



**May 14, 2026**

**To:** Transit Committee

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

**Subject:** Amendment to Agreement for Technical Consulting Services for the Rider Validation System, OC Bus Farebox Replacement Project, and OC Streetcar Ticket Vending Machines Implementation

A handwritten signature in blue ink, appearing to read "Darrell E. Johnson", is written over the "From:" line of the memo.

**Overview**

On May 22, 2020, the Orange County Transportation Authority Board of Directors approved an agreement with Jacobs Engineering Group, Inc., to provide technical consulting services for the Rider Validation System, OC Bus Farebox Replacement Project, and OC Streetcar ticket vending machines. The agreement included an initial three-year term with two, one-year options terms. The agreement was previously extended through July 31, 2027. Due to ongoing support needs, additional funding is now requested to ensure continued technical support and successful project completion.

**Recommendation**

Authorize the Chief Executive Officer to negotiate and execute Amendment No. 7 to Agreement No. C-0-2047 with Jacobs Engineering Group, Inc., in the amount of \$381,603, to continue providing technical consulting services in support of the Rider Validation System, OC Bus Farebox Replacement Project, and OC Streetcar ticket vending machines implementation. This amendment will increase the total contract value to \$1,626,142.

**Discussion**

The Orange County Transportation Authority (OCTA) is currently implementing multiple Board of Directors (Board)-approved fare collection modernization initiatives. These include deployment of the Rider Validation System (RVS) also known as Wave, replacement of the OC Bus fareboxes, and implementation of ticket vending machines (TVM) for the OC Streetcar Project. Although each

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project has its own scope and deliverables, all components are designed to integrate into a centralized, account-based fare collection system.

It is anticipated that continued technical support will be needed to ensure the successful implementation of the RVS, farebox, and TVM projects.

#### RVS Support

The RVS launched on October 15, 2025, introducing a comprehensive suite of payment features, including open payments (contactless bank cards and mobile wallets), physical Wave smartcards, and digital account-based fare products. While the launch milestone was achieved on schedule, live operations have identified additional integration and stakeholder transition needs that have required further refinement and coordination beyond the original assumptions.

The transition of institutional and employer pass programs from legacy magnetic stripe media to the Wave account-based platform has required more customization and technical support than originally anticipated. Employers and educational institutions have distinct reporting, billing, and administrative requirements, which have necessitated customization of online account portals, development of tailored data exports, ongoing administrative training and troubleshooting, and coordination on privacy and reporting policies.

Jacobs Engineering Group, Inc. (Jacobs) continues to provide expertise in adapting system configurations to meet these stakeholder needs. This level of customization and support exceeded earlier projections, which assumed a more standardized migration.

#### Farebox Replacement and Integration Support

In November 2024, the OCTA Board authorized a contract between OCTA and LECIP Inc. to replace the existing fareboxes, initiating the design and implementation phase of this project. The Jacobs team supported OCTA during the preliminary design phase of the new fareboxes, assisting with technical specifications, system architecture considerations, and integration planning to ensure alignment with OCTA's broader fare modernization objectives. Installation of the new fareboxes is anticipated to begin in June 2026, with full deployment anticipated through the end of the calendar year. Jacobs' technical support will be required both during pre-deployment preparation and throughout the installation period to ensure successful implementation.

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Jacobs' support will include installation planning and risk mitigation, live system activation, troubleshooting during phased rollout, refinement of financial reporting and reconciliation processes, configuration of employee badge single sign-on, and technical stabilization support through completion of installation, anticipated by year-end. In addition, post-installation support is anticipated to address any operational issues, system refinements, and performance optimization following full implementation.

**OC Streetcar TVM Implementation and Integration**

Installation and implementation of the OC Streetcar TVMs requires continued technical coordination to ensure full integration with the RVS. As deployment progresses, Jacobs' support will be necessary to validate system configuration and transaction flows, support testing and acceptance activities, resolve operational issues during activation, and ensure consistent reporting and reconciliation across all fare collection channels.

Jacobs has supported OCTA from initial planning through system design and implementation, developing in-depth knowledge of the RVS architecture, vendor interfaces, and integration framework. This continuity will be necessary during TVM deployment and system activation.

Given the continued implementation of the RVS, and upcoming implementation of the fareboxes and OC Streetcar TVMs, additional contract funding is necessary to ensure the technical support is available to support the successful completion of the projects.

***Procurement Approach***

The original procurement was handled in accordance with OCTA's Board-approved policies and procedures for professional and technical services. On May 22, 2020, the Board approved the award of the agreement with Jacobs. The original agreement was awarded on a competitive basis and includes a three-year initial term and two, one-year option terms. This agreement has been previously amended as shown in Attachment A.

The proposed Amendment No. 7 increases the maximum cumulative payment obligation in the amount of \$381,603 based on the anticipated level of effort required to continue providing technical consulting services for the RVS, OC Bus Farebox Replacement Project, and OC Streetcar TVM implementation.

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The fully burdened hourly rates will remain unchanged. This will increase the maximum obligation of the agreement to a total contract value of \$1,626,142.

**Fiscal Impact**

The project was included in OCTA's Fiscal Year 2025-26 Budget, Finance and Administration Division, account nos. 1261-7519-A5105-F30 and 0035-7519-OC100-NAZ.

**Summary**

Staff recommends the Board of Directors authorize the Chief Executive Officer to negotiate and execute Amendment No. 7 to Agreement No. C-0-2047 with Jacobs Engineering Group, Inc., in the amount of \$381,603, to continue providing technical consulting services for the Rider Validation System, the OC Bus farebox Replacement Project, and OC Streetcar ticket vending machine implementation. This will increase the maximum obligation of the agreement to a total contract value of \$1,626,142.

**Attachment**

- A. Jacobs Engineering Group, Inc., Agreement No. C-0-2047 Fact Sheet

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