purchase of up to 108 vans for OC ACCESS.
- C. Approve the selection of Model 1 Commercial Vehicles, Inc., doing business as Creative Bus Sales, Inc. as the firm to provide up to 13 gasoline-powered cutaway buses for OC ACCESS, with an option for up to ten additional vehicles.
- D. Authorize the Chief Executive Officer to negotiate and execute Purchase Order No. C-3-2511 between the Orange County Transportation Authority and Model 1 Commercial Vehicles, Inc., doing business as Creative Bus Sales, Inc., in the amount of \$3,028,918 for the initial purchase of up to 13 gasoline-powered cutaways for OC ACCESS.

Attachments:

<u>Staff Report</u> <u>Attachment A</u> Presentation

4. Award the Purchase of Driver Protection Systems Cliff Thorne/Johnny Dunning, Jr.

Overview

On November 27, 2023, the Orange County Transportation Authority Board of Directors approved the release of an invitation for bids for driver protection systems to be installed as a retrofit in the fixed-route bus fleet. Bids were received in accordance with procurement guidelines for a fixed asset procurement. Board of Directors' approval is requested to purchase up to 204 driver protection systems to enhance coach operator safety.

Recommendation

Authorize the Chief Executive Officer to negotiate and execute Purchase Order No. C-3-2843 between the Orange County Transportation Authority and Complete Coach Works, in the amount of \$2,081,120 for the purchase of up to 204 driver protection systems for fixed-route buses.

Attachments:

Staff Report

Presentation

5. Low Carbon Transit Operations Program Recommendations for OC Bus Transit Projects

Jason Huang/Kia Mortazavi

Overview

The Low Carbon Transit Operations Program provides funding to transit agencies on a formula basis to support transit operations and capital projects. Funding recommendations are presented to use this funding for transit projects that promote transit ridership growth and reduce greenhouse gas emissions, consistent with program requirements.

Recommendations

- A. Approve Resolution No. 2024-016 to authorize the use of \$10,349,538 in fiscal year 2023-24 Low Carbon Transit Operations Program funds for the 40 Hydrogen Fuel Cell Buses Project.
- B. Approve Resolution No. 2024-017 to authorize the use of prior year funds and interest earnings totaling \$3,171,997 for new or expanded Bravo!/Rapid bus services and the Youth Ride Free Program.
- C. Authorize staff to make all necessary amendments to the Federal Transportation Improvement Program as well as negotiate and execute any necessary agreements with regional, state, or federal agencies to facilitate the recommendations above.

Attachments:

Staff Report Attachment A Attachment B Attachment C Presentation

Discussion Items

6. OC Bus and OC ACCESS Services Update

Kim Tucker/Johnny Dunning, Jr.

Overview

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

Attachments:

Presentation

- 7. Public Comments
- 8. Chief Executive Officer's Report
- 9. Committee Members' Reports

10. Adjournment

The next regularly scheduled meeting of this Committee will be held: 9:00 a.m. on Thursday, May 9, 2024 OCTA Headquarters 550 South Main Street Orange, California



Committee Members Present

Fred Jung, Chair Vicente Sarmiento, Vice Chair Ashleigh Aitken Valerie Amezcua Andrew Do Patrick Harper Stephanie Klopfenstein

Staff Present

Jennifer L. Bergener, Deputy Chief Executive Officer Allison Cheshire, Clerk of the Board Specialist, Senior Gina Ramirez, Assistant Clerk of the Board James Donich, General Counsel OCTA Staff

Committee Members Absent None

Call to Order

The March 14, 2024, regular meeting of the Transit Committee was called to order by Committee Chair Jung at 9:02 a.m.

Consent Calendar (Items 1 through 5)

1. Approval of Minutes

A motion was made by Director Harper, seconded by Director Amezcua, and declared passed by those present, to approve the minutes of the February 8, 2024 Transit Committee meeting.

2. Amendments to Agreements for Design Support Services and Construction Management Services for the OC Streetcar Project

A motion was made by Director Harper, seconded by Director Amezcua, and declared passed by those present, to:

A. Authorize the Chief Executive Officer to negotiate and execute Amendment No. 14 to Agreement No. C-5-3337 between the Orange County Transportation Authority and HNTB Corporation, in the amount of \$2,000,000, and extend the agreement term through August 31, 2025, for continued OC Streetcar project design support services during construction. This will increase the maximum cumulative obligation of the agreement to a total contract value of \$34,083,841.



B. Authorize the Chief Executive Officer to negotiate and execute Amendment No. 21 to Agreement No. C-6-0926 between the Orange County Transportation Authority and PGH Wong Engineering, Inc., in the amount of \$7,700,000, and extend the agreement term through February 28, 2025, for continued OC Streetcar project construction management services. This will increase the maximum cumulative obligation of the agreement to a total contract value of \$42,782,570.

Committee Vice Chair Sarmiento, recused himself from voting on this item.

3. Amendment to Agreement for Mobile Ticketing Validators Extended Warranty Coverage Period

A motion was made by Director Harper, seconded by Director Amezcua, and declared passed by those present, to authorize the Chief Executive Officer to negotiate and execute Amendment No. 7 to Agreement No. C-6-0942 between the Orange County Transportation Authority and Init Innovations in Transportation, Inc., to exercise the fourth option term in the amount of \$158,769, for extended warranty coverage and annual maintenance for mobile ticketing validators effective May 1, 2024 through April 30, 2025. Amending this agreement will increase the maximum cumulative payment obligation to a total contract value of \$3,364,110.

4. Amendment to Agreement for Detail Bus Cleaning and Pesticide Application Services

A motion was made by Director Harper, seconded by Director Amezcua, and declared passed by those present, to authorize the Chief Executive Officer to negotiate and execute Amendment No. 2 to Agreement No. C-0-2702 between the Orange County Transportation Authority and Gamboa Services, Inc., doing business as Corporate Image Maintenance, in the amount of \$810,550, to exercise the two-year option term of the agreement effective May 1, 2024 through April 30, 2026, for continued detail bus cleaning and pesticide application services. This will increase the maximum obligation of the agreement to a total contract value of \$1,887,276.

5. May 2024 OC Bus Service Change

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



Regular Calendar

6. Consultant Selection for Real Property Management Services

Jim Beil, Executive Director, Capital Programs, provided a report on this item.

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

- A. Approve the selection of Cal Pacific Land Services, Inc., as the firm to provide real property management services.
- B. Authorize the Chief Executive Officer to negotiate and execute Agreement No. C-3-2807 between the Orange County Transportation Authority and Cal Pacific Land Services, Inc., as the firm to provide real property management services, in the amount of \$750,000, for a five-year term.

Discussion Items

7. OC Bus and OC ACCESS Service Update

Kim Tucker, Department Manager Schedule and Bus Operations Support, and Ryan Maloney, Manager, Marketing and Data Analytics provided a presentation on this item.

Committee Vice Char Sarmiento commented the that upcoming bus service change will help students at Godinez, Segerstrom, Santa Ana and Foothill High Schools gain better access to bus service to get to and from school.

No action was taken on this item.

8. Public Comments

No public comments were received.

9. Chief Executive Officer's Report

Jennifer L. Bergener, Deputy Chief Executive Officer, reported the following:

- Transit Employee Appreciation Day on Monday, March 18, 2024
- OC Bus Rapid Route 529
- Rail Update



10. Committee Members' Reports

There were no Director's reports.

11. Adjournment

The meeting adjourned at 9:14 a.m.

The next regularly scheduled meeting of this Committee will be held: **9:00 a.m. on Thursday, April 11, 2024** OCTA Headquarters 550 South Main Street Orange, California



April	11,	2024	
-------	-----	------	--

April 11, 20	024
То:	Transit Committee
From:	Darrell E. Johnson, Chief Executive Officer
Subject:	OC Streetcar Project Quarterly Update

Overview

The Orange County Transportation Authority is implementing the OC Streetcar project, and updates are provided to the Board of Directors on a quarterly basis. This report covers OC Streetcar project activities from January 2024 through March 2024.

Recommendation

Receive and file as an information item.

Background

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

Construction of the 4.15-mile alignment involves complex and specialized work, including the installation of embedded track in existing streets, an overhead contact system (OCS) to supply power to the vehicles, new traffic signals and transit signal priority at intersections, stops with canopies, bridges, and a maintenance and storage facility (MSF).

The Project includes ten streetcar stops in each direction (four shared center platforms and six side platforms in each direction, for a total of 16 platforms).

Each stop includes a canopy, benches, leaning rails, trash cans, lighting, variable message signs, video cameras, a public address system, and ticket vending machines. Platforms will be 14-inches high to enable level boarding to streetcar vehicles.

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

On March 26, 2018, the OCTA Board of Directors (Board) awarded a contract to Siemens Industries, Inc., (Siemens) for the manufacturing and delivery of eight modern streetcar vehicles, spare parts, and special tools. On September 24, 2018, the Board awarded the construction contract for the Project to Walsh Construction Company II, LLC (Walsh). On November 30, 2018, the Federal Transit Administration (FTA) executed the Full Funding Grant Agreement (FFGA), securing \$149 million in federal New Starts discretionary funding for the Project. In February 2019, the FFGA was funded through the FTA Transit Award Management System, which was the last step necessary to begin the drawdown of federal funding. Through March 2024, \$133,915,385 has been drawn down on the FFGA. On May 22, 2020, the Board awarded a contract to Herzog Transit Services, Inc., (Herzog) to provide operations and maintenance services for an initial start-up and pre-revenue period, and a five-year revenue term.

Discussion

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

Construction

Construction is approximately 86 percent complete through last quarter, ending March 2024. Construction milestones include the completion of the Santa Ana River and Westminster bridges with the placement of handrails, installation of all tracks and OCS poles, placement of approximately 90 percent of the roadway final pavement and striping work, and the reopening of the Santa Ana Boulevard and Santiago Street intersection. In response to community interest in improving the visual appeal of Fourth Street, tree installation was advanced with the placement of 45 trees and the removal of fencing around the tree wells.

In the Pacific Electric Right-of-Way (PEROW) portion of the alignment, two key activities are ongoing. The activities include the overhead wire installation on

OCS poles and train warning and gate systems installation at the Fairview Street, Fifth Street, and Raitt Street at-grade crossings. At the MSF, key activities nearing completion include installation of bi-fold doors, OCS cantilever arms, interior heating, ventilation, and air conditioning, wiring and electrical work, and preparation of asphalt concrete paving for the yard track. Given the significance of the MSF to vehicle testing, staff continues to coordinate weekly with Walsh to ensure significant completion of the MSF for vehicle storage at the earliest possible date.

On the west end of the Project, the Harbor Boulevard parking lot was paved, and on the east end, the SARTC parking lot was also recently paved. Additional work to reconstruct sidewalk, driveways, and curb and gutter is underway along Santa Ana Boulevard between Santiago Street and Mortimer Street, as well as at the intersection of Fourth Street and Mortimer Street, and other locations throughout the Project. Work at Sasscer Park continues, with underground electrical elements being installed and preparation for paving and concrete work at the platform.

Upcoming planned work includes continued installation of OCS wire, completion of signals, signage, and the electrical systems for the streetcar, and progressing the MSF and other roadway elements such as paving, sidewalk, driveways, and curb and gutter work.

Vehicles

Five of the eight vehicles that have been completed and approved for storage were moved to a secure offsite Siemens storage area. OCTA will continue to store spare parts and special tools at the Siemens facility until the MSF construction has reached substantial completion and those items can be accommodated within the facility.

In January 2024, OCTA staff participated in a pre-storage vehicle inspection for two of the three remaining vehicles, Cars 5 and 7, at the Siemens manufacturing facility. The pre-storage vehicle inspection includes a rigorous review of the interior, exterior, and roof of the vehicles. The vehicle inspection also includes final water and software testing. OCTA's operations and maintenance contractor, Herzog, also participated in the inspection at the Siemens facility. Herzog's focus was on operational systems such as cab operator display, doors, trucks, and vehicle coupler. Herzog will be responsible for the vehicles once they are delivered to the MSF. Therefore, Herzog's participation is critical to establish continuity in the vehicle pre-storage inspection, pre-shipment inspection, and delivery. Following the inspection, Cars 5 and 7 were approved for storage.

Car 8 remains in final static and dynamic testing. The final inspection of Car 8 is expected to be conducted next quarter.

OCTA has requested that Siemens provide a long-term storage estimate for the vehicles, vehicle warranty extension, and vehicle maintenance during storage. OCTA and Siemens continue to coordinate regarding the vehicle delivery schedule and long-term vehicle storage at the off-site Siemens facility. Staff anticipates returning to the Board for contract amendments required for Siemens as a result of these discussions in the second quarter 2024.

Operations

In February 2024, the Rail Activation Committee met to report on the activities of the smaller working groups, including the System Integration Testing (SIT) Committee and Operations Working Group. The SIT Committee is meant to validate that the interface between the vehicle, MSF, and mainline are performing as intended. The Operations Working Group is led by Herzog and is responsible for the development of all rail activation plans and deliverables. In February 2024, the Rail Activation Committee and the California Public Utilities Commission (CPUC) conducted a field walk from the MSF to the Fairview Street grade crossing to review the track, signal, and switches that will be used for the initial vehicle testing. The CPUC's engagement in the field walks is critical to the testing and certification of the system.

In March 2024, Herzog provided a second vendor presentation to OCTA and the CPUC of an early warning device system, a requirement for CPUC compliance. This system provides advanced warning of an approaching train to both track workers and train operators. Early warning device systems will be utilized in the field by operations and maintenance personnel as part of their personal protective equipment safety requirements.

OCTA and the City of Garden Grove are finalizing negotiations for the operations and maintenance agreement needed once the Project is in revenue service. Staff anticipates this agreement, along with the agreement with the city, coming to the Board for approval in May 2024.

Public Outreach

During the reporting period, bilingual notifications were developed and distributed for tree planting on Fourth Street between Ross Street and French Street, final paving and striping in Segment 3 at the Ross Street intersection, and in Segment 5 on Santa Ana Boulevard near French Street. In addition, the County of Orange and the Ronald Reagan Federal Courthouse received customized flyers to highlight alternate routes during the paving and striping operations. All these activities were also shared on the project's website, social media outlets, and with the City for their use to inform their staff and residents. Stakeholders adjacent to the PEROW were notified about ongoing activities, including pulling OCS wire on the overhead contact poles.

The outreach team met with representatives of the Santiago Lofts to discuss the sidewalk restoration adjacent to their property. The physical boundaries of the sidewalk restoration were identified to allow the new sidewalk material to blend into the existing conditions. In addition, the locations of the utility markings were noted and will be removed as part of the restoration. Outreach staff continues to provide updates to the representatives and a follow-up field walk will be scheduled April 2024.

The outreach staff participated in two Artwalk events, as well as at the Boco de Ora literary festival in Downtown Santa Ana. Staff from the diversity and construction outreach teams attended the Coffee with the Mayor event and shared information about the Project as well as other OCTA initiatives.

The Eat Shop Play program continued providing content for city electronic billboards and social media advertisements, as well as interior and exterior advertisements on OCTA's fixed-route service. Several focus groups were held in January 2024 to support the Safety Education and Public Awareness Campaign efforts. Additional feedback about safety messaging was solicited from OCTA's Teen Council participants. Input from these groups is an important element of developing and refining the materials that are shared with the community to help educate and create awareness about the Project.

Cost and Schedule

In April 2023, the Board approved a revised project budget of \$579,160,000 that assumed a November 2024 revenue service date. Staff continues to actively manage Walsh to advance construction activities to meet this date. However, given continued construction and legal challenges as previously reported to the Board, including construction quality issues, limited deployment of labor resources, and inaccurate schedule reporting, staff is re-evaluating the project schedule to determine a revised revenue service date based upon progress in the field and anticipated project risk.

As previously reported to the Board, OCTA continues to report to the FTA the risk-adjusted revenue service date of August 2025. This schedule contingency date was developed following the FTA-required risk assessment in April 2023. Staff will update the Board regarding schedule re-evaluation efforts as part of future project updates.

Next Steps

Activities in the next quarter will include installation of the OCS hardware and overhead wires, station platforms infrastructure and canopies, continued paving work, and service connections for the four-traction power substations. Staff will focus efforts and continue to communicate with Walsh to ensure significant

completion of the MSF for vehicle delivery and testing. Next steps for the remaining vehicle include finalizing vehicle equipping and inspection for Car 8. Upcoming outreach activities include ongoing coordination with the construction team and the city regarding traffic control measures that are needed for paving, new traffic signal installation, and system electrification. In addition, Outreach staff will continue to attend community events to provide project education and safety messaging.

Summary

An OC Streetcar project update covering January 2024 through March 2024 is provided for the Orange County Transportation Authority Board of Directors' review.

Attachment

A. Project Alignment – Status of Track Installation

Prepared by:

ff Mills

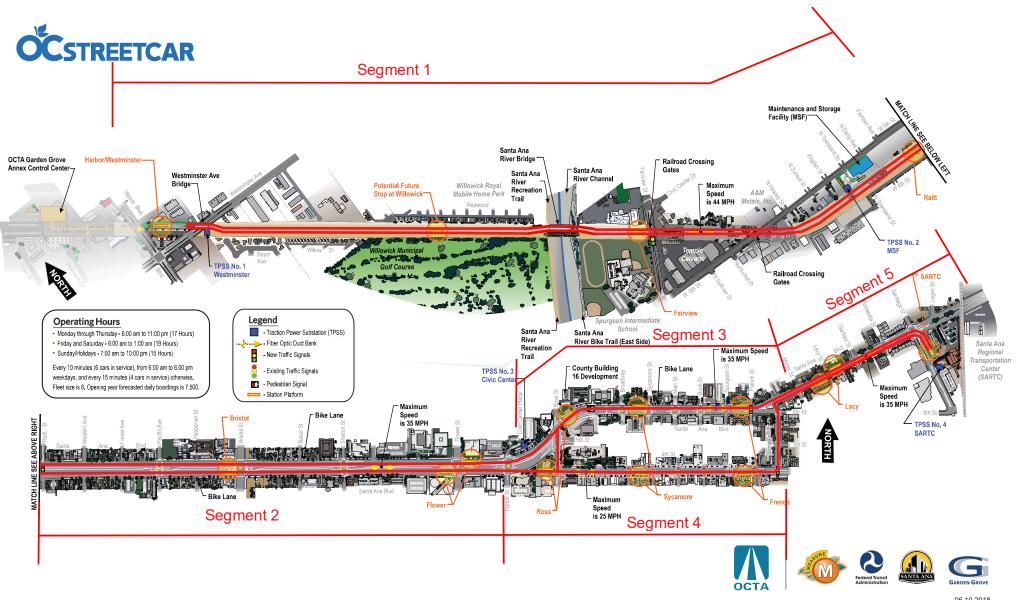
Jeff Mills, P.E. Director, Alternative Project Delivery and Construction (714) 560-5775

Approved by:

Justre

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

Project Alignment - Status of Track Installation

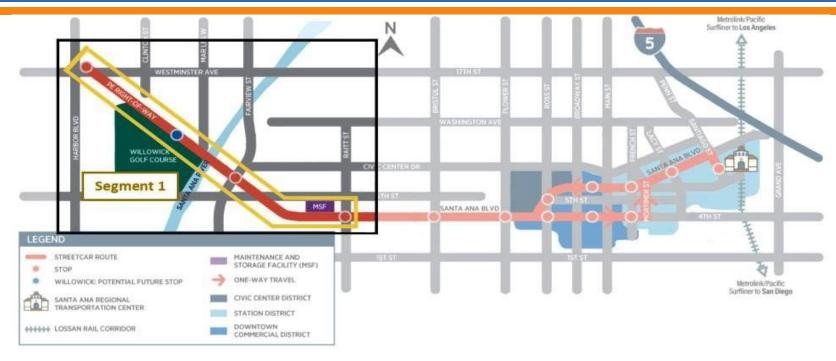


05.10.2018 Prepared by HDR, Inc.



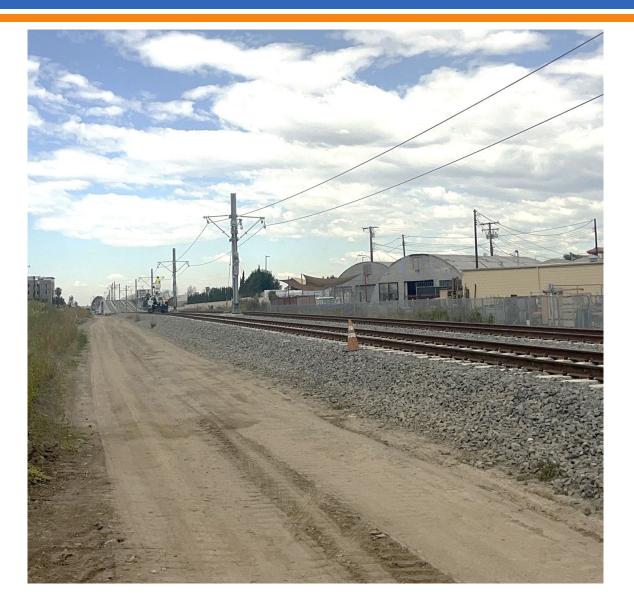


Construction – Segment 1



- Pacific Electric Right-of-Way
 - Wire installation on overhead contact system (OCS) poles is ongoing
 - Installation of train crossing signal and gate system
- Maintenance and Storage Facility
 - Key activities near completion include installation of bi-fold doors, OCS cantilever arms, interior heating, ventilation, and air conditioning, wiring and electrical work, and preparation of asphalt concreate paving for the yard track

Segment 1 Progress





OCS Wire

Segment 1 Progress (Cont.)

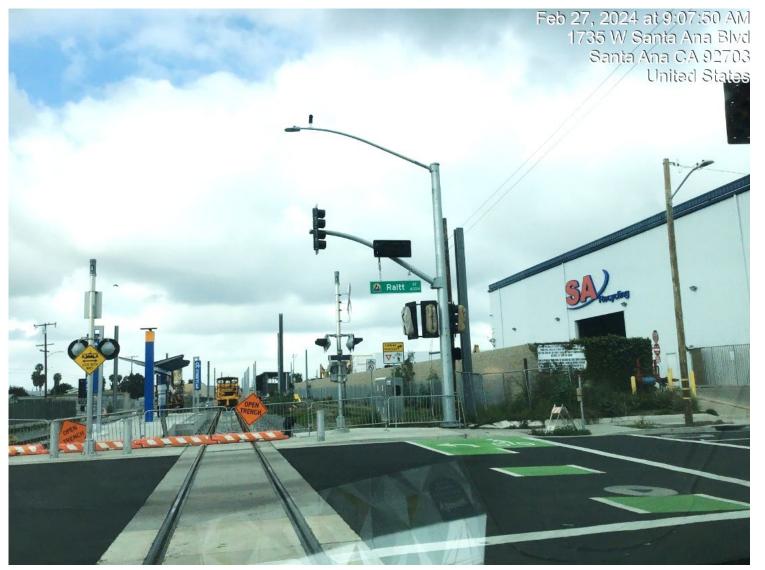
OCS Cantilever Arms



Harbor Parking Lot

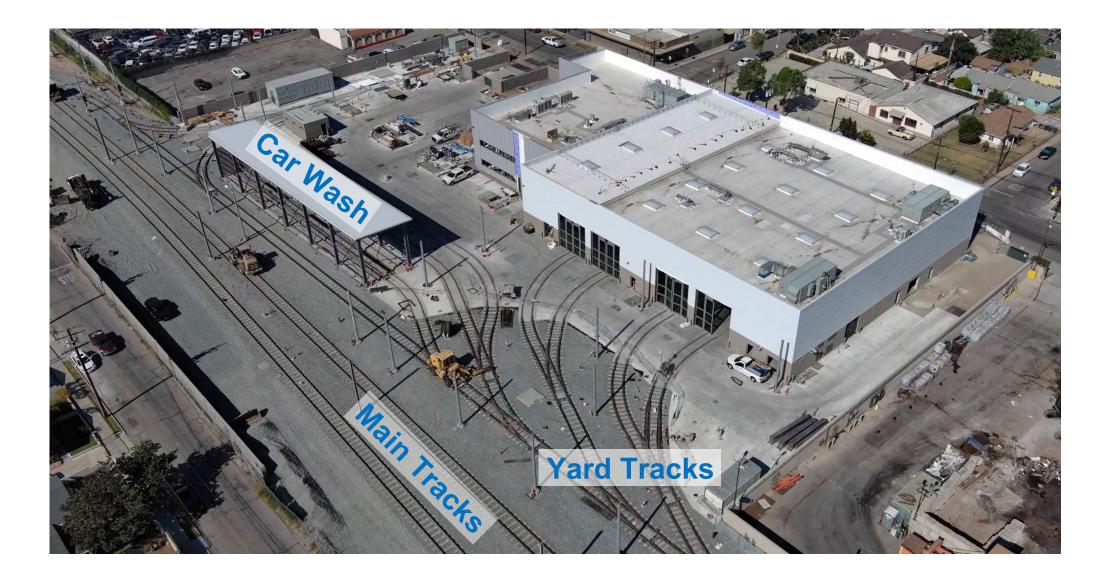


Segment 1 Progress (Cont.)

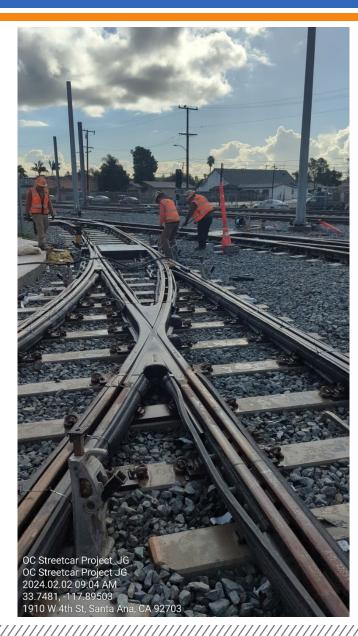


Raitt Street Train Crossing Signal

Maintenance and Storage Facility



Maintenance and Storage Facility (Cont.)

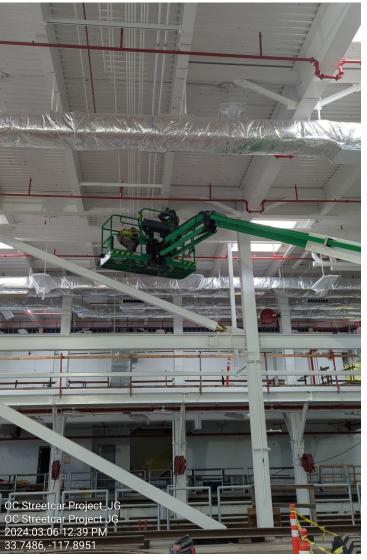




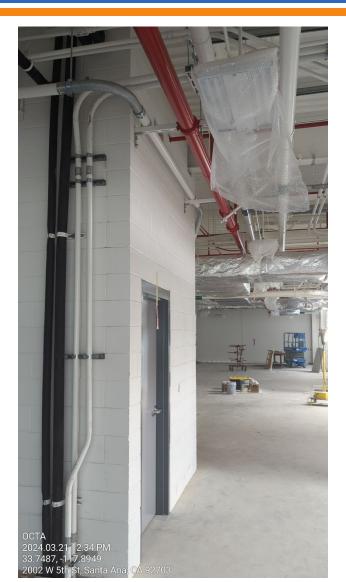
Preparation for paving for the yard track

Maintenance and Storage Facility (Cont.)







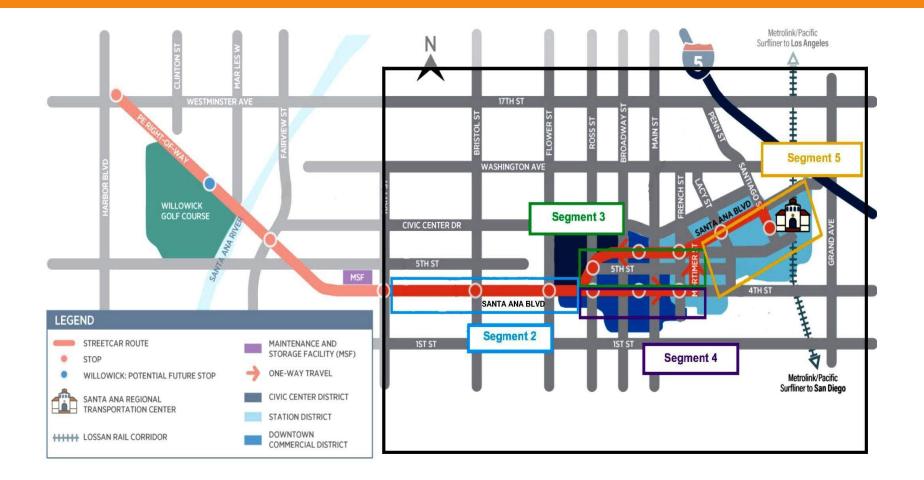




8

Cross Tracks

Construction – Segments 2 through 5



• Key Completions in Segments 2, 3, 4, and 5

Segment 2 Progress



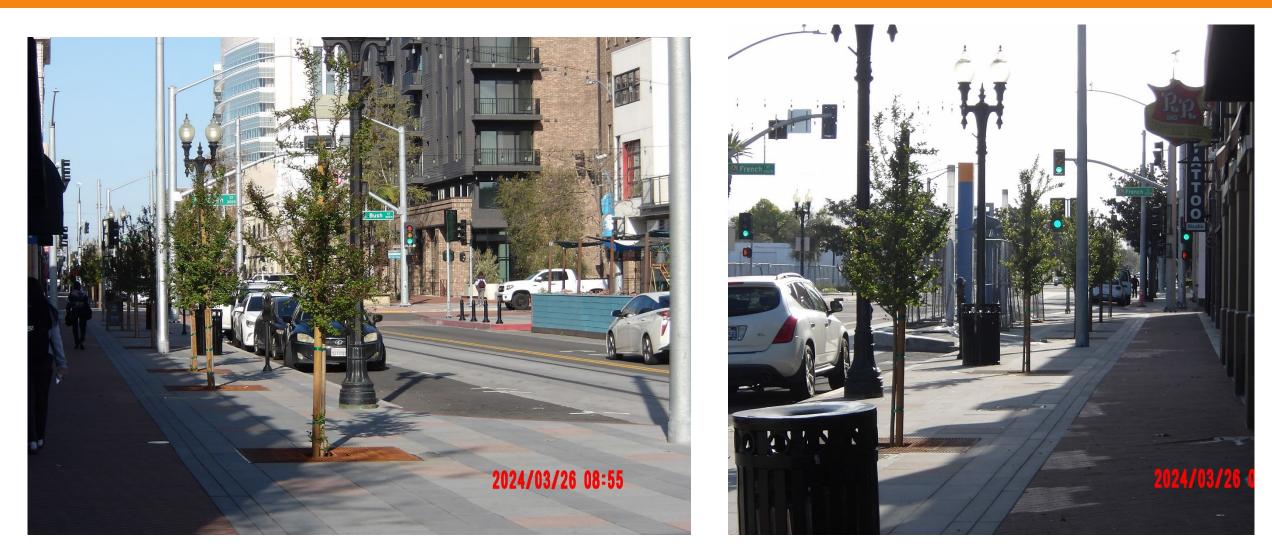
Segments 2 and 3 Progress



Bristol Street to Flower Street

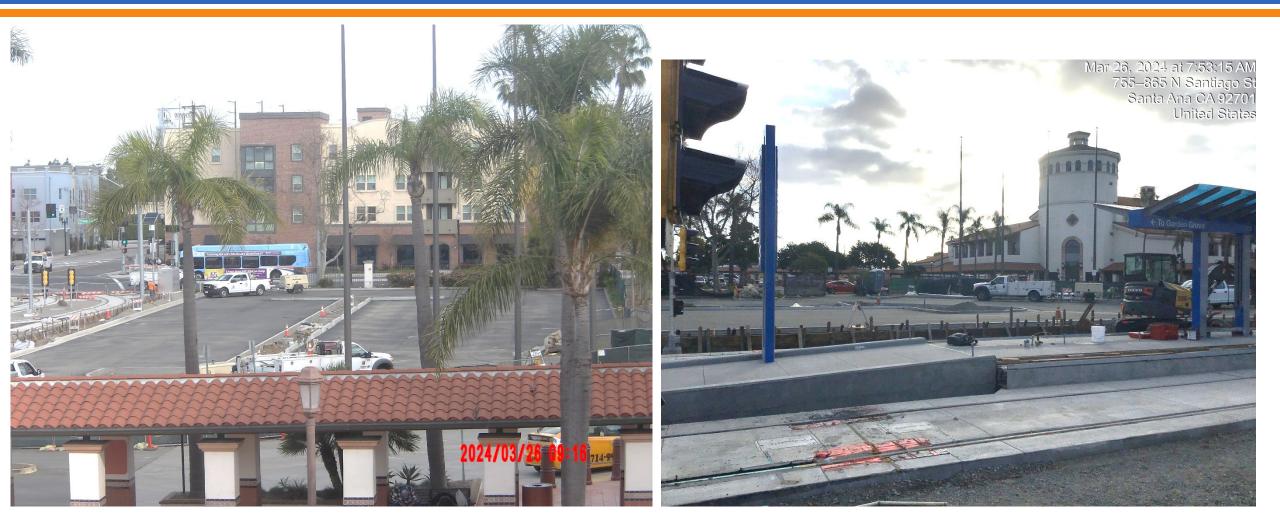
Flower Street to Civic Center Plaza

Segment 4 Progress



Tree Planting on Fourth Street

Segment 5 Progress



Santa Ana Regional Transportation Center Station

Progress on Station Platforms



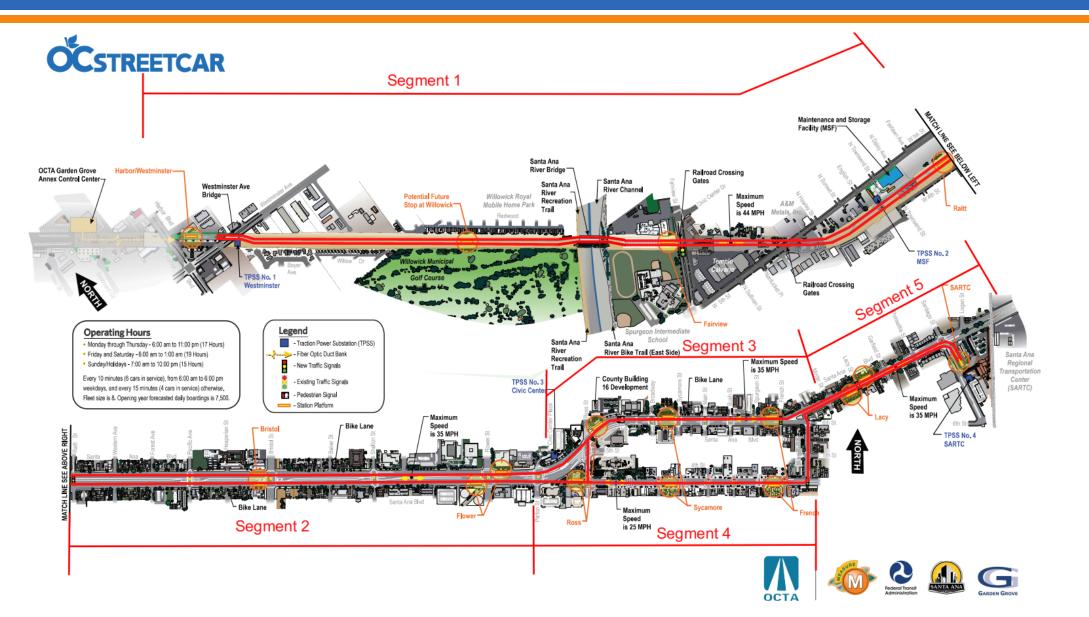


Ongoing Station Platform Work at All Segments

Upcoming Construction Activities

- Segment 1 Continue OCS hardware installation in preparation for OCS wiring. Continue train crossing signal and gate system at Fairview Street, Fifth Street, and Raitt Street
- Maintenance and Storage Facility Continue site and building work to ensure significant completion for vehicle storage. Continue installation of new equipment in the building
- Segments 2 through 5 Continue installation of OCS wire, completion of signals, signage, and the electrical systems for the streetcar and other roadway elements such as paving, sidewalk, driveways, and curb and gutter work
- Continue work at all station platforms
- Complete traction power substation installation and energization at four locations

Track Installation Progress



Vehicles

- Vehicle Production Status
 - Cars 1-7 are in storage at an off-site Siemens Industries, Inc. (Siemens) facility
 - Remaining car will be inspected next quarter
- Continued coordination with Siemens regarding the vehicle delivery schedule to align with the construction schedule. Staff anticipates returning to the Board of Directors next quarter for any contract amendments required as a result of these discussions





Pre-Revenue Operations

- Operations and Maintenance Contractor Herzog Transit Services, Inc.
 - Continue to review vendors' early warning device system, a requirement for California Public Utilities
 Commission (CPUC) compliance
- Rail Activation Committee (RAC)
 - The System Integration Working Group created a System Integration Test Master Test List that will be used to validate that the interface between the vehicle, maintenance and storage facility, and mainline are performing as intended
- CPUC Support
 - CPUC continues to be actively involved in OC Streetcar committees, including the RAC, Safety and Security Review Committee, and Fire Life Safety and Security Committee
- City Agreements
 - Finalizing negotiations for the operations and maintenance agreements with the City of Garden Grove





Public Outreach Program

- **Bilingual biweekly newsletters**
- Bilingual door-to-door construction notices
- **Field meetings**
- Neighborhood and civic organization presentations
- Fourth Street merchant meetings
- Information tables at community events, such as Artwalk and Boco de Oro Festival
- Eat Shop Play social media ads, walking map, and biweekly newsletter
- Parking structure banners
- Electronic billboards
- Interior and exterior bus ads
- Safety messaging
- Tours



WHAT: Crews will be planting trees along the project route. To accommodate this work, phased street parking closures will be in effect on the south side of 4th Street during work hours.

WHEN: Street parking closures will begin as early as the week of February 5 and will continue through the month. "No parking" signs will be posted 72 hours in advance of the start of the closures. Please follow posted "no parking" signs for current parking information.

WHERE: Street parking will be closed on the south side of 4th Street, from Ross Street to French Street, Street parking closures will be temporary and will be in place two blocks at a time. Please follow posted "no parking" signs for current parking information

The schedule is subject to change due to inclement weather or unforeseen operational issues. If a weather event or operational issue occurs on the scheduled date, the construction activity will be delayed until conditions allow activities to start. This work may be loud. For any questions about the OC Streetcar project. please contact OCstreetcar@octa.net or (844) 746-6272.

AVISO DE CONSTRUCCIÓN

QUÉ: Miembros del equipo plantarán árboles a lo largo de la ruta del proyecto. Para acomodar este trabajo, se aplicarán cierres de estacionamiento en la calle por fases en el lado sur de la Calle Cuatro durante las horas de trabajo

CUANDO: Los cierres de estacionamiento en la calle empezarán tan pronto como la semana del 5 de febrero y continuarán durante el mes. Se colocarán señales de "no estacionar" 72 horas antes del inicio de los cierres. Siga las señales publicadas de "no estacionar" para obtener información actualizada sobre el estacionamiento

DONDE: El estacionamiento en la calle estará cerrado en el lado sur de la Calle Cuatro, de Ross Street hasta French Street. Los cierres de estacionamiento en la calle serán temporales y se realizarán dos cuadras a la vez Siga las señales publicadas de "no estacionar" para obtener información actualizada sobre el estacionamiento

El horario está sujeto a cambios debido a las inclemencias del tiempo o problemas operativos imprevistos. Si ocurre un evento climático o un problema operativo en la fecha prevista, la actividad de construcción se retrasará hasta que las condiciones permitan el inicio de las actividades. Este trabajo puede ser ruidoso. S tiene alguna pregunta sobre el provecto, por favor póngase en contacto con OCstreetcar@octa.net o (844 746-6272.





Landscaping on 4th Street

OC Streetcar crews are planting 45 Crepe Myrtle trees along 4th Street! Known for their colorful and long-lasting flowers. these trees will be part of the new landscaping along the OC Streetcar route. Crews will be planting young Crepe Myrtle trees along 4th Street which will grow and become part of the dynamic Downtown Santa Ana environment

Paisajismo en la Calle Cuatro

¡Los equipos del OC Streetcar están plantando 45 árboles de Crepe Myrtle a lo largo de la Calle Cuatro! Conocidos por sus coloridas y duraderas flores, estos árboles serán parte del nuevo paisajismo a lo largo de la ruta del OC Streetcar. Equipos plantarán árboles jóvenes de Crepe Myrtle a lo largo de la Calle Cuatro que crecerán y formarán parte del ambiente dinámico del centro de Santa Ana.



Árbol joven de Crepe Myrtle





April 11, 2024

То:	Transit	Committee
		•••••

From: Darrell E. Johnson, Chief Executive Officer

Subject: Award the Purchase of Vehicles for OC ACCESS

Overview

On June 26, 2023, the Orange County Transportation Authority Board of Directors approved the release of a request for proposals for the purchase of 108 vans and 13 cutaway buses for OC ACCESS and four vans for OC Flex service. As a result, proposals from qualified firms under the California Association for Coordinated Transportation/Basin Transit Purchasing Cooperative were received and Board of Directors' approval is requested to award an agreement for the purchase of these vehicles.

Recommendations

- A. Approve the selection of Model 1 Commercial Vehicles, Inc., doing business as Creative Bus Sales, Inc. as the firm to provide up to 108 vans for OC ACCESS, with an option for up to 19 additional vehicles.
- B. Authorize the Chief Executive Officer to negotiate and execute Purchase Order No. C-3-2510 between the Orange County Transportation Authority and Model 1 Commercial Vehicles, Inc., doing business as Creative Bus Sales, Inc. in the amount of \$20,315,700, for the initial purchase of up to 108 vans for OC ACCESS.
- C. Approve the selection of Model 1 Commercial Vehicles, Inc., doing business as Creative Bus Sales, Inc. as the firm to provide up to 13 gasoline-powered cutaway buses for OC ACCESS, with an option for up to ten additional vehicles.
- D. Authorize the Chief Executive Officer to negotiate and execute Purchase Order No. C-3-2511 between the Orange County Transportation Authority and Model 1 Commercial Vehicles, Inc., doing business as Creative Bus Sales, Inc., in the amount of \$3,028,918 for the initial purchase of up to 13 gasoline-powered cutaways for OC ACCESS.

Award the Purchase of Vehicles for OC ACCESS

Discussion

The Orange County Transportation Authority (OCTA) utilizes a fleet of 248, 22-foot gasoline-powered cutaway buses to provide OC ACCESS paratransit service through contracted operations. Of the 248 OC ACCESS vehicles, 131 were deployed in revenue service in 2016 and have exceeded their useful life. This procurement is intended to replace 121 cutaway buses. The remaining ten cutaway buses will be replaced in a separate procurement with ten battery-electric vans.

The Federal Transit Administration (FTA) defines the minimum useful life of cutaway buses as seven years/200,000 miles, based on the gross vehicle weight rating of the 22-foot cutaway buses, and four years/100,000 miles for the vans. Consistent with FTA guidelines and the OCTA Fleet Plan, the 22-foot gasoline-powered cutaway buses will be replaced at a minimum of seven years/200,000 miles. The life of OCTA's cutaway bus was extended one to two years due to low usage as a result of the coronavirus pandemic.

OCTA also uses a fleet of six gasoline-powered vans to provide the OC Flex service. The Board of Directors (Board)-approved request for proposals (RFP) included replacing four OC Flex vans that have met their useful life of four years/ 100,000 miles. However, the performance of the OC Flex service is currently being evaluated and, as a result, those vans have been moved into the purchase option. The recommended options to purchase 19 additional vans and ten additional cutaway buses are intended to serve as a contingency measure to accommodate a potential shortage of battery-electric vans currently being replaced in a different procurement, a potential planned service expansion based on projected ridership demand for OC ACCESS, and replacement vehicles as needed should the OC Flex service continue after evaluation.

The recommendation to replace 108, 22-foot cutaway buses with vans is based on a Fleet Mix Study completed in February 2021, and supported by a van pilot conducted by OCTA. The study revealed that although the capacity provided by cutaway buses is warranted during peak hours of service to transport passengers traveling to high-trip-generating locations, most trips throughout the day can be supported by a van. The trip data, analyzed in the Fleet Mix Study and confirmed by the pilot, found that an average of three passengers were onboard a cutaway bus 80 percent of the time. In addition, vans provide a lower cost of ownership based on lower capital and operating costs.

Based on an analysis conducted on fuel types and infrastructure availability, including zero emission, the 13 OC ACCESS cutaway buses were procured in the same gasoline configuration as the current vehicles. The replacement cutaway buses will carry up to five passengers using mobility devices, or 12 seated passengers, or any combination within. All vehicles will be equipped with a fire

suppression system, on-board video surveillance, radio communication systems, and will be covered by factory and manufacturers' warranties that will contribute to lowering the overall operating cost.

The new OC ACCESS vans will include equipment needed to carry up to two passengers using mobility devices such as wheelchairs and up to four seated passengers, or six seated passengers without wheelchairs. All vehicles will be equipped with a fire suppression system, on-board video surveillance, radio communication systems, and will be covered by factory and manufacturers' warranties that will contribute to lowering the overall operating cost.

The cost increase of the replacement vehicles was heavily impacted by increased pricing for the Voice Over Internet Protocol (VOIP) communication system, the fire suppression system, and inflationary market prices in all California Association for Coordinated Transportation (CalACT)/Basin Transit Purchasing Cooperative bids. As a result, additional funds were added from a deferred capital project, in the amount of \$7,004,618 to this project to accommodate the cost increase.

Procurement Approach

The FTA encourages public transit agencies to use cooperative agreements for the procurement of common goods and services in order to foster greater economy and efficiency. OCTA identified an existing cooperative procurement with CalACT/Basin Transit Purchasing Cooperative for the type of buses desired, containing exercisable options, and issued an RFP to a list of pre-qualified firms.

This procurement was handled in accordance with Board-approved policies and procedures. Award is recommended to the firm offering the most comprehensive overall proposal considering factors such as qualifications, technical specifications, as well as cost and price.

On June 26, 2023, the Board authorized the release of RFP 3-2510 to select firms to provide 112 vans for OC ACCESS and OC Flex services, with an option for 15 additional vehicles, and RFP 3-2511 to select firms to provide 13 gasoline-powered cutaways for OC ACCESS, with an option for ten additional vehicles. RFP 3-2510 was issued to five CalACT-awarded firms: AZ Bus Sales, Model 1 Commercial Vehicles, Inc., doing business as Creative Bus Sales, Inc. (CBS), Davey Coach, RO Bus Sales, and Master's Transportation. RFP 3-2511 was issued to three CalACT-awarded firms: AZ Bus Sales, and Davey Coach.

A pre-proposal conference was held on July 20, 2023, with eight attendees representing five firms. Five addenda were issued to RFP 3-2510 and six addenda were issued to RFP 3-2511 to post the pre-proposal conference presentation and registration sheets, respond to questions related to the RFP, and to provide specification requirements clarification to firms.

On October 18, 2023, one proposal was received from CBS for each RFP. In accordance with OCTA's procurement policies and procedures, a single proposal received for a procurement over \$50,000 requires OCTA's Internal Audit Department (Internal Audit) to conduct a review to determine if there was adequate competition. Based on Internal Audit's review, there were no findings that concluded the procurement restricted competition. In addition, the Contracts Administration and Materials Management Department (CAMM) contacted four CaIACT-awarded firms to inquire why they did not submit proposals. Three firms indicated they could not meet the required specifications. One firm stated it had other obligations and was unable to respond to the RFP.

An evaluation committee consisting of OCTA staff from CAMM, Transit Technical Services, Health, Safety, and Environmental Compliance, Contracted Services, and Community Transportation Services departments met to review the submitted proposals. The proposals were evaluated based on the following Board-approved evaluation criteria and weightings:

- Technical Specifications
 45 percent
- Qualifications, Related Experience and Project Management 15 percent
 - 40 percent

• Cost and Price

Several factors were considered in developing the criteria weightings. Technical specifications were assigned a highest level of importance as proposals were required to address each section of the technical specifications in sufficient detail, demonstrating a clear understanding of the scope of work. The firms' ability to comply with the vehicle specifications and requirements was considered a critical element for the successful manufacturing of the vehicles. Proposals were expected to provide evidence of sufficient planning, demonstrating that the work would be accomplished as required, and including suggestions intended to improve the technical and operational aspects of the vehicles. Evaluation under this criterion included compliance with performance requirements, proposed vehicle design, proposed construction, forecasted reliability, warranties, and ability to provide all requested and optional items.

Qualifications of the firm, related experience, and project management was assigned a 15 percent weighting in which the firms needed to provide historical information of the firm and information regarding the firms' manufacturing capabilities in producing the same or similar vehicles. Under this criterion, it is required for firms to provide federal and non-federal certifications, warranty and service center locations, maintenance information, financial documentation, past performance of vehicles, and references. The overall reputation of the firm was also assessed through the review of any judgments, liens, fleet defect history, and/or warranty claims, as well as the steps the firm took to resolve these matters. Cost and price were assigned a 40 percent weighting to ensure that OCTA received a competitive cost proposal with supporting data. A Best and Final Offer (BAFO) was issued to request an updated pricing and production schedule based on seating layout modifications to four OC Flex vehicles on RFP 3-2510. The firm was able to accommodate the layout modification and stay within the requested production timeline. The firm also offered an additional total discount of \$134,000 as a result of the BAFO. However, in light of pending evaluations of OC Flex ridership, OCTA opted to defer the replacement of OC Flex vans in the initial purchase, resulting in an adjustment to the quantity of vans from 112 to 108. The option to move four OC Flex vans into the optional purchase resulted in an additional cost-saving of \$4,738 per bus.

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

Technical Specifications

CBS' proposal successfully met all technical specification requirements outlined by OCTA. OCTA specifically sought minimum manufacturer warranties covering the entire bus, which includes the body and chassis structure, propulsion system, and major subcomponents such as the fire suppression system, brake system, surveillance system, and the heating, ventilation, and air conditioning system. CBS' proposed warranties met all OCTA's warranty requirements. Moreover, CBS exceeded the requirement by offering an unlimited five-year corrosion warranty for all OC ACCESS and OC Flex vans, surpassing the designed life of four years or 100,000 miles. Additionally, CBS met OCTA's request for a rear lift customization and provided a Finite Element Analysis for the rear lift location behind the rear wheel. The analysis indicated that CBS' design passed without any issues. Furthermore, CBS submitted comprehensive plans outlining quality assurance, postproduction, and quality control procedures.

Qualifications, Related Experience and Project Management

CBS was founded in 1980 and has 23 operating full-service locations nationwide, a local office in Chino, and more than 350 employees. The proposed key personnel and project manager will work out of the local office ensuring efficient and responsive operations. The firm is one of the largest bus dealerships in the United Stated and represents over 20 major vehicle manufacturers. The firm is a pre-qualified CalACT-awarded entity for the vehicles specified in the RFPs, and provided all required documentations and certifications to demonstrate that the firm can meet all federal, state, local and OCTA requirements. The firm has experience working with OCTA and other transit agencies such as the City of Los Angeles Department of Transportation, San Diego MTS, Foothill Transit, and Victor Valley Transportation Authority. CBS' proposed key staff have over 15 years of experience in the industry and have a history of satisfactory performance with OCTA and other agencies. CBS' proposed manufacturing and production schedule also aligns with OCTA's requested delivery timeline. The firm received

positive feedback from its references, with references noting their competence and collaborative approach.

Cost and Price

The proposed price is based on a firm-fixed price per vehicle. The vehicle base price and most of the optional equipment including rear mount, foldaway seats, and roof vents are consistent with CalACT's cooperative procurement pricing. Optional equipment that was specific to OCTA such as VOIP communication system, Kidde Fire Suppression System, and March Networks On-Board Video Surveillance System (OBVSS) were not on CalACT's price sheet and accounted for approximately 35 percent of the overall per vehicle purchase. Staff performed a cost analysis and deemed pricing consistent with current market trends.

The cost of OC ACCESS and OC Flex replacement vehicles exceeded the OCTA project manager's independent cost estimates and as a result, funds were increased in the amount of \$7,878,566 to accommodate the original order of 112 vans and then adjusted to accommodate the vans from quantity of 112 to 108, resulting in an increase in the amount of \$7,004,618. The increase in costs was significantly influenced by inflationary trends in the market prices of vehicles, as well as vehicle components and parts. The average price difference with OCTA critical components such as VOIP, Kidde Fire Suppression, and OBVSS is approximately 39 percent compared to previous procurements on the same equipment from two years ago. Within the past year, CalACT granted multiple cost increases tied to the Federal Reserve Economic Data's Producer Price Index and force majeure. Therefore, based on the current transit market conditions and price comparison for the same purchases with peer agencies, cost and pricing for this procurement is deemed fair and reasonable.

Based on the evaluation of the written proposal and the firm's qualifications, the evaluation committee recommends the selection of CBS as the firm to provide up to 108 vans for OC ACCESS, with an option for up to 19 additional vehicles and up to 13 gasoline-powered cutaways for OC ACCESS, with an option for up to ten additional vehicles.

The cost to purchase up to 108 vans for OC ACCESS is \$20,315,700 and the cost to purchase up to 13 gasoline-powered cutaways for OC ACCESS is \$3,028,918. The total cost of these replacement vehicles is \$23,344,618 and will include all OCTA-required equipment and branding to be installed following delivery and acceptance. Contract award pertains solely to initial order. The exercise of optional purchases will be subject to Board approval at a later date.

The FTA requires completion of a pre-award Buy America audit for purchases using FTA funds for rolling stock. The audit is to verify the requirement that 70 percent of the parts content of the vehicle to be purchased are made in the United States. A recipient purchasing revenue service rolling stock with FTA funds must ensure that a pre-award audit is complete before the recipient enters into a formal contract for purchase. This purchase is contingent upon completion of the pre-award Buy America audit that will be performed by OCTA's Internal Audit Department.

Fiscal Impact

Funding is included in OCTA's Fiscal Year 2023-24 Budget, Operations Division, Account No. 2114-9024-D2116-BHM, OC Flex Service Account No. 2149-9024-D2116-BHM and Capital Account No. 1722-9022-D2157-TTW.

Summary

Board of Directors' approval is requested to authorize the Chief Executive Officer to negotiate and execute Purchase Order No. C-3-2510 between the Orange County Transportation Authority and Model 1 Commercial Vehicles, Inc., doing business as Creative Bus Sales, Inc. in the amount of \$20,315,700 for the purchase of up to 108 vans for OC ACCESS service, and Purchase Order No. C-3-2511 between the Orange County Transportation Authority and Model 1 Commercial Vehicles, Inc., in the amount of \$3,028,918, for the purchase of up to 13 gasoline-powered cutaways for OC ACCESS service.

Attachment

A. OC ACCESS and OC Flex Vehicles Procurement Price Summary

Prepared by:

Bill Habibe Senior Section Manager, Maintenance Transit Technical Services 714-668-4574

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

Approved by:

Cliff Thorne Director, Maintenance Administration 714-560-5975

Johnny Dunning Jr. Chief Operating Officer, Operations 714-560-5964

OC ACCESS and OC Flex Vehicles Procurement Price Summary

Summary Price Calculation	Model 1 Commercial Vehicles, Inc. dba Creative Bus Sales, Inc.	Model 1 Commercial Vehicles, Inc. dba Creative Bus Sales, Inc.	Model 1 Commercial Vehicles, Inc. dba Creative Bus Sales, Inc.
	Startrans Bus Ford E350 Class B	MobilityTrans Ford 350 EL Class V	MobilityTrans Ford 350 EL Class V
Service Type Vehicle Type		6 Passenger, 2 WC OC ACCESS Vans	7 Passenger, 2 WC OC Flex Vans
Vehicle Price	\$108,231.00	\$79,600.00	\$79,600.00
Options Total includes all OCTA Requirements	\$108,780.00	\$95,389.00	\$50,705.00
Vehicle Sub-Total	\$217,011.00	\$174,989.00	\$130,305.00
Ford Incentives and Rebates	-\$1,200.00	\$0.00	\$0.00
Doc Prep	\$85.00	\$85.00	\$85.00
Applicable Sales Tax	\$14,469.33	\$11,910.90	\$8,742.47
CalAct Procurement Fee - (\$20k Max Fee)	\$1,538.46	\$185.19	\$1,954.58
DMV Fee	\$33.00	\$33.00	\$33.00
California Tire Fee	\$12.25	\$12.25	\$12.25
Delivery Fee	\$839.00	\$839.00	\$839.00
Vehicle Total - (Each) Delivered	\$232,788.04	\$188,054.34	\$141,971.30
Number of Vehicles to Purchase	13	108	0
Number of Vehicles in Option	10	10	9
Total Cost for No. of Vehicles to Purchase	\$3,026,244.54	\$20,309,868.45	\$0.00
OEM Manuals, Schematics, and Online Subscription	\$2,673.25	\$5,831.75	\$2,969.75
Grand Total	\$3,028,918	\$20,315,700	\$0.00

CalACT - California Association for Coordinated Transportation

OCTA Requirements include on-board video surveillance, upgraded fire detection and suppression systems, radio communications hardware, and identity package including material for seats, logos, decals, and paint scheme.

Vehicle Total includes all optional equipment, OCTA Requirements add-ons, Ford discounts and rebates, and all applicable taxes and fees.

Award the Purchase of Vehicles for OC ACCESS



Background

- Current paratransit fleet 248 cutaway buses
- 117 Cutaway buses were replaced in 2022
- 131 Cutaway buses have met their useful life (7 years/200k miles*)
- Replacement Plan
 - This Procurement Replace 121 Cutaway Buses
 - 108 Vans
 - 13 Cutaway Buses
 - Separated Procurement
 - 10 Battery-Electric Vans

* As defined by the Federal Transit Authority

108 Vans

- Fleet Mix Study
 - Investigate new vehicle layouts and technology
 - Understand existing trip patterns and develop strategies
 - Increase efficiency
 - Lower cost
- Pilot Van
 - Passenger Load Times
 - ADA Equipment
 - Driver Feedback



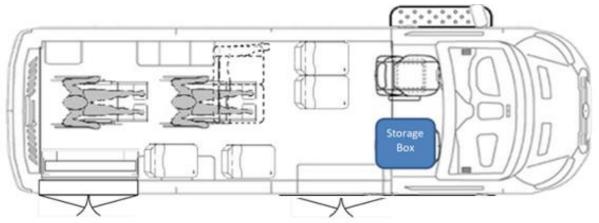
Ford Transit Van 350EL

- Van configuration is like a cutaway bus
- Folding front doors
- Full-size wheelchair lift
- Dual rear wheels
- 6 seated passengers

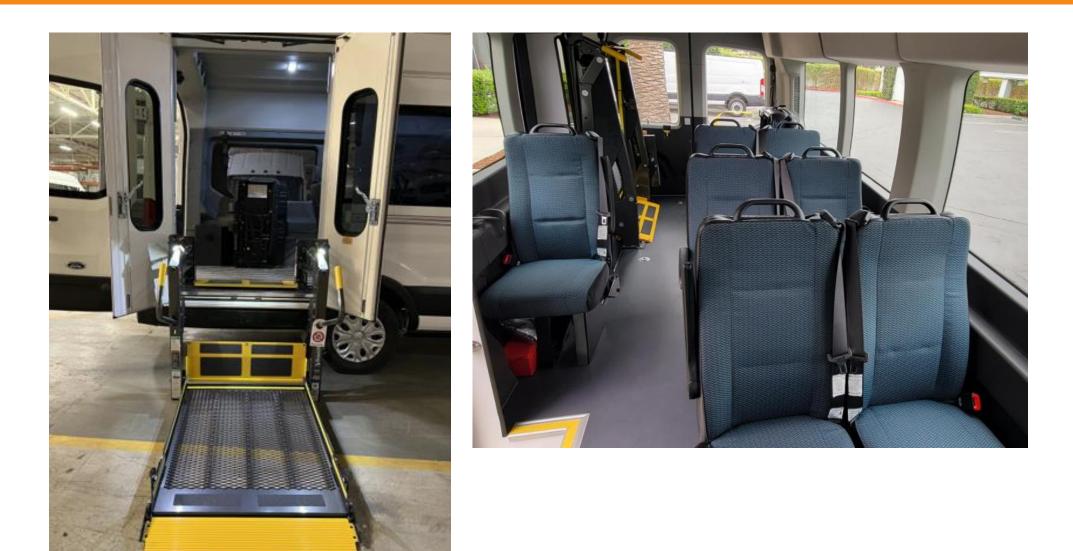
or

 4 seated passengers and two wheelchair passengers





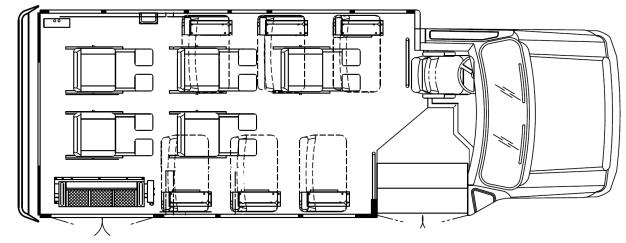
Van Interior



Ford E350

- Same as current OC ACCESS cutaway bus fleet
- 12 seated passengers
 or
- Up to 5 wheelchair passengers





Cutaway Bus Interior

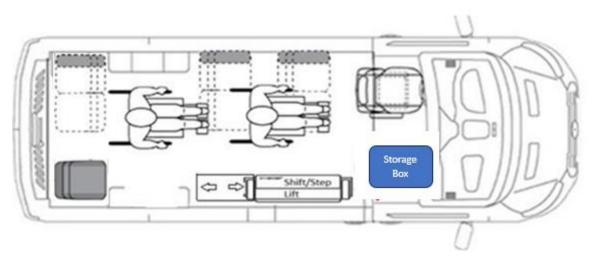




Option Vans for OC Flex

- Ford Transit Van 350EL
- Same as current OC Flex van
- Sliding door
- Shift and step wheelchair lift
- Single rear wheels
- 7 seated passengers or
- 1 seated passenger and 2
 wheelchair passengers





Price Comparison

Purchase Comparison				
Year	Cutaway Bus	Options	Total	
2020	\$64,474	\$63,149	\$127,623	
2024	\$108,231	\$64,189	\$172,420	
Cost Increase	\$43,757	\$1,040	\$44,797	
Percentage Increase	68%	2%	35%	
Upgrades		Options	Total	Grand Tota
Technology Upgrade		\$35,000	\$35,000	
Safety Upgrade		\$9,591	\$9,591	
Tax and Other Fees	\$15,780		\$15,780	13 Cutaways
Van Purchase			\$232,791	\$3,028,918
Van Purchase Year	Van	Options	\$232,791 Total	\$3,028,918 Grand Tota
	Van \$79,600	Options \$95,389		
Year			Total	
Year 2024 Tax and Other Fees way Bus vs Van Cost	\$79,600		Total \$174,989	Grand Tota 108 Vans
Year 2024 Tax and Other Fees	\$79,600		Total \$174,989 \$13,065	Grand Tota 108 Vans
Year 2024 Tax and Other Fees way Bus vs Van Cost parison	\$79,600 \$13,065	\$95,389	Total \$174,989 \$13,065 \$188,054	Grand Total 108 Vans \$20,315,700

\$4,831,272

Recommendations

- A. Approve the selection of Model 1 Commercial Vehicles, Inc., doing business as Creative Bus Sales, Inc., as the firm to provide up to 108 vans for OC ACCESS, with an option for up to 19 additional vehicles.
- B. Authorize the Chief Executive Officer to negotiate and execute Purchase Order No. C-3-2510 between the Orange County Transportation Authority and Model 1 Commercial Vehicles, Inc., doing business as Creative Bus Sales, Inc., in the amount of \$20,315,700, for the initial purchase of up to 108 vans for OC ACCESS.
- C. Approve the selection of Model 1 Commercial Vehicles, Inc., doing business as Creative Bus Sales, Inc., as the firm to provide up to 13 gasoline-powered cutaways for OC ACCESS, with an option for up to 10 additional vehicles.
- D. Authorize the Chief Executive Officer to negotiate and execute Purchase Order No. C-3-2511 between the Orange County Transportation Authority and Model 1 Commercial Vehicles, Inc., doing business as Creative Bus Sales, Inc., in the amount of \$3,028,918 for the initial purchase of up to 13 gasoline-powered cutaways for OC ACCESS.



April 11, 2024

То:	Transit Committee
From:	Darrell E. Johnson, Chief Executive Officer

Subject: Award the Purchase of Driver Protection Systems

Overview

On November 27, 2023, the Orange County Transportation Authority Board of Directors approved the release of an invitation for bids for driver protection systems to be installed as a retrofit in the fixed-route bus fleet. Bids were received in accordance with procurement guidelines for a fixed asset procurement. Board of Directors' approval is requested to purchase up to 204 driver protection systems to enhance coach operator safety.

Recommendation

Authorize the Chief Executive Officer to negotiate and execute Purchase Order No. C-3-2843 between the Orange County Transportation Authority and Complete Coach Works, in the amount of \$2,081,120 for the purchase of up to 204 driver protection systems for fixed-route buses.

Discussion

On June 12, 2023, the Orange County Transportation Authority (OCTA) Board of Directors (Board) approved funding to purchase up to 204 driver protection systems, also known as driver barriers, to retrofit 40-foot and 60-foot fixed-route buses. Safety is the top priority for the delivery of OC Bus service and the installation of the driver protection system demonstrates OCTA's commitment to maintaining the safety of coach operators.

OCTA's specifications for new bus purchases include driver barriers, which will now be considered standard equipment on the OCTA fixed-route bus fleet. The most recent procurement for 201 buses included driver barriers. The remaining 40-foot and 60-foot buses in the OC Bus fleet are not equipped with driver barriers and require retrofitting.

Award the Purchase of Driver Protection Systems

On October 29, 2019, OCTA's Change Control Committee approved the configuration change to equip the OC Bus fixed-route fleet with driver barriers. Prior to the configuration change, a pilot demonstration of the driver barriers was initiated to allow coach operators to test and provide feedback. As a result, the coach operators overwhelmingly stated they felt safer and more secure in buses equipped with driver barriers. Fixed-route buses that were procured prior to 2019 are not equipped with driver barriers and will require the purchase and installation of equipment. Installation training is included in the award to allow driver barriers to be installed by OCTA maintenance personnel.

Procurement Approach

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

The Invitation for Bids (IFB) 3-2843 was released on November 27, 2023, through OCTA's CAMM NET system. The project was advertised in a newspaper of general circulation on November 27 and December 4, 2023. A pre-bid conference and site visit was held on December 13, 2023, and there were no attendees. Four addenda were issued to the IFB to provide responses to questions received, extend the bid due date, and make clarifications to the scope of work. On January 16, 2024, two bids were received and publicly opened.

Bids were reviewed by staff from the Contracts Administration and Materials Management and Transit Technical Services departments to ensure compliance with the bid terms and conditions, as well as technical specifications were met. The list of bidders and bid amounts is presented below:

Firm and Location	Total Lump Sum
Complete Coach Works Riverside, California	\$2,081,120
The Aftermarket Parts Company, LLC Delaware, Ohio	\$2,129,610

The OCTA project manager's independent cost estimate for this project was \$2,090,000. The recommended firm's bid is lower than its competitor and \$8,880 lower than the project manager's estimate, therefore, considered to be fair and reasonable.

Award the Purchase of Driver Protection Systems

State law requires award to the lowest, responsive, and responsible bidder. As such, staff recommends award to Complete Coach Works, the lowest, responsive, and responsible bidder, in the amount of \$2,081,120 for the purchase of up to 204 driver protection systems fixed-route buses.

Fiscal Impact

The project is included in the OCTA's Fiscal Year 2023-24 Budget, Operations Division, Account No. 2114-9026-D2108-N9U, and is locally funded.

Summary

Board approval is requested to authorize the Chief Executive Office to negotiate and execute Purchase Order No. C-3-2843 between the Orange County Transportation Authority and Complete Coach Works, in the amount of \$2,081,120 for the purchase of up to 204 driver protection systems for fixed-route buses.

Attachment

None.

Prepared by:

Bill Habibe Senior Section Manager, Maintenance Transit Technical Services (714) 668-4574

Approved by:

Cliff Thorne Director, Maintenance Administration (714) 560-5964

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

Johnny Dunning, Jr. Chief Operating Officer, Operations (714) 560-5964

Award the Purchase of Driver Protection Systems (Driver Barrier)



Background

- 2018 Driver Barrier
 Product Demonstrations
- 2019 Driver Barrier Pilot
 - Board-approved
 - 12 driver barriers were installed and tested
 - Bus driver survey
 - Driver felt safer overall
 - Incident data collected
 - Incidents decreased on route tested
- 2020 Standard Equipment on all OCTA Buses



Implementation Plan

- Currently installed
 - 221 buses equipped with driver barriers
 - 50 ZEB's future procurement
- Approval to retrofit up to 204 buses with driver protection systems
 - Authorize the Chief Executive Officer to negotiate and execute Purchase Order No. C-3-2843 between the Orange County Transportation Authority and Complete Coach Works, in the amount of \$2,081,120, for the purchase of up to 204 driver protection systems for fixed-route buses

Driver Protection System





April 11, 2024

- - , -	
То:	Transit Committee
From:	Darrell E. Johnson, Chief Executive Officer
Subject:	Low Carbon Transit Operations Program Recommendations for OC Bus Transit Projects

Overview

The Low Carbon Transit Operations Program provides funding to transit agencies on a formula basis to support transit operations and capital projects. Funding recommendations are presented to use this funding for transit projects that promote transit ridership growth and reduce greenhouse gas emissions, consistent with program requirements.

Recommendations

- A. Approve Resolution No. 2024-016 to authorize the use of \$10,349,538 in fiscal year 2023-24 Low Carbon Transit Operations Program funds for the 40 Hydrogen Fuel Cell Buses Project.
- B. Approve Resolution No. 2024-017 to authorize the use of prior year funds and interest earnings totaling \$3,171,997 for new or expanded Bravo!/Rapid bus services and the Youth Ride Free Program.
- C. Authorize staff to make all necessary amendments to the Federal Transportation Improvement Program as well as negotiate and execute any necessary agreements with regional, state, or federal agencies to facilitate the recommendations above.

Background

The California Department of Transportation (Caltrans) Low Carbon Transit Operations Program (LCTOP) provides funds to transit agencies on a formula basis to support expanded or new transit operations and capital projects that reduce greenhouse gas emissions, improve mobility, and prioritize disadvantaged communities. The revenues for this program are generated through the California Climate Investments Program, commonly referred to as the Cap-and-Trade Program. On March 1, 2024, the State Controller's Office notified all eligible transit operators that the fiscal year (FY) 2023-24 LCTOP will make \$206,288,137 available statewide.

The Orange County Transportation Authority's (OCTA) share is \$10,349,538. Eligible projects submitted for consideration are expected to be approved by Caltrans and the California Air Resources Board (CARB) by June 30, 2024.

An additional \$3,171,997 in LCTOP funding and accrued interest, which was previously programmed to the Ten Battery-Electric Buses, Bus Depot Upgrades and Charging Infrastructure Project and the College Pass Program for Coastline Colleges, Cypress, Irvine Valley, and Saddleback, is also available for programming as these projects will not be able to fully expend the funds by the expiration date.

Consistent with OCTA's Capital Programming Policies, LCTOP funds are primarily to be used for transit operations, capital projects that support bus transit expansion, and fare reduction programs to enhance transit availability and accessibility. LCTOP funds from previous funding cycles have been used for transit fare subsidy programs, bicycle racks on buses, bus purchases, a hydrogen fueling station and the expansion of bus and commuter rail operations.

Discussion

In response to CARB's Innovative Clean Transit (ICT) rule, OCTA is piloting both hydrogen fuel cell electric bus (FCEB) and plug-in battery-electric bus (BEB) technologies. The pilot includes FCEB, BEB, hydrogen fueling stations, and battery-electric chargers. Additionally, OCTA is currently procuring ten battery-electric paratransit vehicles to support OC ACCESS.

Building on OCTA's prior zero-emission investments, staff proposes to use \$10,349,538 in FY 2023-24 LCTOP funding to support the procurement of 40 Hydrogen Fuel Cell Electric Buses Project (40 Hydrogen FCEB Project) to expand OCTA's Zero-Emission Bus Pilot Program. The project is partially funded with a combination of SB 125 Transit Program funds and federal Congestion Mitigation and Air Quality Improvement Program funds. The LCTOP and future and Carbon Reduction Program funds will help fully fund the project.

The procurement of FCEBs will support OCTA's decision-making effort on the ultimate blend of technologies as OCTA strives to transition to a 100 percent zero-emission bus fleet by 2040, meeting CARB's ICT rule and remaining consistent with the Board-approved zero-emission rollout plan. The FCEB fleet allows OCTA to deploy, test, and manage a larger fleet of zero-emission vehicles to gain direct experience with operational effectiveness, maintenance, and cost.

In addition to the recommendations above, staff is also proposing changes to prior year LCTOP funds totaling \$3,171,997 that were programmed to two projects:

- Ten Battery-Electric Buses, Bus Depot Upgrades and Charging Infrastructure Project.
- College Pass Program for Coastline Colleges, Cypress, Irvine Valley, and Saddleback.

The two projects will not be able to fully expend the funds before the LCTOP expiration date of June 30, 2024. These two projects will be funded with local dollars, other grants, or student fees. Staff is proposes transferring the funds to three LCTOP eligible projects to fully expend the funds prior to lapsing:

- Bravo! 529 (Rapid 529) Rapid Bus Service Operations for \$1,535,715 in LCTOP and \$164,285 in accrued interest.
- Bravo! 553 (Rapid 553) Rapid Bus Service Operating Subsidy for \$844,008.
- Youth Ride Free Program for \$627,989.

More detailed descriptions for each project are provided in Attachment A. The funds will support existing operational needs for two Bravo!/Rapid bus routes and cover ongoing costs tied to OCTA's successful Youth Ride Free Program. These three projects have helped OCTA increase ridership.

Consistent with Caltrans' LCTOP guidelines, Board of Directors' (Board) approval is requested to adopt two resolutions that authorize the use of funds towards the 40 Hydrogen FCEB Project and the redirection of prior year LCTOP funds along with agreeing to other standard LCTOP requirements (Attachments B and C).

Next Steps

With Board approval, staff will submit the two Board resolutions along with a request to direct the use of up to \$10,349,538 in FY 2023-24 LCTOP to the 40 Hydrogen FCEB Project and \$3,171,997 in prior year LCTOP and accrued interest to Bravo! 529 Rapid Bus Service Operations, Bravo! 553 Rapid Bus Service Operations, and the Youth Ride Free Program. The use of LCTOP funds is subject to approval by both Caltrans and CARB.

Summary

The Board is requested to approve the use of LCTOP funds for the 40 Hydrogen FCEB Project and prior year LCTOP funds for existing transit projects. Board authorization is also requested to negotiate and execute agreements as appropriate.

Attachments

- A. Orange County Transportation Authority Low Carbon Transit Operations Program – Project Descriptions
- B. Resolution No. 2024-016, Authorization for the Execution of the Certifications and Assurances, and Authorized Agent Forms for the Low Carbon Transit Operations Program, and for the Execution of the Low Carbon Transit Operations Program Projects
- C. Resolution No. 2024-017, Authorization for the Execution of the Certifications and Assurances, and Authorized Agent Forms for the Low Carbon Transit Operations Program and for the Execution of the Low Carbon Transit Operations Program Projects Using Prior Year Funds

Prepared by:

1-2

Jason Huang Associate Transportation Funding Analyst (714) 560-5982

Approved by:

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

ATTACHMENT A

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

40 Hydrogen Fuel Cell Electric Bus Project

The project includes the acquisition of 40 zero-emission hydrogen fuel cell battery-electric buses for expanded piloting of zero-emission buses in OCTA's service patterns. The buses will be Orange County Transportation Authority (OCTA)-equipped with seating for 37 passengers or 32 passengers and two wheelchairs, internal and external camera system, Wi-Fi, and mobile routers, farebox equipped for mobile ticketing radio system, automatic vehicle locator, and a three-position bicycle rack. Consistent with OCTA' Comprehensive Business Plan, OCTA projects the useful life of these buses to be 18 years.

Bravo! 529 Rapid Bus Service Operations

Bravo! 529 Rapid Bus Service operates weekdays between 6:00 AM and 7:00 PM along Beach Boulevard serving 13 stops from the Fullerton Park-and-Ride facility to the Goldenwest Transportation Center and provides service to the cities of Anaheim, Buena Park, Fullerton, Garden Grove, Huntington Beach, Stanton, and Westminster. The service has increased transit ridership, reducing single-occupant vehicle travel and associated vehicle miles traveled. The Bravo! 529 Rapid Bus Service serves communities that are identified as disadvantaged communities under SB 535 (Chapter 830, Statutes of 2012) and AB 1550 (Chapter 369, Statutes of 2016).

Bravo! 553 Rapid Bus Service Operating Subsidy

Bravo! 553 Rapid Bus Service operates weekdays between 6:00 AM. to 8:00 PM along Main Street serving 15 stops from the Anaheim Regional Transportation Intermodal Center to MacArthur Boulevard and provides service to the cities of Anaheim, Orange, and Santa Ana. The service is limited-stop, which speeds up travel times, and operates with a combination of near-zero and zero-emission vehicles. The Bravo! 553 Rapid Bus serves communities that are identified as disadvantaged communities under SB 535 (Chapter 830, Statues of 2012) and AB 1550 (Chapter 369, Statutes of 2016).

Youth Ride Free Program

OC Bus 360°, OCTA's comprehensive plan to improve bus service from all angles, identifies youth as a key audience for bus service growth. Beginning in September 2021, OCTA began offering subsidized youth passes to youth aged 18 and under. The free transit service allows this transit-dependent group to reach destinations such as home, schools, parks, and other recreation centers at no cost. From October 2019 to October 2023, countywide youth boardings doubled with an increase of 165,376.

RESOLUTION NO. 2024-016

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

\$10,349,538 IN FISCAL YEAR (FY) 2023-24 FUNDS FOR THE 40 HYDROGEN FUEL CELL ELECTRIC BUSES PROJECT

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

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

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

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

WHEREAS, OCTA wishes to delegate authorization to execute these documents, the authorized agent form and any amendments thereto or other related documents to Darrell E. Johnson, Chief Executive Officer (CEO); and

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

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

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

NOW, THEREFORE, BE IT FURTHER RESOLVED that the OCTA Board hereby authorizes the submittal of the following project nominations and allocation requests to Caltrans in FY 2023-24 LCTOP funds:

Project Name: 40 Hydrogen Fuel Cell Electric Buses Amount of LCTOP Funds Requested: FY 2023-24 LCTOP funding at \$10,349,538

Short Description of Project:

40 Hydrogen Fuel Cell Electric Buses

The purchase of 40 hydrogen fuel cell 40-foot buses for expanded service builds on OCTA's investment in clean transportation. It will allow expansion of bus service, resulting in increased transit ridership, improved accessibility, and the reduction of greenhouse gas (GHG) emissions.

Benefit to Priority Populations: The project will benefit disadvantaged communities (DAC). OCTA provides service to 71 DAC with 411,282 residents. The project will also benefit low-income communities or households. OCTA provides service to 331 low-income communities or households with 1,908,502 residents. Finally, the program will benefit low-income communities or households within one half of a mile of a DAC. OCTA provides service to 112 low-income communities or households within one half of a mile of a DAC. OCTA provides service to 112 low-income communities or households within one half of a mile of a DAC. With 1,929,010 residents. The project will reduce GHG emissions in these communities, improving health for the residents in these impacted communities. The project will also provide clean transportation options in these communities allowing these transit-dependent groups to reach destinations such as home, schools, parks, and other recreation centers. In addition, residents in these SB 535 (Chapter 830, Statues of 2012) communities are more transit dependent and represent a higher proportion of OC Bus riders.

Amount to benefit priority populations: At least 50 percent of the allocation will be used to benefit DAC.

Contributing sponsors (if applicable): City of Laguna Beach is providing \$34,589.

ADOPTED, SIGNED AND APPROVED this _____ day of April 2024.

AYES:

NOES:

ABSENT:

ATTEST:

Andrea West Clerk of the Board Tam T. Nguyen, Chair Orange County Transportation Authority

OCTA Resolution No. 2024-016

RESOLUTION NO. 2024-017

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

\$1,535,715 IN FISCAL YEAR (FY) 2019-20 FUNDS ALONG WITH \$164,285 IN ACCRUED LOW CARBON TRANSIT OPERATIONS PROGRAM INTEREST FOR THE BRAVO! 529 RAPID BUS SERVICE OPERATIONS PROJECT

\$844,008 IN FY 2019-20 FUNDS FOR THE BRAVO! 553 RAPID BUS SERVICE OPERATING SUBSIDY PROJECT

\$627,989 IN FY 2019-20 FUNDS FOR THE YOUTH RIDE FREE PROGRAM

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

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

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

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

WHEREAS, OCTA wishes to delegate authorization to execute these documents, the authorized agent form and any amendments thereto or other related documents, to Darrell E. Johnson, Chief Executive Officer (CEO); and

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

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

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

NOW, THEREFORE, BE IT FURTHER RESOLVED that the OCTA Board hereby authorizes the submittal of program documentation to Caltrans to nominate the following projects in FY 2019-20 LCTOP funds:

Project Name: Bravo! 529 Rapid Bus Service Operations Amount of LCTOP Funds Requested: FY 2019-20 LCTOP funding at \$1,535,715 and accrued LCTOP interest at \$164,285

Project Name: Bravo! 553 Rapid Bus Service Operating Subsidy Amount of LCTOP Funds Requested: FY 2019-20 LCTOP funding at \$844,008

Project Name: Youth Ride Free Program Amount of LCTOP funds Requested: FY 2019-20 LCTOP funding at \$627,989

Short Descriptions of Projects:

FY 2019-20 LCTOP Funds from the Ten Battery-Electric Buses, Bus Depot Upgrades and Charging Infrastructure Project:

- Bravo! 529 Rapid Bus Service Operations (\$1,700,000): Bravo! 529 provides weekday rapid bus service, serving 13 stops primarily on Beach Boulevard from the Fullerton Park-and-Ride facility to the Goldenwest Transportation Center.
- Bravo! 553 Rapid Bus Service Operating Subsidy (\$844,008): The Bravo! 553 service started in October 2022 providing new service while giving OCTA the opportunity to test new battery-electric bus technology in revenue service. The route serves AB 1550 (Chapter 369, Statutes of 2016) populations, operating weekdays along Main Street, serving 15 stops from the Anaheim Regional Transportation Intermodal Center to MacArthur Boulevard.

FY 2019-20 LCTOP Funds from the College Pass program for Coastline Colleges, Cypress, Irvine Valley, and Saddleback:

• Youth Ride Free Program (\$627,989): The program allows youth 18 and under to ride the OCTA Bus system for free. The free transit service allows this transit-dependent group to reach destinations such as home, schools, parks and other recreation centers at no cost.

ADOPTED, SIGNED AND APPROVED this _____ day of April 2024.

AYES:

NOES:

ABSENT:

ATTEST:

Andrea West Interim Clerk of the Board Tam T. Nguyen, Chair Orange County Transportation Authority

OCTA Resolution No. 2024-017

Low Carbon Transit Operations Program Recommendations for OC Bus Transit Projects



LCTOP Overview and Program Purpose

- Funds originate from state greenhouse gas reduction funds from California's cap-and-trade auction proceeds
- Supports transit operations and capital projects that:
 - Reduce greenhouse gas emissions
 - Improve/mobility
 - Serve disadvantaged communities
- Administered through Caltrans
- Project approval required from the California Air Resources Board
- Subject to California Climate Investment Program Guidelines

LCTOP - Low Carbon Transit Operations Program Caltrans - California Department of Transportation

OCTA LCTOP Funding for FY 2023-24

- Annual apportionments provided to transit agencies
- Apportionments are distributed by formula based on population and revenue
- Statewide funding available: \$206,288,137
- OCTA's FY 2023-24 share: \$10,349,538
- Prior year funding for comparison:
 - FY 2022-23 share: \$9,664,388
 - FY 2021-22 share: \$9,581,755
 - FY 2020-21 share: \$4,095,614

Previously Approved LCTOP Projects

- Bus Purchases
- College Pass Program
- Youth Ride Free Program
- Garden Grove Hydrogen Fueling Station
- Bicycle Racks on Buses
- Expansion of Bus Service and Commuter Rail Service





FY 2023-24 Project Recommendation

- 40 Hydrogen Fuel Cell Electric Buses Project (Project)
- Project supports the transition to 100 percent zero-emission bus fleet by 2040
- Project fully funded with LCTOP combined with other state and federal funds





Use of Prior Year LCTOP Funds: \$3,171,997

Available prior year LCTOP used for Projects that support ridership growth:

- Bravo! 529 Rapid Bus Service:
 - \$1,535,715 in LCTOP
 - \$164,285 in accrued interest
- Bravo! 553 Rapid Bus Service: \$844,008
- Youth Ride Free Program: \$627,989



Recommendations

- Approve Resolution No. 2024-016 to authorize the use of \$10,349,538 in fiscal year 2023-24 LCTOP funds for 40 Hydrogen Fuel Cell Electric Buses Project.
- Approve Resolution No. 2024-017 to authorize the use of prior year funds and interest earnings totaling \$3,171,997 for new or expanded Bravo!/Rapid Bus Services and the Youth Ride Free Program.
- Authorize staff to make all necessary amendments to the Federal Transportation Improvement Program as well as negotiate and execute any necessary agreements with regional, state, or federal agencies to facilitate the recommendations above.

Next Steps

- April 22, 2024 Funding and Project recommendations presented to the Board of Directors
- April 26, 2024 LCTOP allocation request submitted to Caltrans
- Summer 2024 Expected Project approval by Caltrans and the California Air Resources Board



OC Bus and OC ACCESS Services Update





Ridership

 Average weekday boardings and productivity as measured by boardings per revenue vehicle hour (B/RVH)

On-Time Performance

- Measuring service quality

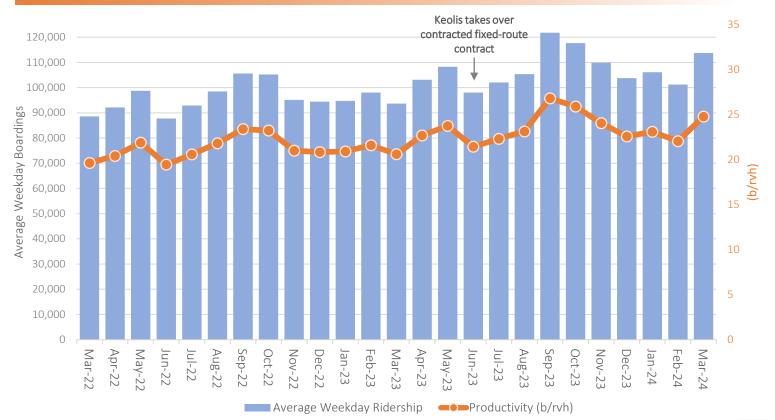
Customer Comments

- Trends, feedback, and issues reported

OC BUS RIDERSHIP AND PRODUCTIVITY



(AVERAGE WEEKDAY - LAST TWO YEARS)

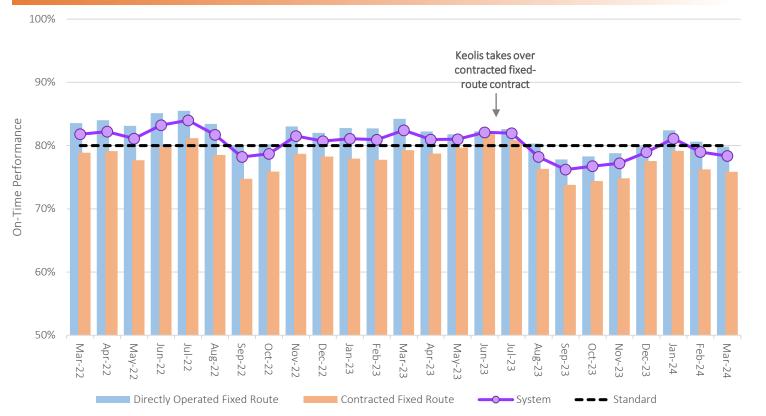


Data reported as of March 30th, 2024

OC BUS ON-TIME PERFORMANCE



(AVERAGE WEEKDAY)



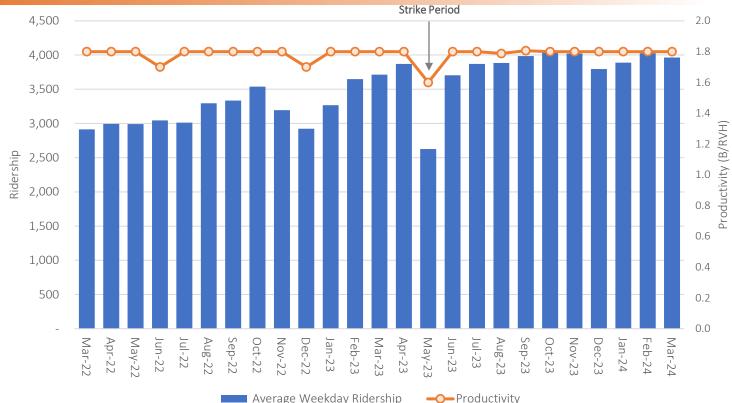
Data reported as of March 31st, 2024

4

OC ACCESS RIDERSHIP AND PRODUCTIVITY



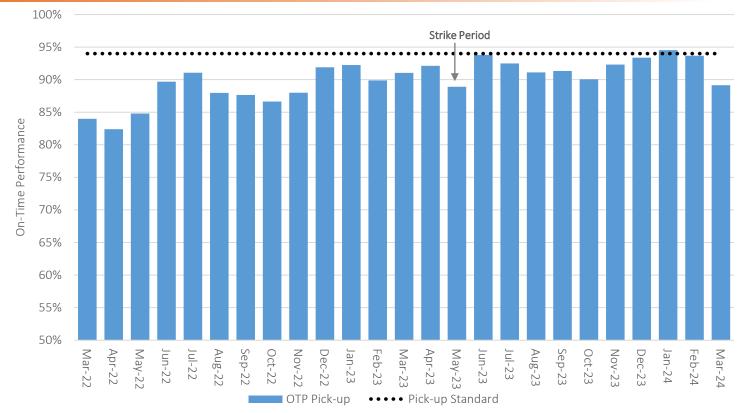
(AVERAGE WEEKDAY)



OC ACCESS ON-TIME PERFORMANCE



(AVERAGE WEEKDAY)



CUSTOMER COMMUNICATION AND FEEDBACK



Marketing and Customer Communications

March Customer Comments

Customer Communications

Recognized Transit
 Employee Appreciation
 Day with 226 collected
 comments and videos
 from riders and agency
 employees.



Bus Pass-bys

• Complaints on pass-bys decreased to an average of 8.6 complaints per week compared to an average of 11.1 complaints per week in February.

No Shows

• Complaints for "no show" routes increased to an average of 2.7 complaints per week from an average of 1.7 complaints per week in February.

Good News Story

The customer complimented the coach operator of the Route 56 bus, noting that they have been a coach operator and trainer for quite some time, and for good reason. The coach operator accelerates and brakes smoothly, is very pleasant and nicely groomed. The caller said the coach operator is exactly what OCTA needs in order to make OCTA look good. — Customer Call

NEXT STEPS

Continue to Track Service Performance

- Ridership trends
- On-time performance
- OC ACCESS follow up

Next Service Change

• May 12, 2024







