

2021 Title VI Plan Triennial Report

Board Approved: September 27, 2021

Orange County Transportation Authority

Recipient Number 1682

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

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INTRODUCTION

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

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

Purpose of the Title VI Report

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

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

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

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

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

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

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

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

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

Title VI Certifications and Assurances

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

SECTION 1: GENERAL REPORTING REQUIREMENTS

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

Notification of Protection Under Title VI

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

OCTA's Title VI Complaint Procedure & Complaint Form

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

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

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

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

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

Public Participation Plan and Summary

Public Involvement Plan (PIP)

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

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

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

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

meetings and one public hearing. Following public outreach, a total of 216 customer comments were received at community meetings, the public hearing, online, by mail, and phone.

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

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

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

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

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

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

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

Limited English Proficiency Plan (LEP)

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

Racial Composition of Membership of Non-Elected Boards

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

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

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

Sub Recipient Title VI Programs

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

Sub-Recipient Monitoring Summary

Anaheim Transit Network (ATN)

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

City of Anaheim

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

City of Orange

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

Metrolink

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

Job Access & Reverse Commute (JARC)/New Freedom

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

In February 2021, all JARC/New Freedom subrecipients were required to electronically file a Title VI plan document with OCTA utilizing FTA circular 4702.1B. Two subrecipients were

granted an extension to obtain verification the governing bodies reviewed and approved their programs. Copies of all plans are available for review upon request.

Construction of Facilities

OC Streetcar

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

Governing Board Review and Approval of Title VI Plan

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

SECTION 2: SYSTEM-WIDE SERVICE STANDARDS & POLICIES

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

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

System-Wide Service Standards

Vehicle Load

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

Vehicle Headway

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

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

only operate during commute periods. Bravo! service is a companion to local service and as such also uses the 30-minute or less standard.

On-Time Performance

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

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

Service Accessibility

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

Policies

Bus Assignment

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

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

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

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

- Particular route operating conditions

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

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

Distribution of Transit Services and Amenities

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

SECTION 3: DEMOGRAPHIC DATA MAPS

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

Demographics and Service Profile

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

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

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

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

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

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

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

DEMOGRAPHIC MAPS
EXHIBITS 1-7

Exhibit 1: Minority and Non-Minority Populations

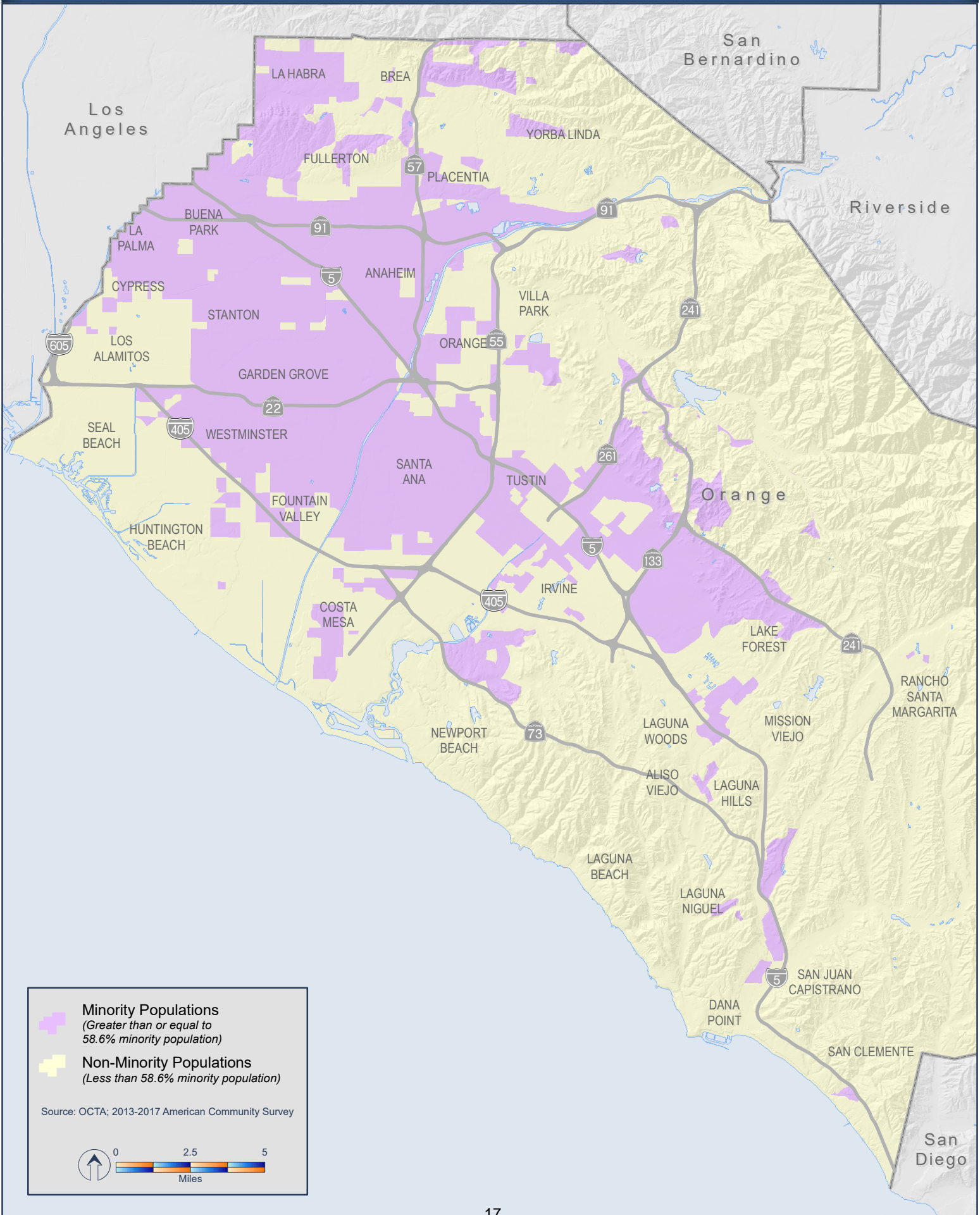


Exhibit 2: Major Streets and Highways

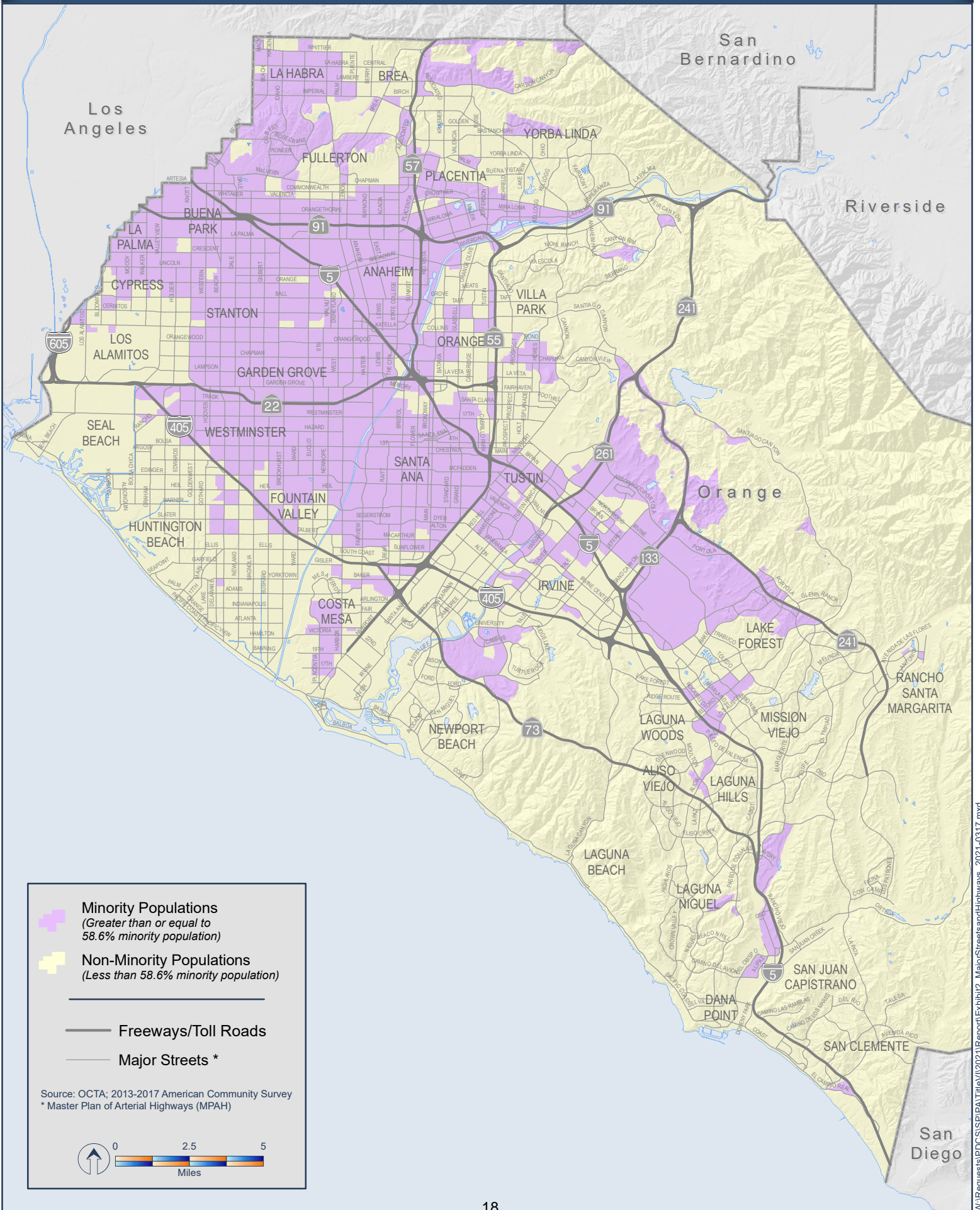
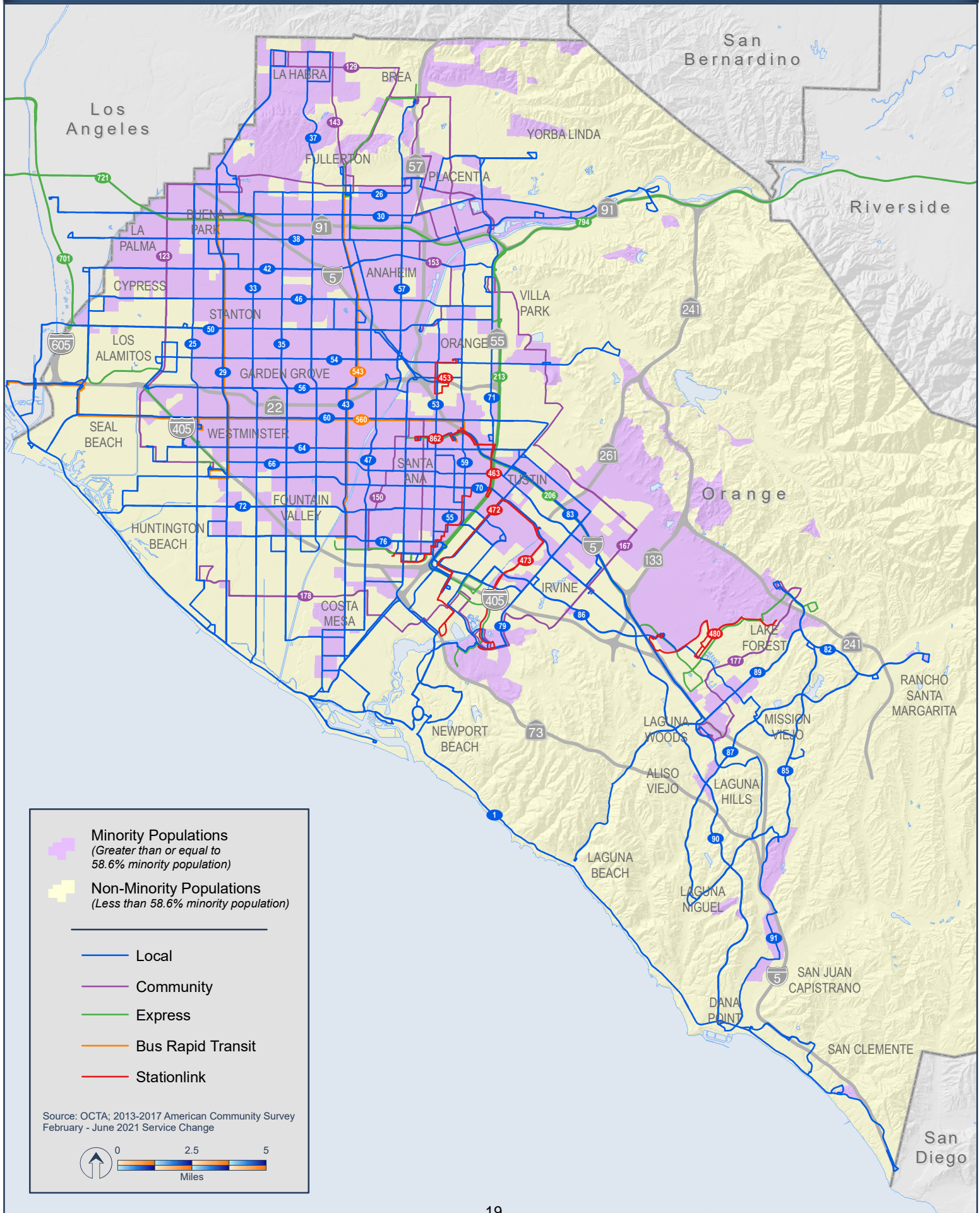


Exhibit 3: OCTA Bus Routes by Service Type



Minority Populations
(Greater than or equal to 58.6% minority population)

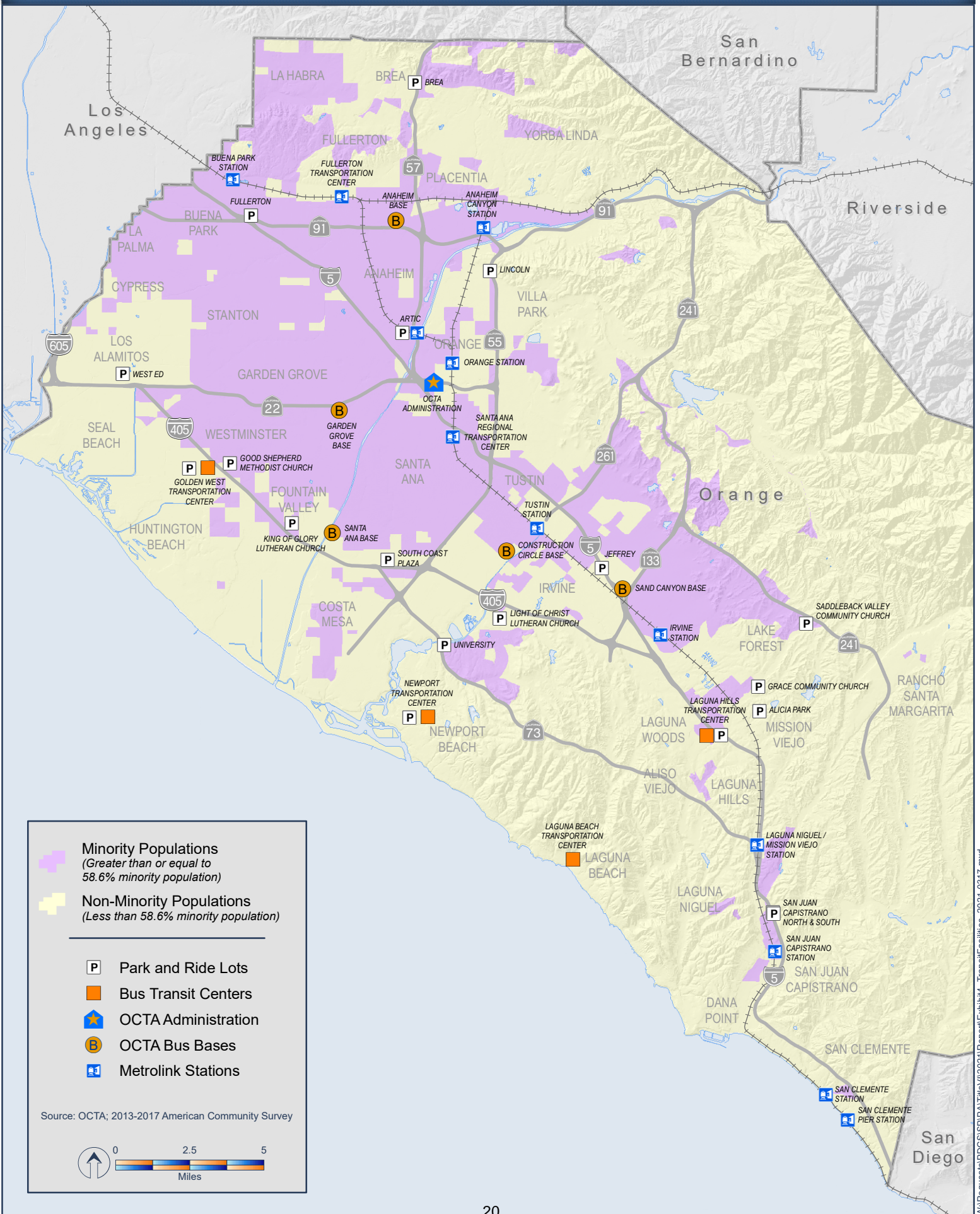
Non-Minority Populations
(Less than 58.6% minority population)

- Local
- Community
- Express
- Bus Rapid Transit
- Stationlink

Source: OCTA; 2013-2017 American Community Survey February - June 2021 Service Change

0 2.5 5
Miles

Exhibit 4: Transit-Related Facilities



Minority Populations
(Greater than or equal to 58.6% minority population)

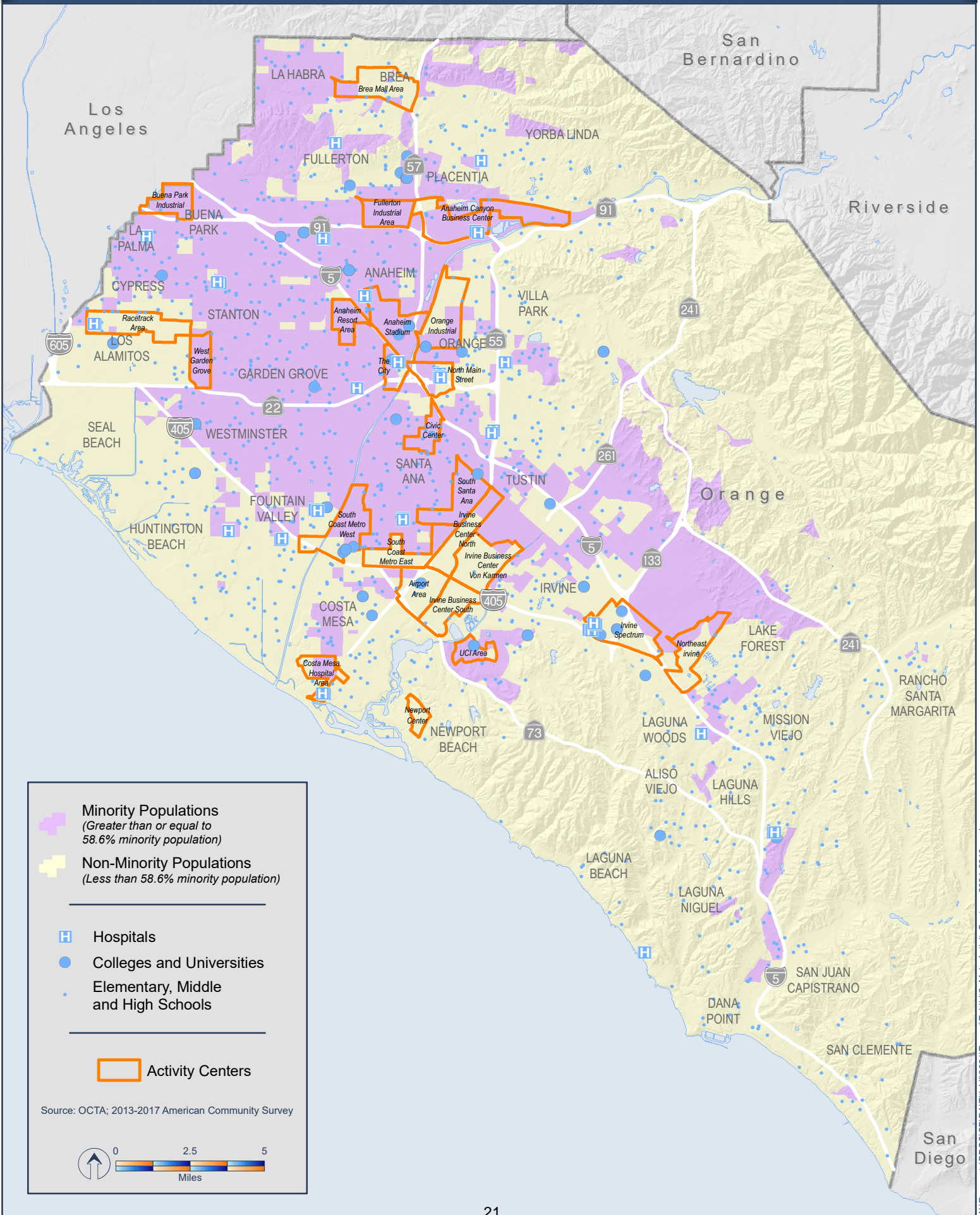
Non-Minority Populations
(Less than 58.6% minority population)

- P** Park and Ride Lots
- Bus Transit Centers
- ★** OCTA Administration
- Ⓚ** OCTA Bus Bases
- Ⓜ** Metrolink Stations

Source: OCTA; 2013-2017 American Community Survey

0 2.5 5
Miles

Exhibit 5: Major Activity Centers



Minority Populations
(Greater than or equal to 58.6% minority population)

Non-Minority Populations
(Less than 58.6% minority population)

H Hospitals

● Colleges and Universities
Elementary, Middle and High Schools

Activity Centers

Source: OCTA; 2013-2017 American Community Survey

0 2.5 5
Miles

Exhibit 6: Minority Bus Routes

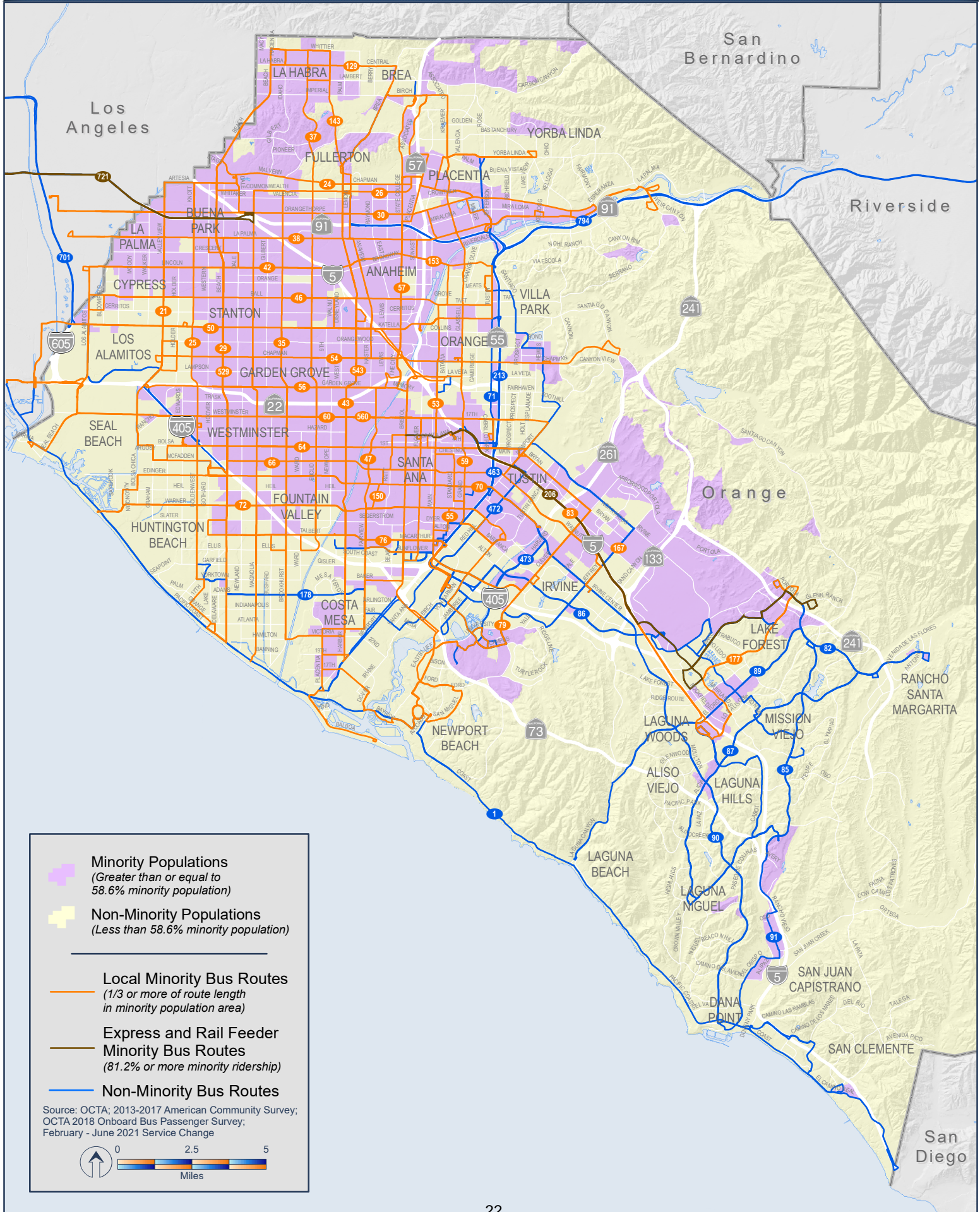


Exhibit 7: Low-Income Populations



Low-Income Populations *

Source: OCTA; 2013-2017 American Community Survey
 * Block groups where the percentage of persons living below 150% of the Federal Poverty Guidelines exceeds the countywide average of 19.8%

SECTION 4: SERVICE MONITORING

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

LEVEL OF SERVICE COMPLIANCE

System-Wide Service Standards

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

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

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

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

Vehicle Load

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

On-Time Performance

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

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

Vehicle Headway

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

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

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

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

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

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

Route Type	Weekday					Saturday	Sunday
	AM Peak	Base (Midday)	PM Peak	Early Eve	Late Eve		
Minority	33.5	30.5	29.3	40.8	114.6	41.7	41.0
Non-Minority	50.1	58.7	54.0	64.2	378.0	63.2	68.4
Systemwide	35.1	37.0	31.9	47.0	130.6	43.5	43.2

Transit Accessibility

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

	Population & Jobs in Service Area (Orange County)	Population & Jobs within 1/2 Mile of Bus Route	Percent
Minority Areas	2,412,028	2,288,005	94.9%
Non-Minority Areas	2,627,319	2,068,556	78.7%
Total Service Area	5,039,347	4,356,561	86.5%

Service Policies

Vehicle Assignment

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

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

Customer Service Polls

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

SERVICE STANDARDS RESULTS
EXHIBITS 8 & 9

EXHIBIT 8: VEHICLE LOAD ANALYSIS

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

Route	Route Description	Type	Total Route Length (miles)	Route Length (miles) within Minority Area	Percent of Route within Minority Area	Weekday AM Peak Average Max Load %	Weekday Base Average Max Load %	Weekday PM Peak Average Max Load %	Saturday Base Average Max Load %	Sunday Base Average Max Load %
1	Pacific Coast Highway	Non-Minority	49.15	0.07	0.1%	44.4%	35.9%	40.3%	34.8%	30.5%
25	Fullerton PNR - Huntington Beach	Minority	20.42	10.22	50.0%	33.8%	30.8%	34.6%	26.8%	21.7%
26	Fullerton PNR - Yorba Linda	Minority	14.44	7.29	50.5%	23.1%	22.8%	23.3%	20.1%	18.6%
29	LaHabra-Huntington Beach via Beach	Minority	26.39	18.18	68.9%	40.3%	40.7%	39.7%	37.8%	36.0%
30	Orangethorpe Avenue	Minority	20.59	13.48	65.4%	37.9%	41.1%	38.6%	35.5%	27.6%
33	Magnolia Street	Minority	15.91	9.74	61.2%	37.3%	31.6%	27.7%	26.4%	23.5%
35	Brookhurst Street	Minority	22.04	14.26	64.7%	37.0%	46.2%	45.6%	33.5%	28.3%
37	Euclid Street	Minority	22.19	15.58	70.2%	41.5%	40.0%	36.9%	40.7%	36.6%
38	La Palma Avenue	Minority	25.88	18.69	72.2%	44.9%	44.5%	48.8%	40.1%	33.8%
42	Seal Beach to Orange via Lincoln	Minority	25.71	13.94	54.2%	41.1%	46.9%	44.9%	56.5%	56.7%
43	Harbor Boulevard	Minority	18.50	12.92	69.8%	46.0%	43.6%	51.1%	45.4%	42.8%
46	Ball Road	Minority	17.07	9.72	57.0%	33.5%	38.2%	41.8%	33.0%	29.5%
47	Anaheim/Haster-Fairview	Minority	26.10	18.10	69.4%	44.2%	42.8%	48.0%	43.7%	39.4%
50	Katella Avenue	Minority	22.35	9.40	42.0%	42.4%	45.2%	40.4%	44.9%	37.6%
53	Main Street	Minority	14.49	8.84	61.0%	41.2%	47.1%	50.1%	45.5%	38.6%
54	Chapman Avenue	Minority	19.10	11.30	59.2%	38.0%	38.2%	38.5%	31.7%	28.4%
55	Santa Ana - Costa Mesa - Newport Beach	Minority	21.47	10.98	51.2%	41.3%	42.7%	49.0%	38.4%	34.6%
56	Garden Grove Boulevard	Minority	16.19	10.60	65.4%	30.8%	33.8%	33.7%	24.8%	18.8%
57	Brea Mall - Newport Transportation Center	Minority	26.07	14.71	56.4%	42.9%	43.7%	49.6%	40.2%	31.7%
59	Anaheim to Irvine	Minority	19.88	11.21	56.4%	26.6%	29.3%	34.3%	21.7%	18.3%
60	Long Beach-Tustin via 17th/Westminster	Minority	24.48	13.23	54.0%	44.9%	43.3%	43.4%	40.5%	33.1%
64	Huntington Beach - Tustin via Bolsa/1st	Minority	15.39	11.68	75.9%	40.6%	43.9%	43.7%	45.3%	39.8%
66	Huntington Beach to Irvine	Minority	19.12	12.92	67.5%	46.9%	48.3%	45.8%	54.8%	55.2%
70	Sunset Beach to Tustin Station	Minority	17.44	10.46	60.0%	35.6%	35.1%	37.9%	31.6%	25.6%
71	Newport Beach-Yorba Linda via Tustin/Red Hill	Non-Minority	24.65	7.81	31.7%	40.0%	39.9%	44.0%	36.1%	34.0%
72	Sunset Beach-Tustin via Warner Avenue	Minority	16.26	9.47	58.3%	42.2%	31.2%	38.5%	26.1%	20.5%
76	Huntington Beach-JWA via Talbert/MacArthur	Minority	14.15	6.33	44.7%	15.0%	16.3%	18.2%		
79	Tustin - Newport Beach	Minority	19.91	9.27	46.6%	25.5%	23.0%	24.9%	21.5%	19.6%
82	Foothill Ranch - Rancho Santa Margarita	Non-Minority	8.56	1.65	19.2%	15.8%	13.1%	11.7%		
83	Anaheim - Laguna Hills	Minority	28.59	17.55	61.4%	32.7%	25.3%	35.0%	23.6%	20.4%
85	Mission Viejo - Dana Point	Non-Minority	13.05	0.19	1.5%	11.5%	12.9%	13.4%		
86	Costa Mesa - Mission Viejo	Non-Minority	20.53	5.63	27.4%	23.5%	18.6%	26.5%		
87	Laguna Niguel - Rancho Santa Margarita	Non-Minority	15.85	1.96	12.4%	22.5%	16.6%	16.3%		
89	Laguna Beach - Mission Viejo	Non-Minority	14.48	2.83	19.6%	34.7%	28.8%	36.0%	27.6%	22.1%
90	Tustin Station to Dana Point Harbor	Non-Minority	21.75	3.16	14.5%	35.6%	27.6%	36.9%	23.5%	19.1%
91	Laguna Hills to San Clemente	Non-Minority	22.07	6.43	29.1%	32.8%	25.3%	23.9%	21.1%	25.7%
123	Huntington Beach - Anaheim	Minority	27.43	14.56	53.1%	20.1%	19.2%	19.7%		
129	La Habra - Anaheim Canyon	Minority	14.13	6.63	46.9%	21.4%	19.9%	24.5%	16.4%	15.1%
143	La Habra - Brea via Fullerton	Minority	14.11	9.23	65.4%	18.6%	19.7%	20.3%	15.7%	14.1%
150	Santa Ana - Costa Mesa	Minority	Temporarily Suspended During COVID Pandemic							
153	StrkMa-Br/MLZ former North end of 053	Minority	12.84	6.52	50.8%	18.4%	15.0%	18.1%	14.7%	12.1%
167	Anaheim-Irvine via Santiago/Hewes/Bryan	Non-Minority	24.09	6.67	27.7%	20.7%	16.0%	17.1%		
177	Foothill Ranch - L.H.T.C.	Minority	11.17	4.49	40.2%	13.3%	14.0%	16.2%	16.6%	
178	Huntington Beach-Irvine via Adams/Birch/Campus	Non-Minority	16.99	1.50	8.8%	17.0%	14.1%	17.7%		
529	Huntington Beach - Irvine	Minority	Temporarily Suspended During COVID Pandemic							
543	Fullerton - Santa Ana	Minority	12.74	12.13	95.1%	29.8%	30.6%	35.5%	33.5%	27.5%
560	Santa Ana - Long Beach	Minority	Temporarily Suspended During COVID Pandemic							
862	Santa Ana Regional Transp. - Civic Center	Minority	2.11	2.11	100.0%	10.1%	4.8%	8.7%	3.1%	2.5%

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

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

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

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

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

Maximum Vehicle Loads Title VI Comparison

Type	Weekday AM Peak Average Max Load %	Weekday Base Average Max Load %	Weekday PM Peak Average Max Load %	Saturday Base Average Max Load %	Sunday Base Average Max Load %
Minority	52%	55%	52%	50%	46%
Non-Minority	43%	40%	44%	45%	47%
Systemwide	50%	52%	51%	50%	46%

EXHIBIT 9: ON-TIME PERFORMANCE ANALYSIS

On-Time Performance for Local, Community, and Limited-Stop Routes (Feb-21 Service Change)							
Route	Route Description	Type	Total Route Length (miles)	Route Length (miles) within Minority Area	Percent of Route within Minority Area	Total Timepoints	On-Time Percentage
1	Pacific Coast Highway	Non-Minority	49.15	0.07	0.1%	39,011	69.4%
25	Fullerton PNR - Huntington Beach	Minority	20.42	10.22	50.0%	24,633	73.2%
26	Fullerton PNR - Yorba Linda	Minority	14.44	7.29	50.5%	21,420	77.4%
29	LaHabra-Huntington Beach via Beach	Minority	26.39	18.18	68.9%	85,582	75.4%
30	Orangethorpe Avenue	Minority	20.59	13.48	65.4%	29,344	77.3%
33	Magnolia Street	Minority	15.91	9.74	61.2%	14,994	74.4%
35	Brookhurst Street	Minority	22.04	14.26	64.7%	44,320	77.7%
37	Euclid Street	Minority	22.19	15.58	70.2%	56,900	84.9%
38	La Palma Avenue	Minority	25.88	18.69	72.2%	39,312	78.1%
42	Seal Beach to Orange via Lincoln	Minority	25.71	13.94	54.2%	68,180	76.7%
43	Harbor Boulevard	Minority	18.50	12.92	69.8%	106,613	88.5%
46	Ball Road	Minority	17.07	9.72	57.0%	24,990	84.0%
47	Anaheim/Haster-Fairview	Minority	26.10	18.10	69.4%	103,432	76.1%
50	Katella Avenue	Minority	22.35	9.40	42.0%	70,136	89.8%
53	Main Street	Minority	14.49	8.84	61.0%	95,064	90.0%
54	Chapman Avenue	Minority	19.10	11.30	59.2%	56,166	88.2%
55	Santa Ana - Costa Mesa - Newport Beach	Minority	21.47	10.98	51.2%	63,514	80.6%
56	Garden Grove Boulevard	Minority	16.19	10.60	65.4%	24,990	84.7%
57	Brea Mall - Newport Transportation Center	Minority	26.07	14.71	56.4%	140,606	79.9%
59	Anaheim to Irvine	Minority	19.88	11.21	56.4%	32,848	71.8%
60	Long Beach-Tustin via 17th/Westminster	Minority	24.48	13.23	54.0%	112,497	84.7%
64	Huntington Beach - Tustin via Bolsa/1st	Minority	15.39	11.68	75.9%	99,918	86.4%
66	Huntington Beach to Irvine	Minority	19.12	12.92	67.5%	93,401	81.5%
70	Sunset Beach to Tustin Station	Minority	17.44	10.46	60.0%	53,672	78.7%
71	Newport Beach-Yorba Linda via Tustin/Red Hill	Non-Minority	24.65	7.81	31.7%	41,706	70.2%
72	Sunset Beach-Tustin via Warner Avenue	Minority	16.26	9.47	58.3%	29,484	79.0%
76	Huntington Beach-JWA via Talbert/MacArthur	Minority	14.15	6.33	44.7%	13,104	87.1%
79	Tustin - Newport Beach	Minority	19.91	9.27	46.6%	27,608	90.5%
82	Foothill Ranch - Rancho Santa Margarita	Non-Minority	8.56	1.65	19.2%	6,804	87.1%
83	Anaheim - Laguna Hills	Minority	28.59	17.55	61.4%	37,133	86.7%
85	Mission Viejo - Dana Point	Non-Minority	13.05	0.19	1.5%	10,752	94.3%
86	Costa Mesa - Mission Viejo	Non-Minority	20.53	5.63	27.4%	21,168	84.2%
87	Laguna Niguel - Rancho Santa Margarita	Non-Minority	15.85	1.96	12.4%	10,920	81.9%
89	Laguna Beach - Mission Viejo	Non-Minority	14.48	2.83	19.6%	16,570	75.7%
90	Tustin Station to Dana Point Harbor	Non-Minority	21.75	3.16	14.5%	13,925	80.9%
91	Laguna Hills to San Clemente	Non-Minority	22.07	6.43	29.1%	31,938	86.9%
123	Huntington Beach - Anaheim	Minority	27.43	14.56	53.1%	27,384	84.2%
129	La Habra - Anaheim Canyon	Minority	14.13	6.63	46.9%	18,644	71.4%
143	La Habra - Brea via Fullerton	Minority	14.11	9.23	65.4%	12,636	77.0%
150	Santa Ana - Costa Mesa	Minority	Temporarily Suspended During COVID Pandemic				
153	StrkMa-BrMILZ former North end of 053	Minority	12.84	6.52	50.8%	16,480	84.6%
167	Anaheim-Irvine via Santiago/Hewes/Bryan	Non-Minority	24.09	6.67	27.7%	18,900	84.8%
177	Foothill Ranch - L.H.T.C.	Minority	11.17	4.49	40.2%	12,916	90.2%
178	Huntington Beach-Irvine via Adams/Birch/Campus	Non-Minority	16.99	1.50	8.8%	16,464	84.3%
529	Huntington Beach - Irvine	Minority	Temporarily Suspended During COVID Pandemic				
543	Fullerton - Santa Ana	Minority	12.74	12.13	95.1%	44,982	86.2%
560	Santa Ana - Long Beach	Minority	Temporarily Suspended During COVID Pandemic				
862	Santa Ana Regional Transp. - Civic Center	Minority	2.11	2.11	100.0%	17,850	89.6%

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

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

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

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

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

SECTION 5: SERVICE CHANGES

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

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

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

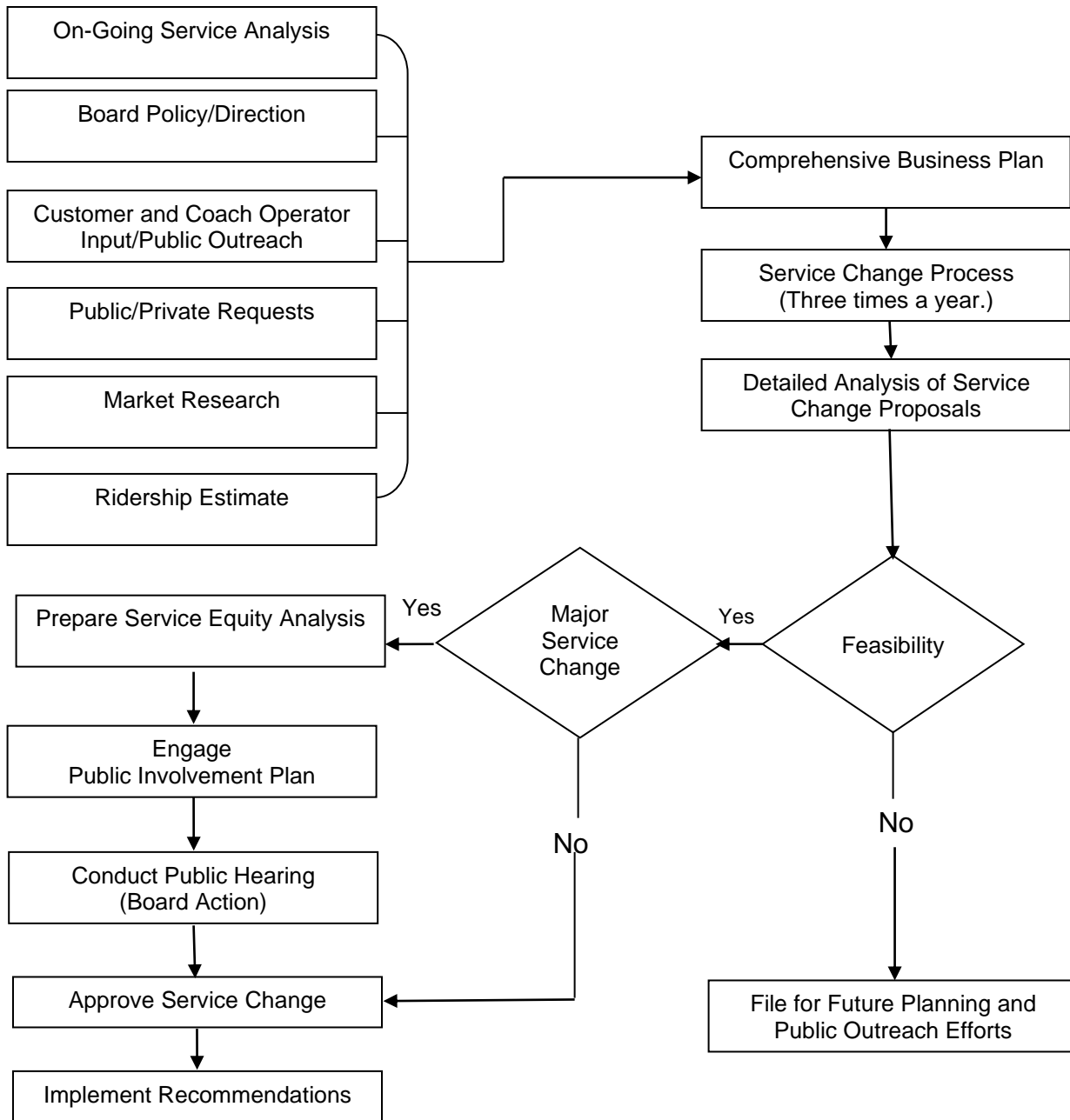
The OCTA Service and Fare Change Evaluation Policy (Policy) defines what actions constitute a major change and are therefore subject to a service or fare Title VI equity analysis prior to implementation. The Policy establishes a threshold for determining when proposed change(s) result in a disparate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

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

Changes in Service

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

Fixed-Route Service & Fare Change Evaluation Process



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

**List of Service & Fare Changes
Since October 2018**

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

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

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

CONCLUSION

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

**OCTA
Title VI Plan Attachments**

OCTA
FTA Fiscal Year 2021 Certifications and Assurances

FTA Fiscal Year 2021 Certifications and Assurances

Certifications and Assurances

Fiscal Year 2021

FEDERAL FISCAL YEAR 2021 CERTIFICATIONS AND ASSURANCES FOR FTA ASSISTANCE PROGRAMS

(Signature pages alternate to providing Certifications and Assurances in TrAMS.)

Name of Applicant: Orange County Transportation Authority

The Applicant certifies to the applicable provisions of categories 01–21. ✓

Or,

The Applicant certifies to the applicable provisions of the categories it has selected:

Category	Certification
01 Certifications and Assurances Required of Every Applicant	_____
02 Public Transportation Agency Safety Plans	_____
03 Tax Liability and Felony Convictions	_____
04 Lobbying	_____
05 Private Sector Protections	_____
06 Transit Asset Management Plan	_____
07 Rolling Stock Buy America Reviews and Bus Testing	_____
08 Urbanized Area Formula Grants Program	_____
09 Formula Grants for Rural Areas	_____
10 Fixed Guideway Capital Investment Grants and the Expedited Project Delivery for Capital Investment Grants Pilot Program	_____
11 Grants for Buses and Bus Facilities and Low or No Emission Vehicle Deployment Grant Programs	_____

Certifications and Assurances

Fiscal Year 2021

12 Enhanced Mobility of Seniors and Individuals with Disabilities Programs

13 State of Good Repair Grants

14 Infrastructure Finance Programs

15 Alcohol and Controlled Substances Testing

16 Rail Safety Training and Oversight

17 Demand Responsive Service

18 Interest and Financing Costs

19 Construction Hiring Preferences

20 Cybersecurity Certification for Rail Rolling Stock and Operations

21 Tribal Transit Programs

FEDERAL FISCAL YEAR 2021 FTA CERTIFICATIONS AND ASSURANCES SIGNATURE

PAGE

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

AFFIRMATION OF APPLICANT

Name of the Applicant: Orange County Transportation Authority

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

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

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

Certifications and Assurances

Fiscal Year 2021

FTA. The criminal provisions of 18 U.S.C. § 1001 apply to any certification, assurance, or submission made in connection with a federal public transportation program authorized by 49 U.S.C. chapter 53 or any other statute

In signing this document, I declare under penalties of perjury that the foregoing Certifications and Assurances, and any other statements made by me on behalf of the Applicant are true and accurate.

Signature Lance M. Larson Date: 1/27/2021

Name Lance M. Larson, Executive Director, Government Relations Authorized Representative of Applicant

AFFIRMATION OF APPLICANT'S ATTORNEY

For (Name of Applicant): Orange County Transportation Authority

As the undersigned Attorney for the above-named Applicant, I hereby affirm to the Applicant that it has authority under state, local, or tribal government law, as applicable, to make and comply with the Certifications and Assurances as indicated on the foregoing pages. I further affirm that, in my opinion, the Certifications and Assurances have been legally made and constitute legal and binding obligations on it.

I further affirm that, to the best of my knowledge, there is no legislation or litigation pending or imminent that might adversely affect the validity of these Certifications and Assurances, or of the performance of its FTA assisted Award.

Signature  Date: 2/22/21





Name James M. Donich, General Counsel Attorney for Applicant

Each Applicant for federal assistance to be awarded by FTA must provide an Affirmation of Applicant's Attorney pertaining to the Applicant's legal capacity. The Applicant may enter its electronic signature in lieu of the Attorney's signature within TrAMS, provided the Applicant has on file and uploaded to TrAMS this hard-copy Affirmation, signed by the attorney and dated this federal fiscal year.

OCTA
Notification of Protection Under Title VI

Notification of Protection Under Title VI


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

<p>NOTIFICATION OF TITLE VI PROTECTION</p> <p>Title VI of the Civil Rights Act of 1964 provides that "no person in the United States shall, on the grounds of race, color, nation of origin, limited English proficiency or income status, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance."</p> <p>Any person who believes that he or she, individually, or as a member of any specific class of persons, has been subjected to discrimination on the basis of race, color, national origin or other protected-class interests may file a written complaint with the Orange County Transportation Authority (OCTA), or the Federal Transit Administration (FTA) within 180 days of the incident. Further, OCTA prohibits intimidation, coercion, or engagement in other discriminatory conduct against anyone because he or she has filed a complaint to secure rights protected by Title VI.</p>	<p>NOTIFICACIÓN DE PROTECCIÓN BAJO EL TÍTULO VI</p> <p>El Título VI del Acta de Derechos Civiles de 1964 estipula que "ninguna persona en los Estados Unidos debe, por motivo de su raza, color, origen o nacionalidad, ser excluida de participar, recibir beneficios, o estar sujeta a la discriminación de cualquier programa o actividad que reciba asistencia financiera federal."</p> <p>Cualquier persona que cree que él o ella, individualmente o como miembro de una clase específica de personas, ha sido objeto de discriminación por motivos de raza, color, origen nacional u otros intereses protegidos puede presentar una queja por escrito al Orange County Transportation Authority (OCTA), la Administración Federal del Tránsito (FTA) o la Secretaría de Transporte entre 180 días del incidente. Además, OCTA prohíbe la intimidación, la coerción o la participación en una conducta discriminatoria en contra de cualquiera persona porque él o ella ha presentado una denuncia para garantizar los derechos protegidos por el Título VI.</p>
<p>To request Title VI information or file a complaint, contact 714-636-RIDE – Option 2.</p> <p>Para solicitar información sobre el Título VI (Title VI) o presentar una queja, comuníquese al 714-636-RIDE – opción 2.</p> <p>Đã yêu cầu thông tin Tựa Đề VI (Title VI) hoặc nộp đơn than phiền, liên lạc số 714-636-RIDE – Lựa chọn 2.</p>	<p>如需索取第六條款 (Title VI) 有關資訊或使用另一種語言投訴，請電 714-636-RIDE – 選項二。</p> <p>다른 언어로 타이틀 VI (Title VI) 정보를 요청하시거나 불만 제기를 하시려면 714-636-RIDE (옵션 2번)로 연락해 주십시오.</p> <p>Upang humiling ng Título VI (Title VI) na impormasyon o magampa ng reklamo sa ibang wika sawagan ang 714-636-RIDE – Option 2.</p> <p>اذا اردت ان تطلب معلومات عن حقوقك بموجب الفصل السادس (Title VI) او ان تقدم شكوى، فاتصل على الرقم 714-636-RIDE - خيار 2.</p>
<p>  titlevi-inquiries@octa.net  (714) 636-RIDE – Option 2  octa.net/aboutOCTA/TitleVI </p> <p style="text-align: right;">   ocbus.com <small>OCTA Administrative Offices 600 South Main Street, Orange, CA 92663</small> </p>	

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

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

Nuestra Política
Como beneficiario de financiamiento federal, Orange County Transportation Authority (OCTA) asegura que todos sus servicios, programas y actividades, y las de sus sub-beneficiarios, se brindan y administran de manera justa, sin importar raza, color, origen ni situación económica. OCTA también se esfuerza por evitar la discriminación a través del impacto de sus programas sobre comunidades minoritarias y de bajos recursos. Además, OCTA toma medidas razonables para brindar acceso importante a programas a personas con un dominio limitado del inglés. OCTA también prohíbe la intimidación, la extorsión o la vinculación en otras conductas discriminatorias contra cualquier persona que haya presentado una reclamación para asegurar los derechos amparados por el Título VI.



¿Quién Puede Presentar una Reclamación en Relación con el Título VI?
Cualquier persona que crea que ella en particular o como miembro de un grupo específico de personas, ha sido víctima de discriminación por su raza, color, origen u otro interés de clases protegidas, puede presentar una reclamación por escrito ante OCTA o la Secretaría de Transporte (Secretary of Transportation) (DOT).

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

- Su nombre, dirección y número telefónico. Si usted presenta la reclamación en nombre de otra persona, incluya el nombre, dirección, número de teléfono de dicha persona y su relación con ella (por ejemplo: amigo, cuidador, padre, etc.).
- El nombre y dirección de la agencia, programa u organización que usted cree que lo discriminó.
- Descripción de cómo, por qué y cuándo usted cree que se le discriminó. Incluya la mayor cantidad de información de respaldo posible sobre el/los supuesto/s acto/s de discriminación.
- Su firma.


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

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

- Maggie McIlton
Human Resources & Organizational Development
Orange County Transportation Authority
550 South Main Street
P.O. Box 14184
Orange, CA 92663-1584
Dirección de correo electrónico: tit6v.inquiries@octa.net
- Department of Transportation, Office of Civil Rights (Departamento de Transporte, Oficina de Derechos Civiles)
Title VI Program Coordinator
(Coordinador del Programa del Título VI)
East Building, 5th Floor – TCR
1200 New Jersey Ave., SE
Washington, DC 20590


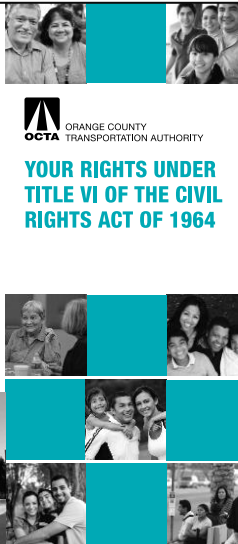
Si usted no puede o es incapaz de presentar una declaración por escrito, se puede hacer una reclamación oral sobre la discriminación. Comuníquese al 714-636-RIDE (opción 2) y hable con un Representante del Servicio de Atención al Cliente. El demandante será entrevistado por el empleado correspondiente autorizado para recibir reclamaciones. En caso de ser necesario, el empleado puede ayudar al demandante a convertir las reclamaciones orales en escritas. Se brindarán servicios gratuitos de traducción a todos los demandantes que tengan dominio limitado del inglés. Sin embargo, todas las reclamaciones deben ser firmadas por el demandante o su representante.

Para más información sobre el Título VI o para descargar el procedimiento de reclamaciones y el formulario de reclamaciones para imprimir, visite nuestro sitio de Internet www.octa.net/tit6v. Si tiene más preguntas sobre el Título VI, puede enviarnos por correo electrónico a tit6v.inquiries@octa.net o llamar al departamento de atención al cliente de OCTA al **714-636-RIDE (opción 2)**.




Puede presentar una reclamación en persona en las oficinas centrales de OCTA en Orange County Transportation Authority 550 South Main Street, Orange, CA 92663

October 2019

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

Our Policy
As a recipient of federal funding, Orange County Transportation Authority (OCTA) assures that all of its services, programs, and activities and that of its sub-recipients, are provided and administered fairly, without regard to race, color, national origin, or economic status. OCTA also makes efforts to prevent discrimination through the impacts of its programs on minority and low-income populations. In addition, OCTA takes reasonable steps to provide meaningful access to programs for persons with limited English proficiency. Further, OCTA prohibits intimidation, coercion, or engagement in other discriminatory conduct against anyone because he or she has filed a complaint to secure rights protected by Title VI.



Who May File a Title VI Complaint?
Any person who believes that he or she, individually, or as a member of any specific class of persons, has been subjected to discrimination on the basis of race, color, national origin, or other protected class interests may file a written complaint with OCTA or the Secretary of Transportation (DOT).

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

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


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

Who Should I Report My Complaint To?
Complainants may submit a signed written complaint directly to OCTA or to the FTA and/or DOT office(s) identified below:

- Maggie McIlton
Human Resources & Organizational Development
Orange County Transportation Authority
550 South Main Street
P.O. Box 14184
Orange, CA 92663-1584
e-mail: tit6v.inquiries@octa.net
- Department of Transportation, Office of Civil Rights
Title VI Program Coordinator
East Building, 5th Floor – TCR
1200 New Jersey Ave., SE
Washington, DC 20590



If you are unable or incapable of providing a written statement, a verbal complaint of discrimination may be made. Please contact 714-636-RIDE (option 2) and speak with a Customer Relations Representative. The complainant will be interviewed by an appropriate official authorized to receive complaints. If necessary, the official can assist the complainant in converting verbal complaints to writing. Free translation services will be provided to all complainants who have limited English proficiency. All complaints must, however, be signed by the complainant or his/her representative.

For more Title VI information or to download the complaint procedure and printable complaint form, visit our website at www.octa.net/titlevi. Additional Title VI inquiries can be submitted via e-mail at tit6v.inquiries@octa.net or by contacting the OCTA Customer Relations department by calling **714-636-RIDE (option 2)**.



A complaint may be filed in person at the OCTA Headquarter Offices at Orange County Transportation Authority 550 South Main Street, Orange, CA 92663

October 2019

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

INFORMATION

QUESTIONS AND HOURS OF OPERATION
 OC Bus is here to help. If you have questions or concerns, you can always call the OC Bus Customer Information Center at 714-636-RIDE (7433). Bilingual operators are available to help. Hours of operation are noted to the right.

	Mon-Fri	Sat/Sun	Holidays
Trip Planning	7-7	8-6	8-5
Customer Service	8-5	Closed	Closed
Pass Sales	8-2	Closed	Closed

CONTACTING US
 If you have comments, concerns, or suggestions about OC Bus service, contact Customer Relations by:
E-mail: customers@octa.net
Web: octa.net/comment
Phone: Monday – Friday from 8am to 5pm 714, 949 or 800-636-RIDE (7433), extension 2
Mail: P.O. Box 14184 Orange, CA 92863

CUSTOMER CONDUCT POLICY
 Violent, illegal or disruptive conduct will not be tolerated on board the vehicle. Violators will be prosecuted to the fullest extent of the law in accordance with:
 • Penal Code Sections 171.7, 594, 640, 640.5 and 16590
 • Public Utilities Code Sections 99155 and 99170
 • Vehicle Code Section 407.5
 For more information, please visit ocbus.com/customerconduct

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

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

Reserving ACCESS
 To reserve or cancel an ACCESS trip, check on the status of a ride, or for general ACCESS information, call ACCESS at:
 877-OCTA-ADA (628-2232)
 TDD phone for the hearing impaired 800-564-4ADA (4232)
 ACCESS Information is also available at ocbus.com.

ACCESS Phone Hours
 Monday through Friday 7:00 a.m. – 5:00 p.m.
 Saturday, Sunday and Holidays 8:00 a.m. – 5:00 p.m.
 For information about older adult programs and services, contact the Office on Aging Information and Assistance Call Center at 800-510-2020 or 714-567-7500. Or visit their website at officeonaging.ocgov.com

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

NOTIFICATION OF TITLE VI PROTECTION
 Title VI of the Civil Rights Act of 1964 provides that "no person in the United States shall, on the grounds of race, color or nation of origin, be excluded from participation in, be denied the benefits of or be subjected to discrimination under any program or activity receiving federal financial assistance."
 Any person who believes that he or she, individually, or as a member of any specific class of persons, has been subjected to discrimination on the basis of race, color, national origin or other protected-class interests may file a written complaint with the Orange County Transportation Authority (OCTA), the Federal Transit Administration (FTA) or the Secretary of Transportation. Further, OCTA prohibits intimidation, coercion, or engagement in other discriminatory conduct against anyone because he or she has filed a complaint to secure rights protected by Title VI.
 To file a complaint in writing or to request more information contact:
E-mail: TitleVI-Inquiries@octa.net
Customer Relations: 714-636-RIDE (7433)
Web: octa.net
Hearing Impaired: 714-636-HEAR (4327) TDD

OCTA LOST & FOUND
 Address: 11903 Woodbury Road Garden Grove, CA 92843
 Phone: (714) 560-5934
 Hours:
 Mon – Thurs: 8:00 a.m. – 12:30 p.m. & 1:30 p.m. – 4:00 p.m.
 Friday Pickup by appointment only

Build an ebusbook at ocbus.com/ebusbook

INFORMACIÓN

PREGUNTAS Y HORAS DE OPERACIÓN
 OC Bus está aquí para ayudarle. Si usted tiene preguntas o preocupaciones, usted siempre puede llamar a la OC Bus Centro de Información al Cliente al 714-636-RIDE (7433). Los operadores bilingües están disponibles para contestar sus preguntas. Las horas de operación se observan a la derecha.

	Mon-Fri	Sat/Sun	Holidays
Planificación de viaje	7-7	8-6	8-5
Servicio de atención al cliente del pase	8-5	Cerrado	Cerrado
Ventas del pase	8-2	Cerrado	Cerrado

CONTACTE CON NOSOTROS
 Si tiene comentarios, algún problema o sugerencia acerca de nuestro servicio, póngase en contacto con El Departamento de relaciones con los clientes por:
Correo Electrónico: customers@octa.net
La Web: octa.net/comment
Teléfono: Lunes - Viernes de 8am a 5pm 714, 949 or 800-636-RIDE (7433), extension 2
Correo: P.O. Box 14184 Orange, CA 92863

POLÍTICA DE CONDUCTA DEL CLIENTE
 La conducta violenta, ilegal o disyuntiva no será tolerada a bordo del vehículo. Los infractores serán perseguidos con todo el rigor de la ley, de acuerdo con:
 • Código Penal Secciones 171.7, 594, 640, 640.5 y 16.590
 • Código de Servicios Públicos de las Secciones 99155 y 99170
 • Código de Vehículos de la Sección 407.5
 Para obtener más información, visite ocbus.com/customerconduct

PÓLIZA DE SERVICIO AL CLIENTE
 La Autoridad de Transporte del Condado de Orange (OCTA) se compromete a proporcionar servicios seguros, fiables, amables, accesibles y fáciles de usar para sus clientes. Para garantizar la calidad y la equidad, la OCTA hará modificaciones razonables a sus políticas, prácticas y procedimientos, cuando sea necesario, para evitar la discriminación por motivos de discapacidad o cuando la persona con discapacidad, de otro modo no podrá utilizar los servicios de OCTA, programas o actividades.
 Para obtener información adicional acerca de las solicitudes de modificación

razonables, por favor visite: ocbus.com/reasonablemodification.

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

Reservado con ACCESS
 Para reservar o cancelar un viaje ACCESS, comprobar el estado del viaje, para obtener información general sobre ACCESS, llame a ACCESS al número: 877-OCTA-ADA (628-2232)
 Teléfono TDD para los discapacitados auditivos: 800-564-4ADA (4232)
 Solicitudes también disponibles en www.ocbus.com

Información y Horas de Reservación
 Lunes a Viernes 7:00 a.m. – 5:00 p.m.
 Sábados, Domingos y Días Feriados 8:00 a.m. – 5:00 p.m.
 Para consultar la información sobre servicios y programas para adultos mayores, póngase en contacto con la Oficina de Información y Asistencia para Adultos Mayores (Office on Aging Information and Assistance) al 800-510-2020 o 714-567-7500. Puede también visitar su sitio web en www.officeonaging.ocgov.com

NOTIFICACIÓN DE PROTECCIÓN BAJO EL TÍTULO VI
 El Título VI del Acta de Derechos Civiles de 1964 estipula que "ninguna persona en los Estados Unidos debe, por motivo de su raza, color, origen o nacionalidad, ser excluida de participar, recibir beneficios, o estar sujeta a la discriminación de cualquier programa o actividad que reciba asistencia financiera federal".
 Cualquier persona que cree que él o ella, individualmente o como miembro de una clase específica de personas, ha sido objeto de discriminación por motivos de raza, color, origen nacional u otros intereses protegidos puede presentar una queja por escrito al Orange County Transportation Authority (OCTA), la Administración Federal del Tránsito (FTA) o la Secretaría de Transporte. Además, OCTA prohíbe la intimidación, la coerción o la participación en una conducta discriminatoria en contra de cualquiera persona porque él o ella ha presentado una denuncia para garantizar los derechos protegidos por el Título VI.
 Para presentar una denuncia por escrito o solicitar más información, contactar a:
Correo Electrónico: TitleVI-Inquiries@octa.net
Customer Relations: 714-636-RIDE (7433)
La Web: octa.net
Personas con problemas auditivos: 714-636-HEAR (4327) TDD

EL FRAUDE DE PERROS DE SERVICIO
 Según la ley de California, falsear que un perro es un animal de servicio entrenado es un delito punible con hasta seis meses de prisión y lo una multa de hasta \$1000.
 • Código Penal 365.7

OBJETOS PERDIDOS DE OCTA
 Dirección: 11903 Woodbury Road Garden Grove, CA 92843
 Teléfono: (714) 560-5934
 Horas:
 Lunes a jueves: 8:00 a.m. - 12:30 p.m. y 1:30p.m. - 4:00p.m.
 Viernes: Se puede recoger pero solo con cita

Build an ebusbook at ocbus.com/ebusbook

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


SC NB EL CAMINO REAL NS AVD SANTA MARGARITA
1 N 10 2/9/20

STOP 6927


1

North/Norte San Clemente – Long Beach


APPS FOR EASY RIDING




OC BUS MOBILE APP
Pay and plan your trip from your smartphone.



TEXT 4 NEXT
Get a text with the next 2 OC Bus arrival times



SCAN & DOWNLOAD
Get the OC Bus Mobile App now!

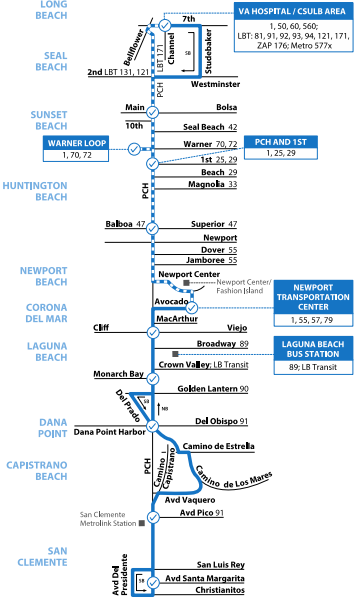


TRANSIT APP
Find real-time bus & route information.

For details on apps visit OCbus.com

HOURS OF OPERATION	FREQUENCY (MINUTES)			
	A.M. PEAK 6-9AM	MIDDAY 9AM - 3PM	P.M. PEAK 3-6PM	EVENING 6-11PM
WEEKDAY 4:30a-8:45p 5:50a-7:55p	30 or 35 30 or 35	35 70	35 or 40 70 or 80	35 or 40 70
SATURDAY 5:35a-7:25p	60	60	60	60
SUNDAY & HOLIDAYS 5:35a-7:25p	60	60	60	60

Routes and times subject to change, visit ocbus.com for current schedules.
Rutas y horarios sujetos a cambios, visite ocbus.com para los horarios actuales.




LEGEND / LEYENDA

● Scheduled Departure / Salida Programada
— Regular Routing / Ruta Regular
--- No Service on Some Trips / Sin Servicio en Algunos Viajes
[] Metro = Los Angeles Metro | [] = Long Beach Transit | [] = Laguna Beach Transit
Mapas y horarios sujetos a cambios. Consulte ocbus.com para los horarios actuales.

Title VI prohibits discrimination on the basis of race, color and national origin. If you feel you have been subjected to discrimination under Title VI you may file a complaint by contacting OCTA Customer Relations at 714-636-RIDE or at occta.net.

El Título VI prohíbe la discriminación por motivo de raza, color y nacionalidad. Si siente que ha sido sujeto a algún tipo de discriminación de acuerdo con el Título VI, puede presentar una queja comunicándose con el Servicio al Cliente de OCTA al 714-636-RIDE (7433), o en www.occta.net.



OCbus.com

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



OCBUS
Fullerton Park-and-Ride
Connecting Bus Service

Fullerton Park-and-Ride
Connecting Bus Service



Nearby Destinations

A Fullerton Airport	D Knott's Berry Farm
B Buena Park Downtown	E Medieval Times Dinner & Tournament
C Knott's Soak City	

Effective February 2020.

- 25** FULLERTON – HUNTINGTON BEACH
via Knott Ave / Goldenwest St
- 26** FULLERTON – PLACENTIA
via Commonwealth Ave / Yorba Linda Ave
- 30** CERRITOS – ANAHEIM
via Orangethorpe Ave
- 33** FULLERTON – HUNTINGTON BEACH
via Magnolia St
- 35** FULLERTON – COSTA MESA
via Brookhurst St
- 529** FULLERTON – HUNTINGTON BEACH
via Beach Blvd
- 721** FULLERTON – LOS ANGELES EXPRESS
via 110 Fwy / 91 Fwy

Title VI prohibits discrimination on the basis of race, color and national origin. If you feel you have been subjected to discrimination under Title VI you may file a complaint by contacting OCTA Customer Relations at 714-656-6182 or at ocbus.com.

El Título VI prohíbe la discriminación por motivo de raza, color y nacionalidad. Si siente que ha sido sujeto a algún tipo de discriminación de acuerdo con el Título VI, puede presentar una queja comunicándose con el Servicio al Cliente de OCTA al 714-656-6182 (7433) o en ocbus.com.

Stop Human Trafficking
If you or someone you know is being forced to engage in any activity and cannot leave – whether it is commercial sex, housework, farm work, construction, factory, retail or restaurant work, or any other activity – text 233-733 (Be Free) or call the National Human Trafficking Hotline at 1-888-373-7888.

No a la Trata de Personas
Si a usted o a alguien que conoce, lo están forzando a hacer algo y no lo dejan ir – ya sea sexo por dinero, trabajo de hogar, de campo agrícola, construcción, fábrica, en una tienda minorista o restaurante, o cualquier otra actividad – envíe un texto 233-733 (Be Free) o llame a la Línea Nacional Contra la Trata de Personas (National Human Trafficking Hotline) al 1-888-373-7888.

Routes are subject to change. Please visit ocbus.com for detailed route schedules.




**OCTA
Title VI Complaint Procedure Tracking and
Investigating**



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

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

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

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

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

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

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

Complainants should present a detailed description of the issue(s), including the name(s) and job title(s) of those individual(s) perceived as parties in the complaint. The

allegation must involve discrimination on the grounds of race, color or national origin. Allegations must involve an OCTA service, programs or activity of a federal-aid recipient, sub-recipient or contractor.

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

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

Complaint Format:

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

Tracking Complaints:

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

Determination of Investigative Merit:

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

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

Request for Additional Information from Complainant and/or Respondent:

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

Investigative Report:

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

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

OCTA Timeline Requirements:

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

Recordkeeping Requirements:

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

Records will be available for compliance review audits.

**OCTA
Title VI Complaint Form**



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

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

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

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

Please provide the following information:

Your Name	Phone Number	
Street Address		
City	State	Zip Code
Person(s) discriminated against (if someone other than complainant)		
Street Address		
City	State	Zip Code

Date of Incident: _____

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

- Race
- Color
- National Origin (Limited English Proficiency)

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

Please describe the alleged discrimination incident. Provide the names and title of all OCTA employees involved if available. Explain what happened and whom you believe was responsible. Please use the back of this form if additional space is required.

Please mail your complaint form directly to OCTA to the following address:

Maggie McJilton, Executive Director, HROD
 OCTA Office of Civil Rights
 600 South Main Street
 Orange, CA 92863

Have you filed a complaint with any other federal, state or local agency? (Circle one) Yes/No

Agency	Contact Person
Street Address, City, State, Zip Code	
Agency	Contact Person
Street Address, City, State, Zip Code	

Listed below are the state and federal addresses if you wish to file a Title VI complaint directly with one or both of these agencies.

State Office
 Federal Transit Administration
 Region IX Office of Civil Rights
 90 Seventh Street, Suite 15-300
 San Francisco, CA 94103-6701

Federal Office
 Federal Transit Administration
 Office of Civil Rights
 Title VI Program Coordinator
 East Building 5th Floor – TCR
 1200 New Jersey Avenue, SE
 Washington, DC 20590

I affirm that I have read the above charge and that it is true to the best of my knowledge, information and belief.

Complainant's Signature

Date

**OCTA
Title VI Complaint Tracking**

Title VI Complaint Tracking

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

**OCTA
2021 Public Involvement Plan**

Orange County Transportation Authority

Public Involvement Plan



Strategies and Methods for Promoting Public Involvement

External Affairs Division
Office of Civil Rights

July 2021

OCTA Public Involvement Plan

Purpose

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

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

Goals and Objectives of the Public Involvement Plan

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

Objectives:

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

Identification of Stakeholders

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

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

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

Direct Stakeholders

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

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

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

**TABLE 1
Orange County Area
Population**

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

Source: U.S. Bureau of the Census,
2019 Population estimates

Less than 3.6% of population is equal to persons of two or more
races

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

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

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

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

Indirect Stakeholders

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

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

Public Involvement Plan

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

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

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

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

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

Outreach Efforts

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

Capital Projects:

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

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

Articles in community newsletters.

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

Press releases and meetings with local media representatives.

Informal conversations with individuals and small groups.

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

Presentations by experts on various transit-related subjects.

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

User and non-user surveys.

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

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

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

Planning Studies:

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

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

Public Committees:

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

- The Special Needs Advisory Committee (SNAC) advises OCTA about issues that relate to OCTA fixed-route transit and paratransit services for customers with special transportation needs. The Special Needs

Committee was originally formed in 1992 in response to the Americans with Disabilities Act and formalized the predecessor “504 Committee.”

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

Major Service & Fare Changes and Fixed Route Bus Initiatives

Major Service & Fare Change:

Public Hearing Process:

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

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

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

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

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

Community Board Recruitment:

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

Notifications to professional, public, and student organizations.

Articles in community newsletters.

Press releases to all local media

Informal conversations with individuals and small groups.

Stakeholder Working Group Recruitment

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

Notifications to professional, public, and student organizations.

Informal conversations with individuals and small groups.

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

Presentations by experts on various transit-related subjects.

User and non-user surveys.

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

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

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

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

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

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

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

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

Public Involvement Plan Stakeholders

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

OCTA
October 2019 and February 2020 Bus Service Plan



BOARD AGENDA

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

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

Agenda Descriptions

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

Public Comments on Agenda Items

Members of the public may address the Board of Directors regarding any item. Please complete a speaker's card and submit it to the Clerk of the Board or notify the Clerk of the Board the item number on which you wish to speak. Speakers will be recognized by the Chairman at the time the agenda item is to be considered. A speaker's comments shall be limited to three (3) minutes.

Public Availability of Agenda Materials

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

Call to Order**Invocation**

Director Hernandez

Pledge of Allegiance

Director Wagner



BOARD AGENDA**Special Calendar****Orange County Transportation Authority Special Calendar Matters****1. Presentation of Resolution of Appreciation for Employee of the Month for June 2019**

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

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

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

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

Karen DeCrescenzo/Maggie McJilton

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



BOARD AGENDA**Consent Calendar (Items 4 through 12)**

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

Orange County Transportation Authority Consent Calendar Matters**4. Approval of Minutes**

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

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

Kirk Avila/Kenneth Phipps

Overview

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

Recommendation

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



BOARD AGENDA

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

Overview

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

Recommendation

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

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

Overview

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

Recommendation

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



BOARD AGENDA**Orange County Transit District Consent Calendar Matters****8. Bus Operations Performance Measurements Report for the Third Quarter of Fiscal Year 2018-19**

Johnny Dunning, Jr./Jennifer L. Bergener

Overview

The Orange County Transportation Authority operates fixed-route bus and demand-response paratransit service throughout Orange County and into neighboring counties. This report summarizes the year-to-date performance of these services through the third quarter of fiscal year 2018-19. The established measures of performance assess the safety, courtesy, reliability, and overall quality of the public transit services provided.

Recommendation

Receive and file as an information item.

9. Agreement for Mobility Management Services

Gracie A. Davis/Jennifer L. Bergener

Overview

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



BOARD AGENDA**9. (Continued)****Recommendations**

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

Orange County Local Transportation Authority Consent Calendar Matters

- 10. Contract Change Order for Removal and Disposal of Contaminated Materials at the Maintenance and Storage Facility Property for the OC Streetcar Project**
Mary Shavalier/James G. Beil

Overview

On September 24, 2018, the Orange County Transportation Authority Board of Directors authorized Agreement No. C-7-1904 with Walsh Construction Company II, LLC, for construction of the OC Streetcar project. A contract change order is required for the removal and disposal of contaminated materials at the maintenance and storage facility property.

Recommendation

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



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

Jason Lee/James G. Beil

Overview

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

Recommendations

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

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

Cleve Cleveland/Jennifer L. Bergener

Overview

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



BOARD AGENDA**12. (Continued)****Recommendation**

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

Regular Calendar**Orange County Transportation Authority Regular Calendar Matters**

- 13. Amendment to the Agreement with First Transit, Inc., for the Provision of Contracted Fixed-Route Service**
Beth McCormick/Jennifer L. Bergener

Overview

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

Recommendations

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



BOARD AGENDA**Orange County Transit District Regular Calendar Matters****14. October 2019 and February 2020 Bus Service Plan Recommendations**
Gary Hewitt/Kia Mortazavi**Overview**

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

Recommendations

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

Orange County Local Transportation Authority Regular Calendar Matters**15. OC Streetcar Project Quarterly Update**
Mary Shavaliel/James G. Beil**Overview**

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

Recommendation

Receive and file as an information item.



BOARD AGENDA

Discussion Items

16. Public Comments

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

17. Chief Executive Officer's Report

18. Directors' Reports

19. Closed Session

A Closed Session will be held as follows:

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

20. Adjournment

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



July 11, 2019

To: Transit Committee

A handwritten signature in black ink, which appears to read "Darrell E. Johnson for".

From: Darrell E. Johnson, Chief Executive Officer

Subject: October 2019 and February 2020 Bus Service Plan Recommendations

Overview

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

Recommendations

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

Background

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

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

Discussion

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

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

Public Outreach Summary

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

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

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

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

Final Service Plan Changes

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

- Route 53/X (Anaheim – Irvine)
 - Draft: Reduce weekday AM peak frequency from 20 to 30 minutes. and midday service from 24 to 36 minutes.
 - Final: Withdraw recommendation based on negative public input and further review of ridership impact.

- Route 60 (Long Beach - Tustin) and Route 560 (Long Beach - Santa Ana)
 - Draft: Run all trips to Long Beach during peak and midday. Implement more direct routing for Bravo! 560.
 - Final: Withdraw recommendation based on further review of ridership projection. An updated ridership projection for these combined changes does not justify the amount of resources required. The Route 60/560 routing and frequencies will be revisited when the OC Streetcar opens for revenue service.

- Route 79 (Tustin - Newport Beach)
 - Draft: Add weekday southbound trips between Michelson Drive and University of California, Irvine (UCI) due to heavy passenger loads.
 - Final: A review of recent ridership shows that only one trip needs to be added at this time. Staff will monitor ridership after implementation to see if any more trips are necessary. This additional service will only operate during the UCI school year.

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

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

Service Improvement and Reduction Highlights

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

Final October 2019 Service Changes.

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

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

Proposed Final February 2020 Service Changes.

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

Title VI and Environmental Justice Analysis

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

Next Steps

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

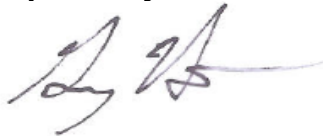
Summary

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

Attachments

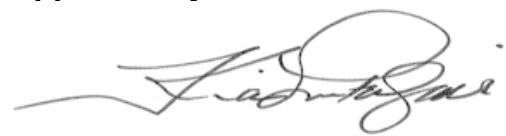
- A. Draft Fiscal Year 2019-20 Bus Service Plan
- B. Proposed October 2019 and February 2020 Bus Service Plan, Public Involvement Program, Final Report, July 11, 2019
- C. Proposed Fiscal Year 2019-20 Bus Service Plan
- D. Proposed Final October 2019 and February 2020 Bus Service Plan, Weekday Route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

Prepared by:



Gary Hewitt
Section Manager, Transit Planning
(714) 560-5715

Approved by:



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

Draft Fiscal Year 2019-20 Bus Service Plan

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

Draft Fiscal Year 2019-20 Bus Service Plan

Route	Recommendations			Daily Revenue Hour Change			Daily Boarding Change			
	Weekday	Saturday	Sunday	Weekday	Saturday	Sunday	Weekday	Saturday	Sunday	
129: La Habra – Anaheim <i>via La Habra Boulevard / Brea Boulevard / Birch Street / Kraemer Boulevard</i>	Combine with Route 153.	Combine with Route 153.	Combine with Route 153.	(37.5)	(32.6)	(28.3)	(620)	(397)	(288)	
143: La Habra – Brea <i>via Whittier Boulevard / Harbor Boulevard / Brea Boulevard / Birch Street</i>	Combine with Route 129.	Combine with Route 129.	Combine with Route 129.	(36.0)	(29.3)	(25.9)	(591)	(372)	(233)	
153: Brea – Anaheim <i>via Placentia Avenue</i>	Combine with Route 129.	Combine with Route 129.	Combine with Route 129.	(34.7)	(27.4)	(25.4)	(374)	(229)	(183)	
206: Santa Ana – Lake Forest Express <i>via Interstate 5 Freeway</i>	Eliminate Route.	-	-	(6.9)	-	-	(49)	-	-	
211: Huntington Beach – Irvine Express <i>via Interstate 405</i>	Eliminate route unless free rides are provided during Interstate 405 construction.	-	-	(22.4)	-	-	(53)	-	-	
213/A: Brea – Irvine Express <i>via State Route 55</i>	Simplify routing for direct service between Brea Mall, Santa Ana Depot, and University of California, Irvine.	-	-	(3.8)	-	-	44	-	-	
462: Santa Ana Regional Transportation Center – Civic Center <i>via Santa Ana Boulevard / Civic Center Drive</i>	Eliminate route and replace with Civic Center shuttle.	-	-	(6.9)	-	-	(142)	-	-	
560: Santa Ana – Long Beach <i>via 17th Street / Westminster Avenue</i>	New non-stop routing from Westminster Avenue and Goldenwest Street to the City of Long Beach every 36 minutes. Reduce midday to 18 minute frequency.	-	-	(6.7)	-	-	-	-	-	
123: Huntington Beach - Anaheim <i>via Valley View Street / Bolsa Chica Road / Malvern Avenue / Chapman Avenue</i>	Implement new route on 60 minute frequency from combined portions of routes 21 and 24.	-	-	60.8	-	-	912	-	-	
New 143: North County Circulator <i>via Harbor Boulevard / Central Avenue / Brea Boulevard</i>	Implement new route from combined portions of routes 129 and 143 at 50 minute frequency.	-	-	64.0	48.0	48.0	960	720	720	
New 153: Brea- Anaheim <i>via Placentia Avenue</i>	Implement new route from combined portions of routes 129 and 153 at 60 minute frequency.	-	-	30.0	24.0	24.0	450	360	360	
662: Downtown Santa Ana Shuttle <i>via Civic Center Drive</i>	Implement new route to replace Route 462 and deleted portion of Route 83 during OC Streetcar construction; provide 10 minute peak and 20 minute off peak frequency until midnight.	Implement new route to replace Route 462 and deleted portion of Route 83 during OC Streetcar construction; provide 20 minute frequency from 6:00 AM to midnight.	Implement new route to replace Route 462 and deleted portion of Route 83 during OC Streetcar construction; provide 20 minute frequency from 6:00 AM to midnight.	24.0	18.0	18.0	480	270	270	
				Daily Fiscal Year 2019-20 Service Change	(34.2)	27.7	51.7	(222)	462	797
				Annual Fiscal Year 2019-20 Service Change			(4,275.2)			13,577

Major Service Changes (Changes Highlighted in Gray):

- Reducing route by more than 50% of directional route miles or reducing an existing route by more than 50% of bus stops.
- Adding a new route or a route segment that increases directional route miles of an existing route by more than 50% and when more than 50% of the new service bus stops are along currently unserved street segments.
- Weekday service increase or decrease of 25% or more annualized vehicle revenue hours, or weekend service increase or decrease of 25% or more annualized vehicle revenue hours (within 12 month period).



Innovating from every angle

**Proposed October 2019 and February 2020
Bus Service Plan
Public Involvement Program
Final Report
July 11, 2019**



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Introduction

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

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



Executive Summary

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

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

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

Key Findings:

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

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

Public Information and Outreach Program

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

Tactics

A variety of tactics were implemented to gain public feedback.

Public Notification

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

Bus Advertisements and Collateral

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

Mailings - Letters with multilingual brochures were mailed out to:

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

Electronic Media

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

Local Jurisdiction Communication

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

Press Releases and Public Service Announcements

(714) 636-RIDE Customer Information Center Hotline

Public Meetings

Community Meetings (3)

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

OCTA Advisory Committees

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

Customer Roundtable

- OCTA Headquarters, Orange (May 16, 2019)

Public Hearing

- OCTA Headquarters, Orange (June 10, 2019)



PLAN PROPUESTO PARA EL SERVICIO DE AUTOBUSES DE OCTUBRE DE 2019 Y FEBRERO DE 2020

El OCTA está proponiendo cambios en nuestro sistema de autobuses, y le gustaría recibir sus comentarios. Asista a una reunión, escuche detalles, y dénos sus comentarios.

REUNIONES COMUNITARIAS

MARTES, 21 DE MAYO DE 2019 - De 6:00 p.m. a 8:00 p.m.
Brea Community Center - Community Hall
 695 E. Madison Way - Brea, CA 92821
 Se llega con las rutas de autobuses 57, 129, 143, 213

MIÉRCOLES, 22 DE MAYO DE 2019 - De 5:30 p.m. a 7:30 p.m.
Santa Ana Senior Center - Hibiscus Room
 424 W. 3rd St. - Santa Ana, CA 92701
 Se llega con las rutas de autobuses 53/53X, 55, 64, 83, 150
 La estructura de estacionamiento se encuentra en 3rd y Birch. Se proporciona validación con el recibo del estacionamiento.

JUEVES, 23 DE MAYO DE 2019 - De 6:00 p.m. a 8:00 p.m.
Irvine Lakeview Senior Center - Clarence Nedom Auditorium
 20 Lake Rd. - Irvine, CA 92604
 Se llega con las rutas de autobuses 53/53X, 79, 86

AUDIENCIA PÚBLICA

LUNES, 10 DE JUNIO DE 2019 - 9:00 a.m.
Sede de OCTA, Sala de Juntas (Sala de Conferencias 07-08)
 550 South Main St. - Orange, CA 92663
 Se llega con las rutas de autobuses 53/53X, 56, 83

Para obtener más información o hacer comentarios en línea, visite OCbus.com/BusPlan. Si desea recibir esta información en un idioma que no sea inglés, español, por favor llame al (714) 636-RIDE. Cualquier persona con una discapacidad que requiera una modificación o establecimiento, con el fin de participar en estas reuniones, debe comunicarse con el Secretario de la Junta del OCTA al (714) 560-5676 no menos de dos (2) días hábiles antes de esta reunión para permitir a que la OCTA haga arreglos razonables para asegurar la accesibilidad a estas reuniones.



PLAN PROPUESTO PARA EL SERVICIO DE AUTOBUSES DE OCTUBRE DE 2019 Y FEBRERO DE 2020

El OCTA está proponiendo cambios en nuestro sistema de autobuses, y le gustaría recibir sus comentarios. Asista a una reunión, escuche detalles, y dénos sus comentarios.

REUNIONES COMUNITARIAS			AUDIENCIA PÚBLICA
MARTES, 21 DE MAYO DE 2019 De 6:00 p.m. a 8:00 p.m. Brea Community Center Community Hall 695 E. Madison Way Brea, CA 92821 Se llega con las rutas de autobuses 57, 129, 143 y 213	MIÉRCOLES, 22 DE MAYO DE 2019 De 5:30 p.m. a 7:30 p.m. Santa Ana Senior Center Hibiscus Room 424 W. 3rd St. Santa Ana, CA 92701 Se llega con las rutas de autobuses 53/53X, 55, 64, 83 y 150 La estructura de estacionamiento se encuentra en 3rd y Birch. Se proporciona validación con el recibo del estacionamiento.	JUEVES, 23 DE MAYO DE 2019 De 6:00 p.m. a 8:00 p.m. Irvine Lakeview Senior Center Clarence Nedom Auditorium 20 Lake Rd. Irvine, CA 92604 Se llega con las rutas de autobuses 53/53X, 79 y 86	LUNES, 10 DE JUNIO DE 2019 9:00 a.m. Sede de OCTA, Sala de Juntas (Sala de Conferencias 07-08) 550 South Main St. Orange, CA 92663 Se llega con las rutas de autobuses 53/53X, 56 y 83

Para obtener más información o hacer comentarios en línea, visite OCbus.com/BusPlan. Si desea recibir esta información en un idioma que no sea inglés, español, por favor llame al (714) 636-RIDE. Cualquier persona con una discapacidad que requiera una modificación o establecimiento, con el fin de participar en estas reuniones, debe comunicarse con el Secretario de la Junta del OCTA al (714) 560-5676 no menos de dos (2) días hábiles antes de esta reunión para permitir a que la OCTA haga arreglos razonables para asegurar la accesibilidad a estas reuniones.

Feedback from Public Meetings

Community Meetings

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

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

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

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

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

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

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

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

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

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

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

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

Irvine Lakeview Senior Center, May 23, 2019 (Participants: 6)

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

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

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

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

OCTA Advisory Committees

Citizen Advisory Committee

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

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

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

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

Special Needs Advisory Committee

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

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

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

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

Diversity Community Leaders Quarterly Meeting

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

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

Customer Roundtable

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

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

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

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

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

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

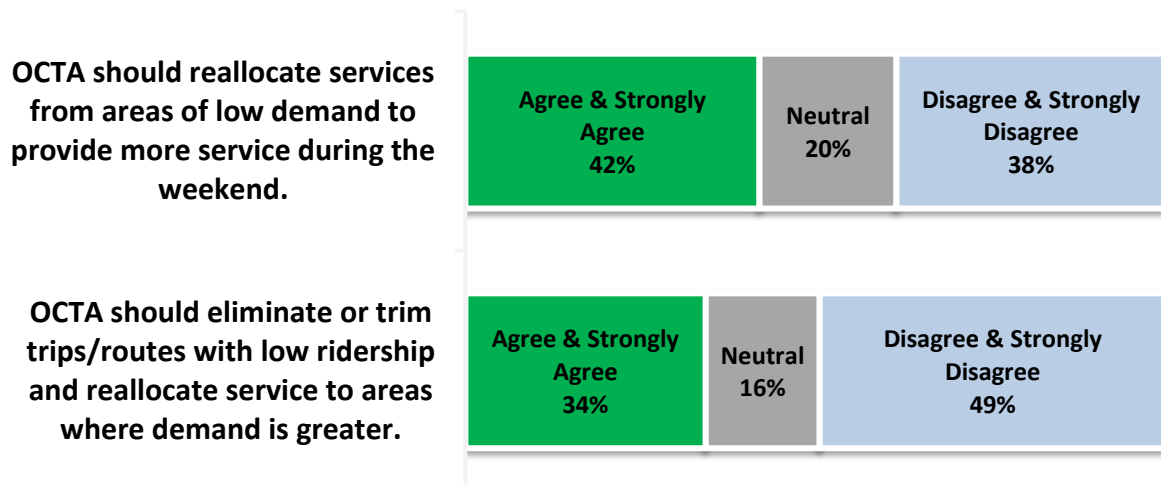
Online and Print Survey

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

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

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

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



Public Comments – Email and Phone Calls

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

Public Hearing

June 10, 2019 – OCTA Headquarters

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

What We Heard

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

Who Provided Feedback

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

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

The proposed changes that most customers supported included:

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

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

Proposed Route Changes That Were Strongly Opposed		
Proposed October 2019 Changes		
Route	Change Description	Opposing Comments
206: Santa Ana – Lake Forest Express	Route elimination	49
53/53X: Anaheim – Irvine	Frequency reduction (10 -12 min. reduction)	45
213/A: Brea – Irvine Express	Rerouting removes service to Fullerton Transportation Center and Orange Circle	40
89: Mission Viejo – Laguna Beach	Frequency reduction (15 min. reduction)	37
211: Huntington Beach – Irvine Express	Route elimination to Golden West Transportation Center	36
Proposed February 2020 Changes		
Route	Change Description	Opposing Comments
86: Costa Mesa – Mission Viejo	Route reduction removes service from Lake Forest’s Jeronimo / Los Aliso area	58
129: La Habra – Anaheim	Route elimination that combines portions with Routes 143 & 153	39
24: Buena Park – Orange	Route reduction removes service from the Village at Orange/ Anaheim Canyon Metrolink Station	34

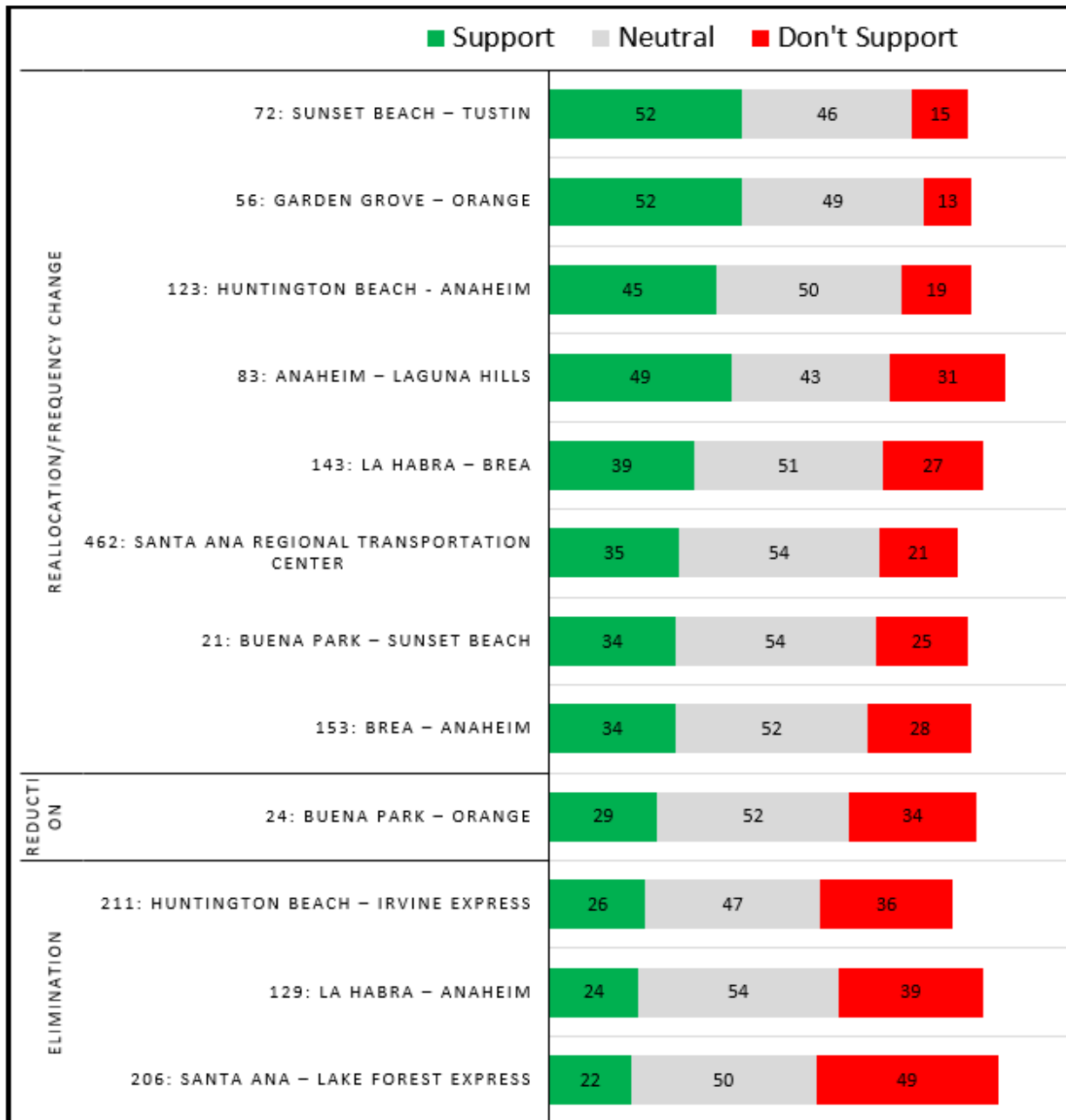
Feedback on Individual Routes

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

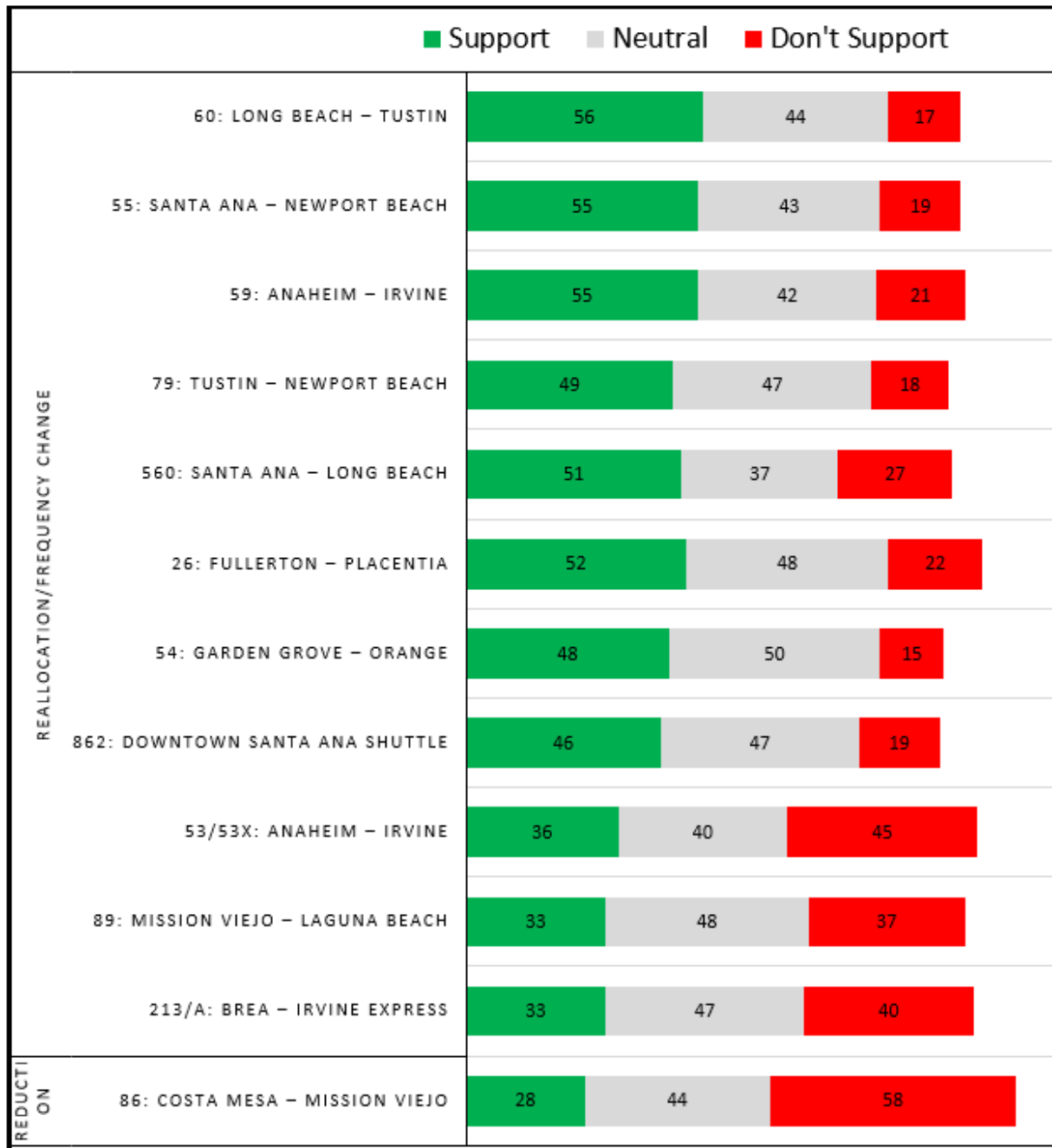
The following two charts show number and type of comments received for each individual route. A link to the actual comments are available at: OCbus.com/Bus2019-20Comments.

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

Number of Comments by Route (Major Changes)



Number of Comments by Route (Minor Changes)



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

Conclusion

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

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

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

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

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

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

Web Links to Meeting Minutes and Comment Matrix

The links below are for the following meetings and documents.

Comment Matrix	OCbus.com/Bus2019-20Comments
Minutes from three Community Meetings	OCbus.com/Bus2019-20Meetings
Minutes from Customer Roundtable	OCbus.com/Bus2019-20Roundtable
Minutes from Public Hearing	OCbus.com/Bus2019-20Hearing

Online and Print Survey Questionnaire Form

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

Name / Nombre / Tên: _____

Zip Code / Código postal / mã bưu điện: _____ Email / Correo electrónico: _____

Please indicate if you agree or disagree with the statements below. 1 = Strongly Agree / Muy de acuerdo / Rất Đồng ý
Por favor indique si está de acuerdo o está en desacuerdo con las 2 = Agree / De acuerdo / Đồng ý
declaraciones a continuación. 3 = Neutral / Neutral / Trung lập
Hãy cho biết quý vị đồng ý hay không đồng ý với những nhận định 4 = Disagree / Desacuerdo / Không Đồng ý
dưới đây. 5 = Strongly Disagree / Muy en desacuerdo / Rất Không Đồng ý

- 1** • OCTA should eliminate or trim trips/routes with low ridership and reallocate service to areas where demand is greater.
- OCTA debe eliminar o reducir viajes/rutas de baja demanda y reasignar el servicio a zonas con demanda más alta.
 - OCTA nên bỏ hoặc cắt bớt các chuyến/tuyến đường có ít hành khách và phân chia lại dịch vụ đến các khu vực có nhu cầu cao hơn.
- 1 2 3 4 5

- 2** • OCTA should reallocate services from areas of low demand to provide more service during the weekend.
- OCTA debe reasignar los servicios de las zonas con baja demanda para poder brindar más servicio los fines de semana.
 - OCTA nên phân chia lại dịch vụ từ các khu vực có nhu cầu thấp để cung cấp thêm dịch vụ vào cuối tuần.
- 1 2 3 4 5

- 3** • Please indicate if you agree or disagree with the proposed changes of your route(s) and why.
- Indique si está de acuerdo o no con los cambios propuestos en su(s) ruta(s) y porqué.
 - Xin cho biết quý vị có đồng ý hoặc không đồng ý về các thay đổi được đề nghị cho (các) tuyến đường của quý vị và cho biết lý do.

Route/Ruta/Tuyến đường _____ Comment/Comentario/ý kiến _____
Route/Ruta/Tuyến đường _____ Comment/Comentario/ý kiến _____
Route/Ruta/Tuyến đường _____ Comment/Comentario/ý kiến _____
Route/Ruta/Tuyến đường _____ Comment/Comentario/ý kiến _____
Route/Ruta/Tuyến đường _____ Comment/Comentario/ý kiến _____

- 4** • If your route is reduced or eliminated, would you consider other options such as OCTA's vanpool program, ridematching and other options?
- Si la ruta que usted toma se redujera o se eliminara, ¿consideraría otras opciones, como el programa de camionetas de uso compartido de OCTA, los servicios de búsqueda de transporte compartido (ridematching) y otros más?
 - Nếu tuyến đường của quý vị bị giảm hoặc bỏ, quý vị có muốn dùng các cách khác như chương trình đi chung xe van (vanpool) của OCTA, ridematching hoặc các lựa chọn khác không?

Yes/Sí/Có ____ No/No/ Không ____

Please cut here, fold and tape before mailing / Por favor corte aquí, doblar y sellar antes de enviar / Xin vui lòng cắt ở đây, gấp và băng trước khi gửi thư

GET MORE INFORMATION

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

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

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

Translators and Accessibility

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

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

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

Traductores y accesibilidad

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

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

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

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

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

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

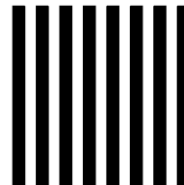
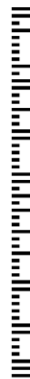
Để biết thêm thông tin hay để góp ý kiến trực tuyến, mời quý vị truy cập vào trang OCbus.com/BusPlan. Nếu quý vị muốn nhận thông tin này bằng một ngôn ngữ khác ngoài tiếng Anh, tiếng Tây Ban Nha hay tiếng Việt, xin vui lòng gọi (714) 636-RIDE.

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BUSINESS REPLY MAIL
FIRST-CLASS MAIL PERMIT NO 2784 ORANGE CA

POSTAGE WILL BE PAID BY ADDRESSEE

ORANGE COUNTY TRANSPORTATION AUTHORITY
ATTN: MKTG Rm 722
PO BOX 14184
ORANGE CA 92863-9831



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

Proposed Fiscal Year 2019-20 Bus Service Plan

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

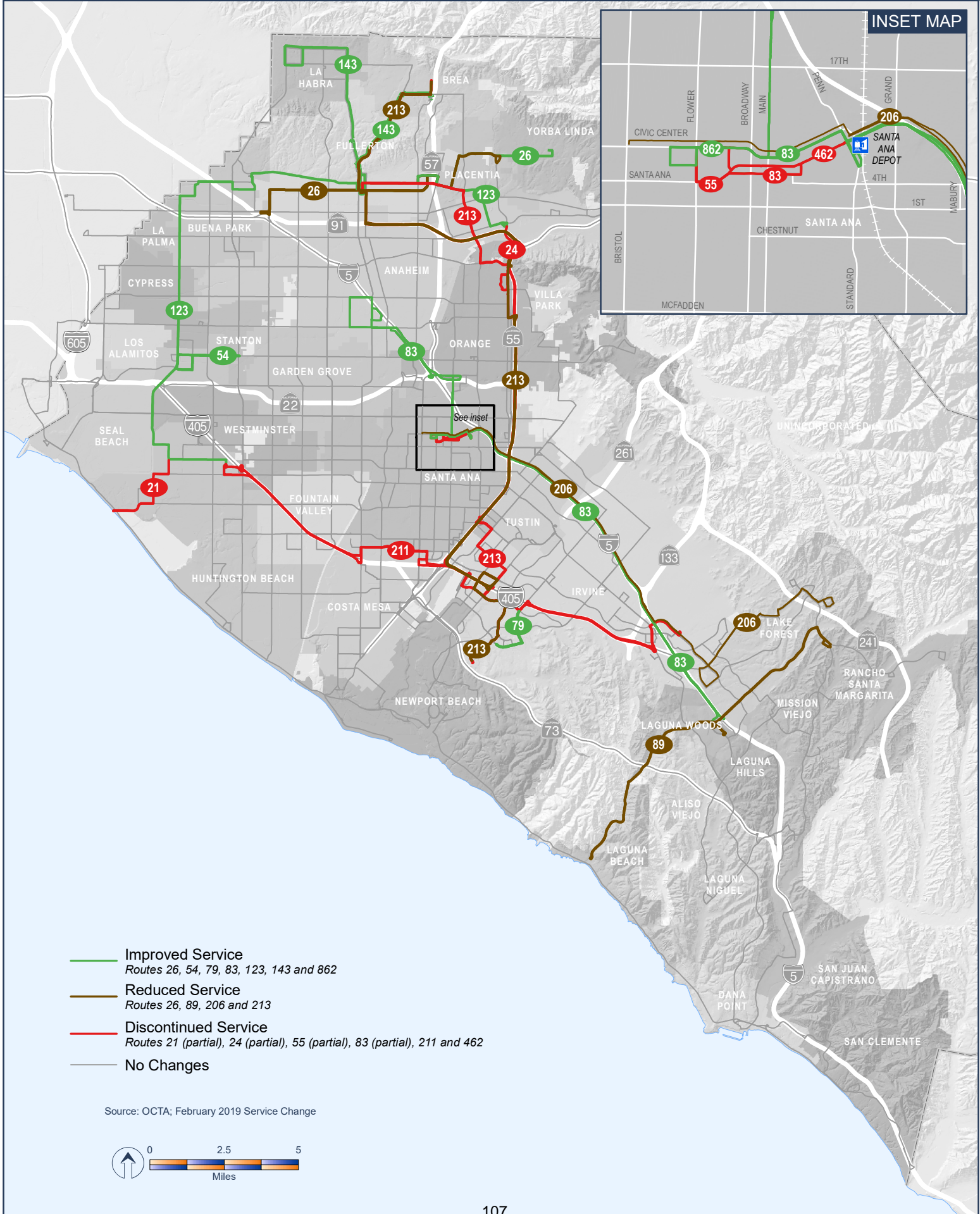
Proposed Fiscal Year 2019-20 Bus Service Plan

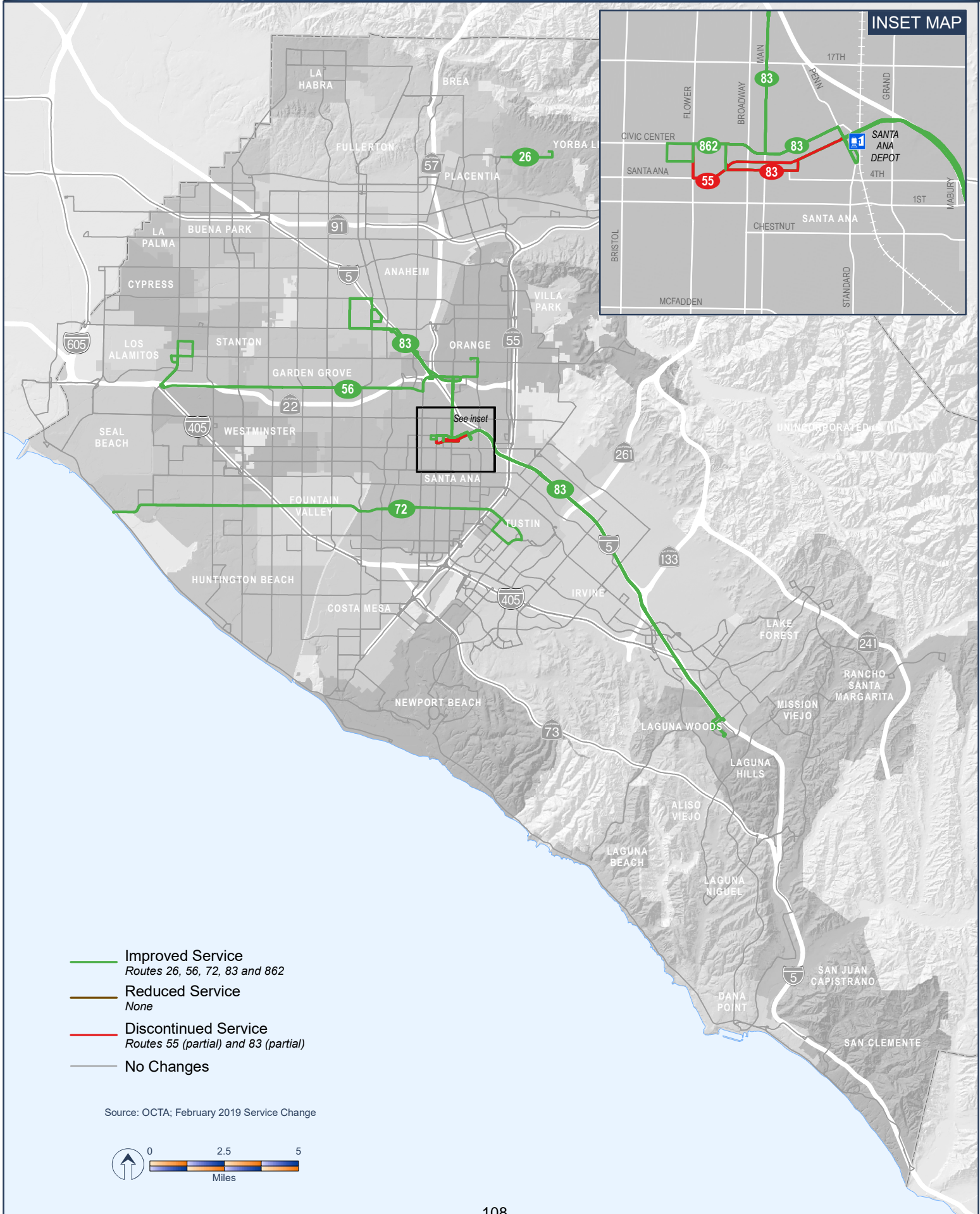
Route	Recommendations			Daily Revenue Hour Change			Daily Boarding Change			
	Weekday	Saturday	Sunday	Weekday	Saturday	Sunday	Weekday	Saturday	Sunday	
	129: La Habra – Anaheim <i>via La Habra Boulevard / Brea Boulevard / Birch Street / Kraemer Boulevard</i>	Combine with Route 153.	Combine with Route 153.	Combine with Route 153.	-	-	-	-	-	-
143: La Habra – Brea <i>via Whittier Boulevard / Harbor Boulevard / Brea Boulevard / Birch Street</i>	Combine with Route 129. Improve frequency from 75 to 50 minutes	Combine with Route 129.	Combine with Route 129.	15.0	-	-	147	-	-	
153: Brea – Anaheim <i>via Placentia Avenue</i>	Combine with Route 129.	Combine with Route 129.	Combine with Route 129.	-	-	-	-	-	-	
206: Santa Ana – Lake Forest Express <i>via Interstate 5 Freeway</i>	Eliminate Route: Remove one low ridership AM and PM trip	-	-	(2.4)	-	-	(11)	-	-	
211: Huntington Beach – Irvine Express <i>via Interstate 405</i>	Eliminate Route.	-	-	(22.4)	-	-	(53)	-	-	
213/A: Brea – Irvine Express <i>via State Route 55</i>	Simplify routing for direct service between Brea Mall, ARTIC Fullerton Transportation Center, Santa Ana Depot Village at Orange, and UC Irvine; offer three southbound trips in the AM peak and three northbound trips in the PM peak.	-	-	(5.5)	-	-	(24)	-	-	
462: Santa Ana Regional Transportation Center – Civic Center <i>via Santa Ana Boulevard / Civic Center Drive</i>	Eliminate route and replace with Civic Center shuttle.	-	-	(6.9)	-	-	(142)	-	-	
560: Santa Ana – Long Beach <i>via 17th Street / Westminster Avenue</i>	New non-stop routing from Westminster Avenue and Goldenwest Street to the City of Long Beach every 36 minutes. Reduce midday to 18 minute frequency.	-	-	-	-	-	-	-	-	
123: Huntington Beach - Anaheim <i>via Valley View Street / Bolsa Chica Road / Malvern Avenue / Chapman Avenue</i>	Implement new route on 60 minute frequency from combined portions of routes 21 and 24.	-	-	60.8	-	-	912	-	-	
New 143: North County Circulator <i>via Harbor Boulevard / Central Avenue / Brea Boulevard</i>	Implement new route from combined portions of routes 129 and 143 at 50 minute frequency.	-	-	-	-	-	-	-	-	
New 153: Brea – Anaheim <i>via Placentia Avenue</i>	Implement new route from combined portions of routes 129 and 153 at 60 minute frequency.	-	-	-	-	-	-	-	-	
662-862: Downtown Santa Ana Shuttle <i>via Civic Center Drive</i>	Implement new route to replace Route 462 and deleted portion of Route 83 during OC Streetcar construction; provide 10 minute peak and 20 minute off peak frequency until midnight.	Implement new route to replace Route 462 and deleted portion of Route 83 during OC Streetcar construction; provide 10 minute peak and 20 minute off peak frequency until midnight.	Implement new route to replace Route 462 and deleted portion of Route 83 during OC Streetcar construction; provide 20 minute frequency from 6:00 AM to midnight.	24.0	18.0	18.0	480	270	270	
				Daily Fiscal Year 2019-20 Service Change	(3.8)	45.0	59.3	232	416	456
				Annual Fiscal Year 2019-20 Service Change			4,797.7			107,329

Major Service Changes (Changes Highlighted in Gray):

- Reducing route by more than 50% of directional route miles or reducing an existing route by more than 50% of bus stops.
- Adding a new route or a route segment that increases directional route miles of an existing route by more than 50% and when more than 50% of the new service bus stops are along currently unserved street segments.
- Weekday service increase or decrease of 25% or more annualized vehicle revenue hours, or weekend service increase or decrease of 25% or more annualized vehicle revenue hours (within 12 month period).

Proposed Final October 2019 and February 2020 Bus Service Plan Weekday Route Changes








COMMITTEE TRANSMITTAL

July 22, 2019

To: Members of the Board of Directors
From:  Laurena Weinert, Clerk of the Board
Subject: October 2019 and February 2020 Bus Service Plan Recommendations

Transit Committee Meeting of July 11, 2019

Present: Directors Davies, Do, Jones, Pulido, Shaw, and Winterbottom
Absent: Director Moreno

Committee Vote

This item was passed by the Members present.

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

Committee Recommendations

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

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

Call to Order

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

Roll Call

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

Directors Present: Steve Jones, Vice Chairman
Lisa A. Bartlett
Doug Chaffee
Andrew Do
Laurie Davies
Barbara Delgleize
Gene Hernandez
Jose F. Moreno
Joe Muller
Mark A. Murphy
Richard Murphy
Miguel Pulido
Donald P. Wagner
Gregory T. Winterbottom
Ryan Chamberlain, District Director
California Department of Transportation District 12

Directors Absent: Tim Shaw, Chairman
Michael Hennessey
Michelle Steel

Also Present: Darrell E. Johnson, Chief Executive Officer
Ken Phipps, Deputy Chief Executive Officer
Laurena Weinert, Clerk of the Board
Olga Prado, Assistant Clerk of the Board
James Donich, General Counsel
Members of the Press and the General Public

Special Calendar

Orange County Transportation Authority Special Calendar Matters

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

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

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

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

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

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

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

Consent Calendar (Items 4 through 12)

Orange County Transportation Authority Consent Calendar Matters

4. Approval of Minutes

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

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

Director Pulido was not present to vote on this item.

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

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

Director Pulido was not present to vote on this item.

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

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

Director Pulido was not present to vote on this item.

7. Second Quarter 2019 Investment and Debt Report

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

Director Pulido was not present to vote on this item.

Orange County Transit District Consent Calendar Matters

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

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

Director Pulido was not present to vote on this item.

9. Agreement for Mobility Management Services

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

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

Director Pulido was not present to vote on this item.

Orange County Local Transportation Authority Consent Calendar Matters

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

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

Director Wagner voted in opposition of this item.

Director Pulido was not present to vote on this item.

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

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

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

Director Pulido was not present to vote on this item.

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

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

Director Wagner voted in opposition of this item.

Director Pulido was not present to vote on this item.

Regular Calendar

Orange County Transportation Authority Regular Calendar Matters

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

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

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

A discussion ensued regarding:

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

13. (Continued)

- Transit Committee Chairman Do stated:
 - The Transit Committee recently discussed this item at length, and the unanticipated economic pressures of low unemployment, minimum wage increasing, and ongoing high costs of housing contributed to First Transit's issues.
 - The recommendations would provide significant savings to OCTA.
 - First Transit has made significant strides to improve its performance issues.

- Director Muller stated the following:
 - Agrees with Director Wagner's concerns.
 - To address the driver shortage, consider Uber or Lyft to deliver the same service.
 - Move forward with the recommendations and review other modes of transportation to deliver the same services at a lower cost.

- Director Bartlett stated the following:
 - When First Transit's contract was initiated in 2015, the California minimum wage increases were not determined.
 - It is difficult for First Transit to be competitive with the minimum wage increases.
 - The overall labor market has changed over the past few years, and OCTA needs to have a competitive working environment.

- Director Winterbottom stated the following:
 - Asked how long it would take if OCTA went out to bid. Ms. Bergener, COO, responded that it would take approximately six to nine months.
 - The bus service could be cut which would save a lot of money.
 - Uber type service would put more cars on the road.
 - Gave an example of when he managed the same type of service, and 35 years later not much has changed.

- Director R. Murphy stated the following:
 - Asked when OCTA awards the contract, what percentage of it is cost. Ms. Bergener, COO, responded 25 percent.
 - Concerned about the fairness when a firm considered the 25 percent higher costs and was not awarded the contract due its higher bid.
 - It is a bad precedent when the higher bidder is being put in an unfair position, and OCTA is getting a reputation of adjusting the contracts because a firm cannot foresee actual costs.

13. (Continued)

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

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

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

Orange County Transit District Regular Calendar Matters

14. October 2019 and February 2020 Bus Service Plan Recommendations

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

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

14. (Continued)

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

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

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

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

Orange County Local Transportation Authority Regular Calendar Matters

15. OC Streetcar Project Quarterly Update

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

Jim Beil, Executive Director of Capital Programs, presented:

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

Kelly Hart, Project Manager, presented:

- Vehicles and Other Key OC Streetcar Updates.

Tresa Oliveri, Principal Community Relations Specialist, presented:

- Outreach.

15. (Continued)

A discussion ensued regarding:

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

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

16. Public Comments

There were no public comments.

17. Chief Executive Officer's Report

Darrell E. Johnson, CEO, reported:

OC Fair Express:

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

Interstate 5 (I-5) Central Project:

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

17. (Continued)

“Be Safe Be Seen” Workshops:

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

18. Directors’ Reports

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

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

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

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

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

19. Closed Session

A Closed Session was held as follows:

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

Director Pulido was not present for the Closed Session item.

There was no report out for the Closed Session item.

20. Adjournment

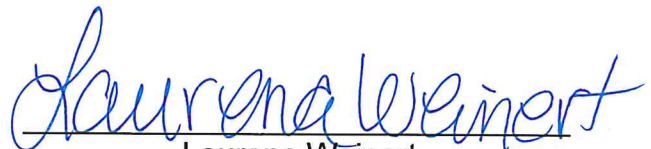
The meeting adjourned at 10:17 a.m. in memory of former OCTA Board Member Irv Pickler, OCTA's Vice Chairman in 1991, who passed away on July 17, 2019.

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

ATTEST:



Steve Jones
OCTA Vice Chairman



Laurna Weinert
Clerk of the Board

**OCTA
June 2021 Bus Service Change**



BOARD AGENDA

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

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

Agenda Descriptions

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

Public Availability of Agenda Materials

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

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

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

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



BOARD AGENDA

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

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

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

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

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

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



BOARD AGENDA

Call to Order

Roll Call

Invocation

Director Jones

Pledge of Allegiance

Director Harper

Special Calendar

Orange County Local Transportation Authority Special Calendar Matters

- 1. Public Hearing to Amend the Orange County Local Transportation Authority Measure M2 Ordinance No. 3**
Adriann Cardoso/Kia Mortazavi

Overview

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

Recommendations

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



BOARD AGENDA

Consent Calendar (Items 2 through 16)

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

Orange County Transportation Authority Consent Calendar Matters

2. Approval of Minutes

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

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

Overview

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

Recommendation

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



BOARD AGENDA

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

Overview

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

Recommendation

Receive and file as an information item.

5. State Legislative Status Report
Alexis Leicht/Lance M. Larson

Overview

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

Recommendation

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



BOARD AGENDA**6. Federal Legislative Status Report**

Dustin J. Sifford/Lance M. Larson

Overview

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

Recommendation

Receive and file as an information item.

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

Denise Arriaga Ibarra/Kia Mortazavi

Overview

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

Recommendations

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



BOARD AGENDA**7. (Continued)**

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

Orange County Transit District Consent Calendar Matters

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

Overview

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

Recommendation

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



BOARD AGENDA

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

Overview

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

Recommendation

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

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

Overview

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

Recommendation

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



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

Jeffrey N. Tatro/Jennifer L. Bergener

Overview

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

Recommendations

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

12. Amendment to Agreement for Same-Day Taxi Service

Jack Garate/Jennifer L. Bergener

Overview

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



BOARD AGENDA**12. (Continued)****Recommendation**

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

Orange County Local Transportation Authority Consent Calendar Matters**13. Agreement for Landscape Maintenance Services Along the Pacific Electric Right-of-Way**

Joe Gallardo/James G. Beil

Overview

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

Recommendations

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



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

Robert Davis/Andrew Oftelie

Overview

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

Recommendation

Receive and file as an information item.

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

Joanne Jacobsen/Jennifer L. Bergener

Overview

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

Recommendations

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



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

Joanne Jacobsen/Jennifer L. Bergener

Overview

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

Recommendations

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



BOARD AGENDA**Regular Calendar****Orange County Transit District Regular Calendar Matters****17. June 2021 Bus Service Change**

Jorge Duran/Kia Mortazavi

Overview

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

Recommendations

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



BOARD AGENDA**Orange County Local Transportation Authority Regular Calendar Matters**

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

Overview

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

Recommendations

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

Discussion Items

- 19. Future of Transit Workshop 1**
Kurt Brotcke/Kia Mortazavi

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



BOARD AGENDA

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

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

- 24. **Adjournment**

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



May 13, 2021

To: Transit Committee 
From: Darrell E. Johnson, Chief Executive Officer
Subject: June 2021 Bus Service Change

Overview

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

Recommendations

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

Background

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

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

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

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

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

Federal Requirements

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

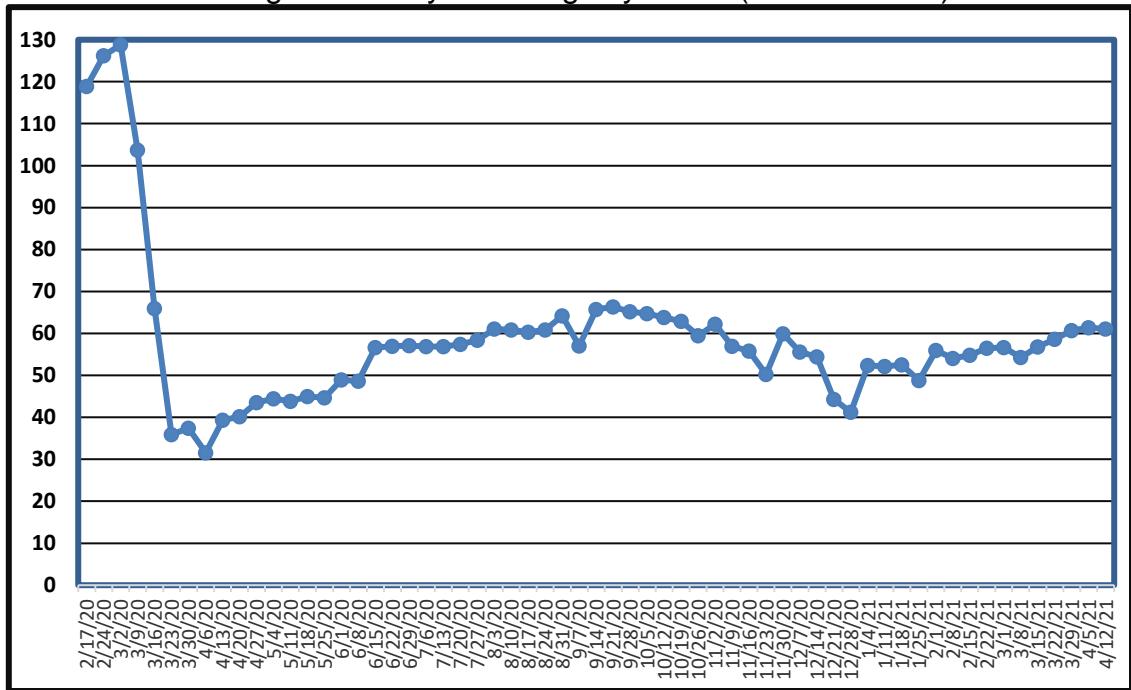
¹ Service changes that alter the length of a bus route by more than 50 percent or change the route or system level bus service hours by 25 percent or more are deemed "major." Refer to Attachment A for details.

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

Discussion

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

Average Weekday Boardings by Week (in Thousands)



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

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

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

Public Outreach Summary

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

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

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

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

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

Final Service Plan Recommendations

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

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

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

Title VI and Environmental Justice Analysis

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

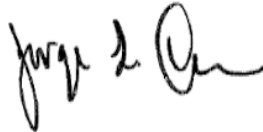
Summary

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

Attachments

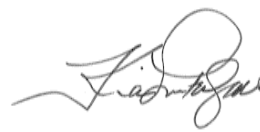
- A. Service and Fare Change Evaluation Policy
- B. Draft June 2021 Bus Service Change Summary
- C. June 2021 Bus Service Change, Public Involvement Program, Final Report, May 13, 2021
- D. Final June 2021 Bus Service Change
- E. Final June 2021 Bus Service Change System Map, Weekday Impacted Routes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

Prepared by:



Jorge Duran
Service Planning Analyst, Principal,
(714) 560-5765

Approved by:



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

Draft June 2021 Bus Service Change Summary

Route	Service Change Summary	Pre-COVID-19 Annual Revenue Vehicle Hours			Proposed June 2021 Annual Revenue Vehicle Hours			Change in Annual Revenue Vehicle Hours		
		WKD	SAT	SUN	WKD	SAT	SUN	WKD	SAT	SUN
1	Reduce Frequency of Service WKD Only	33,775	4,390	4,897	21,752	4,403	4,890	(12,023)	13	(7)
25	Reduce Frequency of Service WKD Only	17,162	1,883	2,101	9,282	1,883	2,101	(7,880)	-	-
26	Reduce Frequency of Service WKD Only	21,242	1,716	1,898	8,373	1,716	1,914	(12,869)	-	16
29/A	Reduce Frequency of Service WKD Only	51,667	9,289	9,229	49,096	9,289	9,364	(2,571)	-	135
30	Reduce Frequency of Service WKD Only	27,761	2,123	2,372	11,892	2,135	2,382	(15,870)	12	10
33	Reduce Frequency of Service WKD Only	15,334	1,155	1,198	5,657	1,154	1,265	(9,677)	(2)	68
35	Reduce Frequency of Service WKD Only	29,920	3,378	3,089	16,567	3,378	3,089	(13,354)	-	-
37	Reduce Frequency of Service WKD Only	38,603	3,500	2,814	22,704	3,500	2,789	(15,899)	-	(25)
38	Reduce Frequency of Service WKD Only	35,330	3,036	3,420	20,710	3,036	3,420	(14,620)	-	-
42/A	Reduce Frequency of Service WKD Only	43,193	5,457	6,137	28,267	5,494	6,140	(14,926)	36	3
43	Reduce Frequency of Service WKD Only	51,429	8,323	8,238	46,389	8,313	8,286	(5,041)	(10)	48
46	Reduce Frequency of Service WKD Only	22,160	2,441	2,731	11,883	2,440	2,744	(10,277)	(1)	14
47/A	Reduce Frequency of Service WKD Only	60,274	7,485	8,362	40,864	7,566	8,295	(19,410)	81	(67)
50	Reduce Frequency of Service WKD Only	43,597	5,557	5,904	37,103	5,507	6,021	(6,494)	(50)	117
53	Reduce Frequency of Service WKD Only	52,862	7,637	6,793	38,352	7,628	6,783	(14,510)	(9)	(10)
54	Reduce Frequency of Service WKD Only	44,421	4,558	4,039	22,606	4,571	4,008	(21,815)	13	(31)
55	Reduce Frequency of Service WKD Only	45,692	6,439	6,480	32,887	6,483	6,449	(12,805)	43	(31)
56	Reduce Frequency of Service WKD Only	17,026	2,099	2,364	10,969	2,147	2,376	(6,056)	48	12
57	Reduce Frequency of Service WKD Only	75,378	11,716	11,611	58,132	11,794	12,172	(17,247)	77	562
59	Reduce Frequency of Service WKD Only	27,748	2,304	2,401	13,082	2,667	2,501	(14,667)	363	100
60	Reduce Frequency of Service WKD Only	43,775	9,240	9,723	49,130	9,256	9,599	5,355	16	(124)
64	Reduce Frequency of Service WKD Only	41,654	7,303	6,965	41,790	7,252	6,915	136	(51)	(50)
66	Reduce Frequency of Service WKD Only	46,618	6,256	6,691	35,802	5,726	6,247	(10,816)	(530)	(445)
70	Reduce Frequency of Service WKD Only	33,609	4,228	3,941	25,296	4,300	3,959	(8,313)	72	18
71	Reduce Frequency of Service WKD Only	32,793	3,805	3,365	18,641	3,835	3,351	(14,153)	30	(14)
72	Reduce Frequency of Service WKD Only	19,142	2,049	2,036	10,357	2,090	2,050	(8,785)	41	15
76	No Change in Frequency	6,685	-	-	6,622	-	-	(64)	-	-
79/A	Reduce Frequency of Service WKD Only	23,898	2,193	2,446	10,753	2,193	2,446	(13,145)	-	-
82	No Change in Frequency	4,314	-	-	3,753	-	-	(561)	-	-
83	Reduce Frequency of Service WKD Only	26,206	4,091	3,774	20,132	4,105	3,783	(6,073)	14	9
85	No Change in Frequency	7,999	-	-	7,926	-	-	(72)	-	-
86	No Change in Frequency	10,935	-	-	10,935	-	-	-	-	-
87	No Change in Frequency	6,970	-	-	7,013	-	-	43	-	-
89	Reduce Frequency of Service WKD Only	16,286	1,609	1,723	7,892	1,609	1,723	(8,394)	-	-
90	Reduce Frequency of Service WKD Only	18,131	1,582	1,616	8,028	1,582	1,616	(10,102)	-	-
91	Reduce Frequency of Service WKD Only	23,039	3,559	2,742	17,548	3,559	2,742	(5,491)	-	-
123	No Change in Frequency	16,333	-	-	16,099	-	-	(234)	-	-
129	Reduce Frequency of Service WKD Only	9,563	1,672	1,639	8,339	1,703	1,659	(1,224)	31	20
143	Reduce Frequency of Service WKD Only	13,426	1,513	1,491	7,467	1,513	1,491	(5,959)	-	-
150	Suspended Service	10,022	-	-	-	-	-	(10,022)	-	-
153	Reduce Frequency of Service WKD Only	8,946	1,425	1,474	6,987	1,425	1,474	(1,959)	-	-
167	No Change in Frequency	14,429	-	-	14,565	-	-	136	-	-
177	Reduce Frequency of Service WKD Only	6,626	615	-	6,719	615	-	94	-	-
178	No Change in Frequency	8,517	-	-	8,517	-	-	-	-	-
206	Suspended Service	1,105	-	-	-	-	-	(1,105)	-	-
213	Suspended Service	2,465	-	-	-	-	-	(2,465)	-	-
453	No Change in Frequency	1,751	-	-	1,598	-	-	(153)	-	-
463	No Change in Frequency	2,945	-	-	3,166	-	-	221	-	-
472	No Change in Frequency	1,849	-	-	1,649	-	-	(200)	-	-
473	No Change in Frequency	1,785	-	-	1,819	-	-	34	-	-
480	No Change in Frequency	1,624	-	-	1,424	-	-	(200)	-	-
529	Suspended Service	25,143	-	-	-	-	-	(25,143)	-	-
543	Reduce Frequency of Service WKD Only	25,968	3,182	3,559	15,649	3,137	3,510	(10,319)	(44)	(49)
560	Suspended Service	34,047	-	-	-	-	-	(34,047)	-	-
701	Suspended Service	2,546	-	-	-	-	-	(2,546)	-	-
721	Suspended Service	3,825	-	-	-	-	-	(3,825)	-	-
794	Suspended Service	4,008	-	-	-	-	-	(4,008)	-	-
862	Reduce Frequency of Service WKD Only	8,428	895	999	4,446	900	1,003	(3,982)	4	5
Totals		1,321,971	149,703	150,260	886,622	149,901	150,558	(435,349)	198	299

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



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



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Introduction

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

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

Executive Summary

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

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

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

Key Findings

High Level of Customer Input

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

Positive response to OC Bus Service during COVID-19

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

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

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

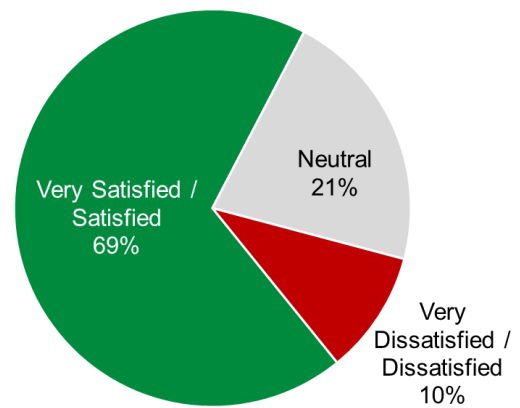
- Customers weren't comfortable riding due to COVID-19 (7 percent)
- There wasn't enough service where needed (7 percent)

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

Most Customers are Satisfied with Current OC Bus Service

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

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



n = 1,155 responses from 493 respondents

Route Specific Feedback on Current OC Bus Service

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

- Increase service frequency (14 percent)
Routes 30, 25, 35, 29, 71, 37
- Add additional service (9 percent)
Weekday Mornings: Routes 26, 54, 72, 25, 53
Weekday Evenings: Routes 38, 42, 87, 37, 25, 26
Weekends: Routes 42, 87, 86, 29, 167
- Restore service / routes suspended due to COVID-19 (3 percent)
Routes 560, 57X, 721, 701
- Improve On-Time Performance (3 percent)
Routes 57, 35, 50, 53

Customer Requested Transit Enhancements

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

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

All Customer Feedback Considered in Proposed June 2021 Service Plan

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

Background

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

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

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

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

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

Public Information and Outreach Program

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

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

Tactics

A variety of tactics were implemented to gain public feedback.

Digital Information

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



Bus Advertisements and Collateral

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



Telephone Hotlines

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



Advertisements

- Print Advertisements - seven newspaper ads

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

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

Local Jurisdiction Communication

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

Local News Media

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

Public Comments – Email, Phone Calls, and Social Media

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

Virtual Community Meetings (3)

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

[English Virtual Meeting, March 9, 2021](#) (77 attendees)

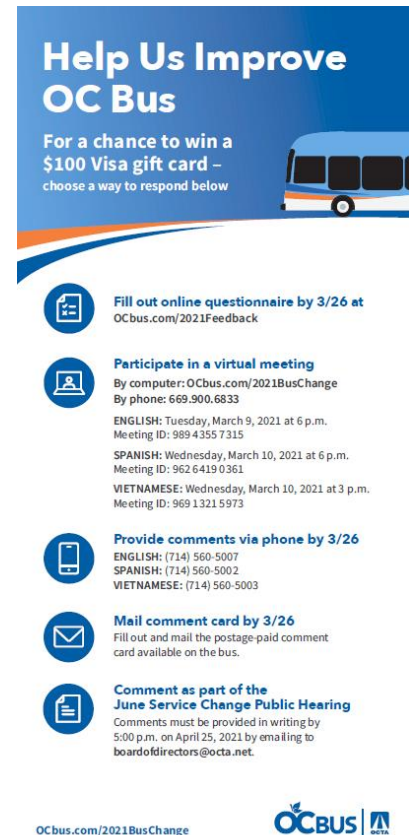
[Spanish Virtual Meeting, March 10, 2021](#) (18 attendees)

[Vietnamese Virtual Meeting, March 10, 2021](#) (74 attendees)

OCTA Advisory Committees






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

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




Help Us Improve OC Bus

For a chance to win a \$100 Visa gift card – choose a way to respond below

-  **Fill out online questionnaire by 3/26 at**
OCbus.com/2021Feedback
-  **Participate in a virtual meeting**
By computer: OCbus.com/2021BusChange
By phone: 669.900.6833
ENGLISH: Tuesday, March 9, 2021 at 6 p.m.
Meeting ID: 989 4355 7315
SPANISH: Wednesday, March 10, 2021 at 6 p.m.
Meeting ID: 962 6419 0361
VIETNAMESE: Wednesday, March 10, 2021 at 3 p.m.
Meeting ID: 969 1321 5973
-  **Provide comments via phone by 3/26**
ENGLISH: (714) 560-5007
SPANISH: (714) 560-5002
VIETNAMESE: (714) 560-5003
-  **Mail comment card by 3/26**
Fill out and mail the postage-paid comment card available on the bus.
-  **Comment as part of the June Service Change Public Hearing**
Comments must be provided in writing by 5:00 p.m. on April 25, 2021 by emailing to boardofdirectors@octa.net.

OCbus.com/2021BusChange



Online and Print Questionnaire

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

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

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

Orange County Race/Ethnicity	2019 Population Estimates¹	Questionnaire Respondents
Hispanic or Latino	34%	39%
White (Non-Hispanic)	40%	32%
Asian	22%	23%
Black/African American	2%	3%
American Indian/Alaskan Native	1%	2%
Native Hawaiian/Pacific Islander	0.4%	1%

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

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

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

Public Hearing

April 26, 2021 – Virtual OCTA Board Meeting

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

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

What We Heard

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

Channel	Count
Online/Print Questionnaires	2,108
Virtual Community Meeting Attendees	169
Customer Relations (Calls, Emails, Social Media)	71
Public Hearing Comments	5
Total:	2,353

Current Usage of OC Bus

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

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

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

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

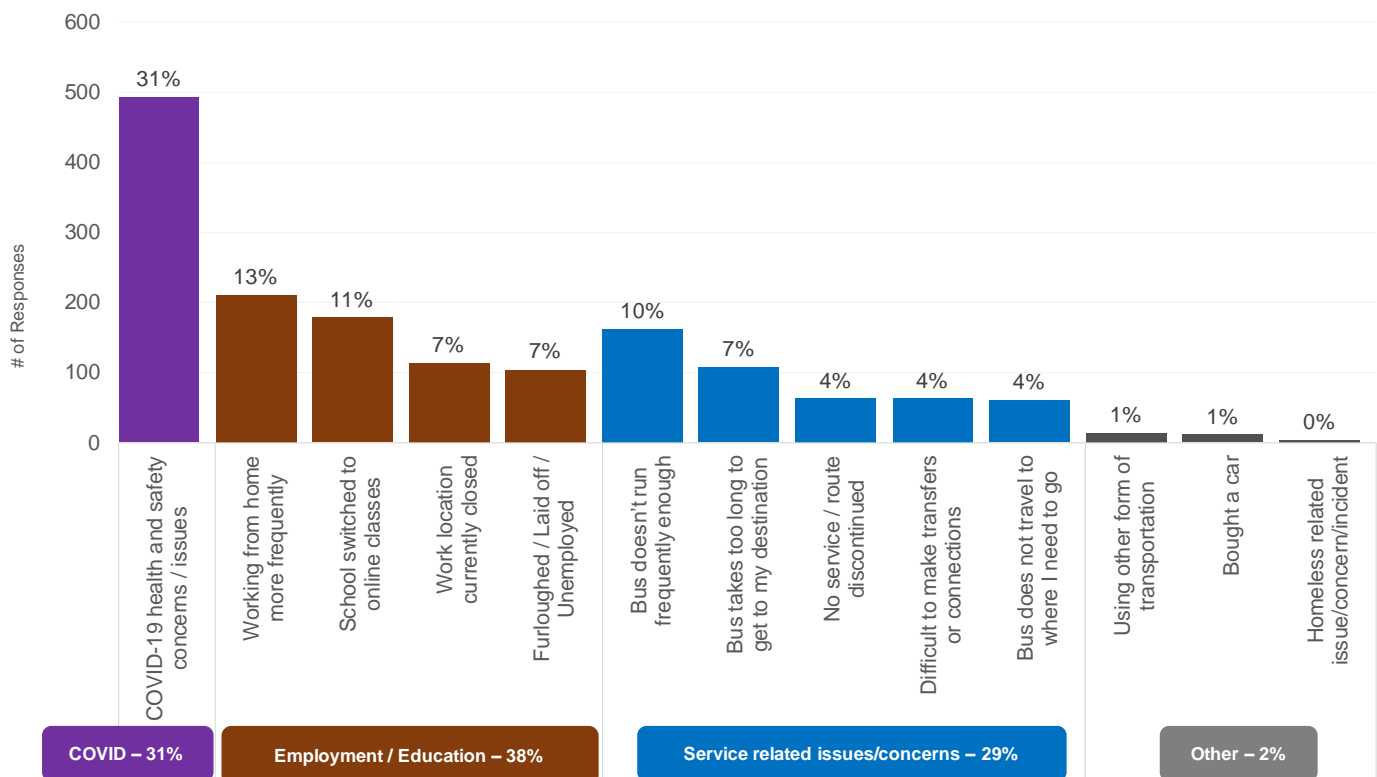
n = 2,108 respondents

Reasons for Riding Less Frequently / Not at All

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

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

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

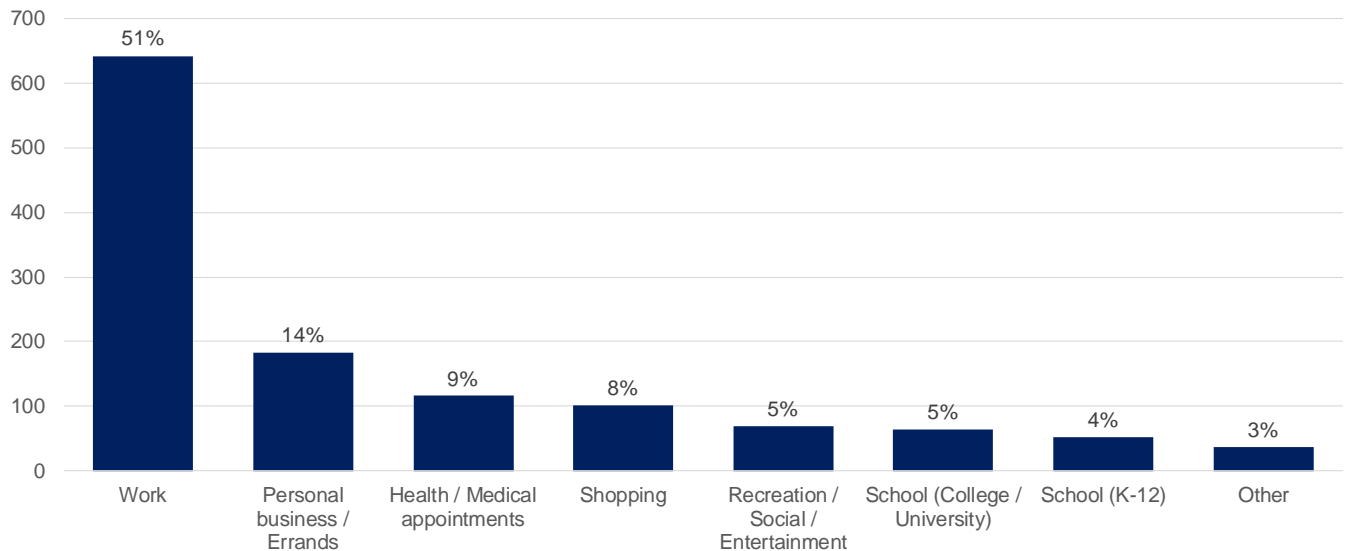


n = 1,588 responses from 808 respondents (multiple responses possible)

Trip Purpose Among Current Riders

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

Figure 3: Primary trip purpose (current riders)

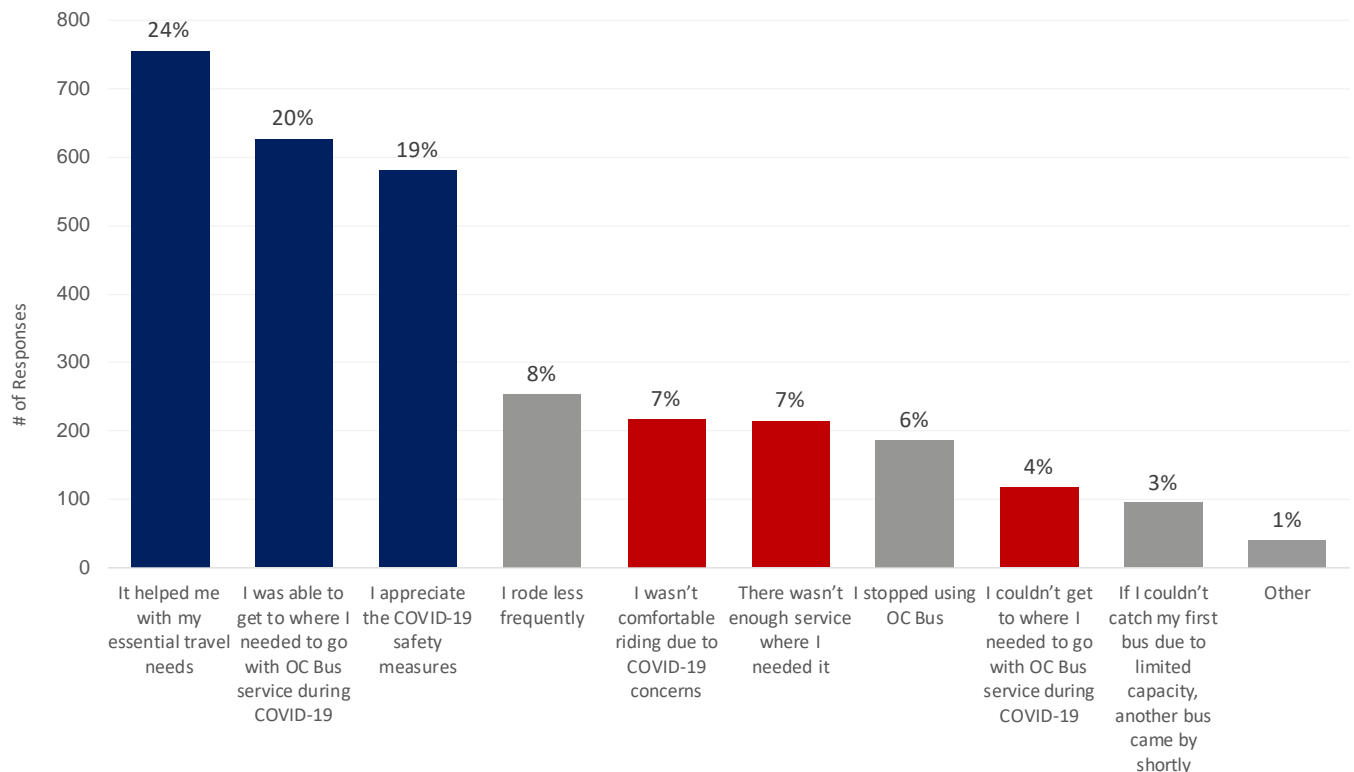


n = 1,263 respondents

Customer Experience with OC Bus during COVID-19

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

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



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

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

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

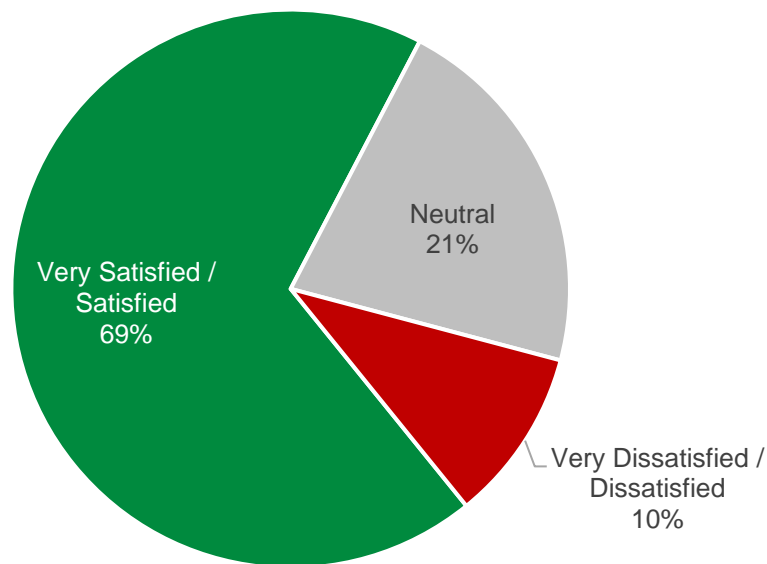
Feedback on Current OC Bus Service

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

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

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

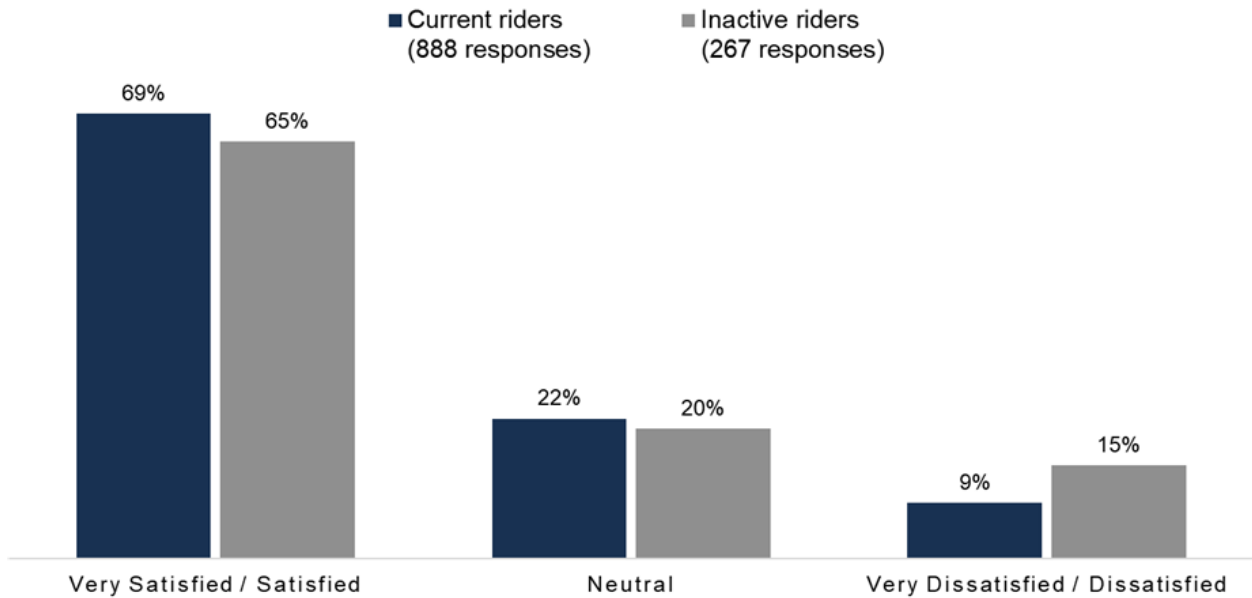
Figure 5: Overall customer satisfaction ratings (current and inactive riders).



n = 1,155 responses from 493 respondents

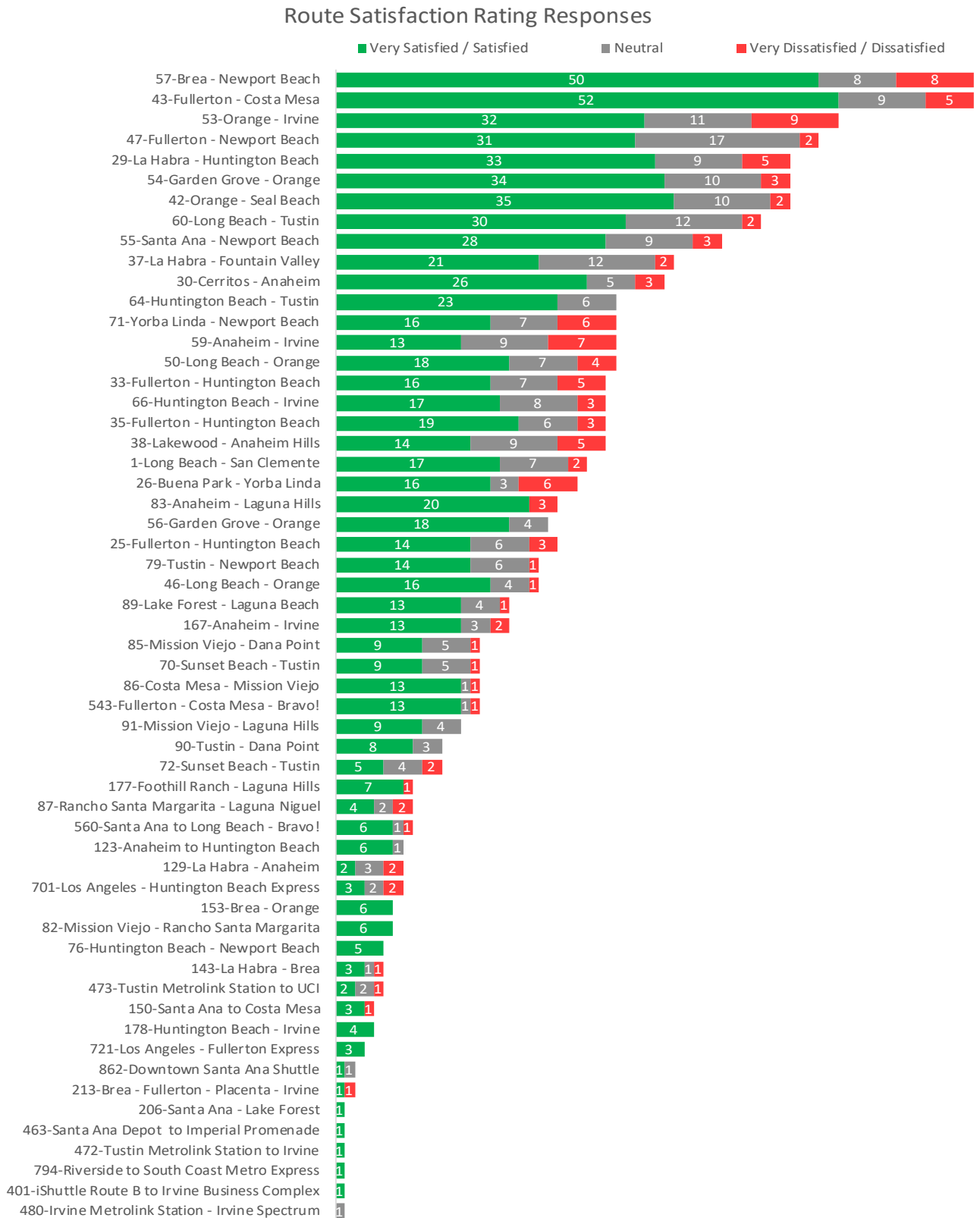
When comparing satisfaction by rider type, questionnaire respondents who reported themselves as “current riders” were slightly more likely to report being “satisfied or very satisfied.” Respondents who reported themselves as “inactive riders,” who had stopped riding OC Bus during the pandemic, were more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

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



n = 1,155 responses from 493 respondents

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



n = 1,155 responses from 493 respondents

Route-specific feedback comments

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

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

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

n = 1,286 comments from 577 respondents

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

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

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

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

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

Future Service Enhancements Requested

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

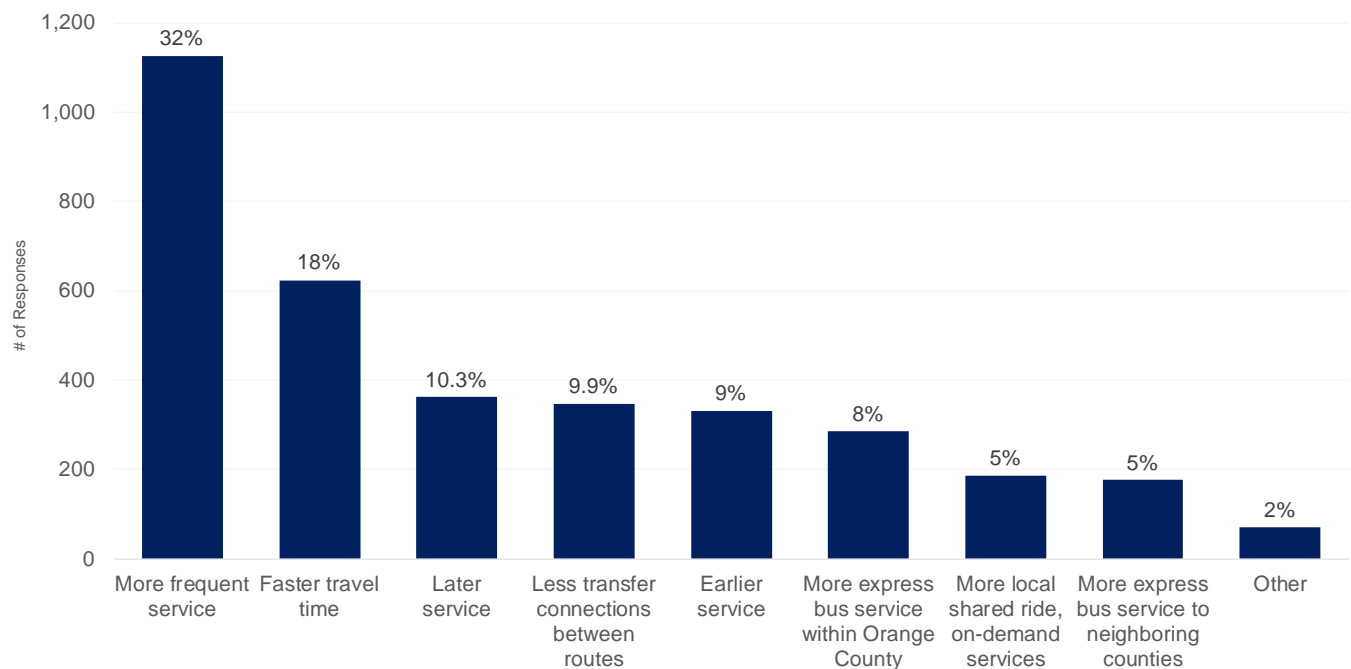
More frequent service was the most common response at 32%, with over 80% of total respondents selecting this enhancement. Approximately 64% of those responses requested more frequent weekday service compared to 36% for weekend service.

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

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

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

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



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

Future Service Amenities Requested

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

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

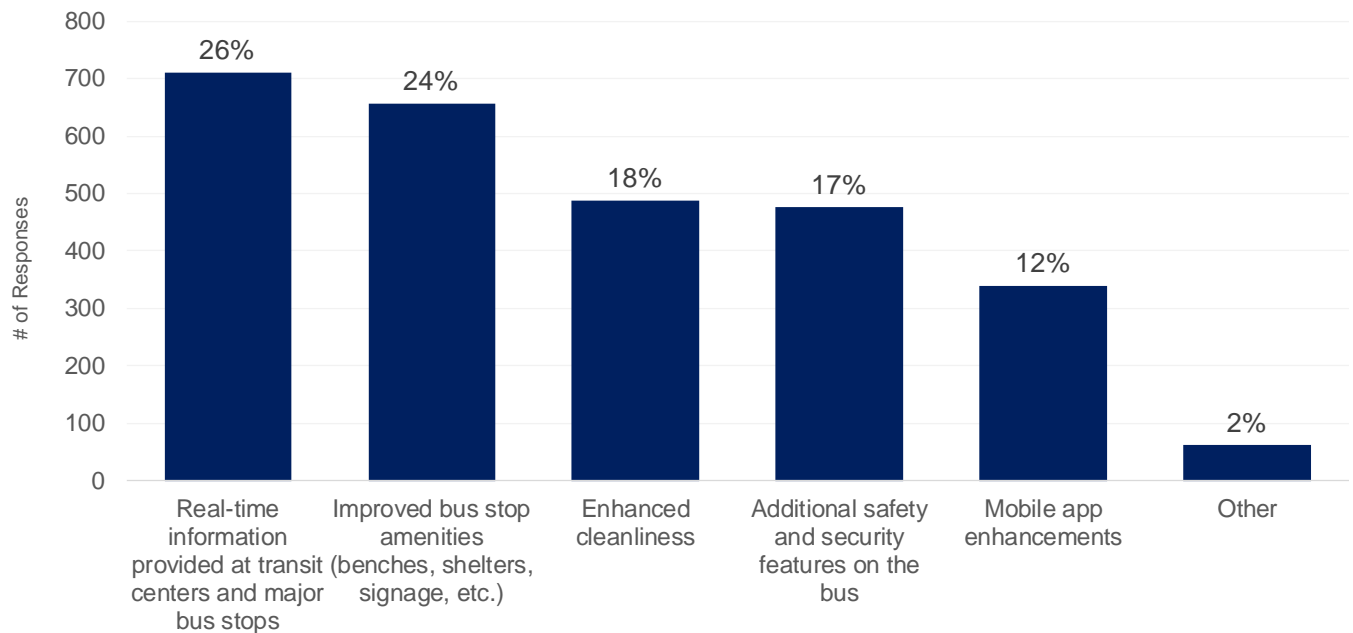
Improved bus stop amenities (benches, shelters, signage, etc.) was the second most commonly selected response (24% of all responses). A total of 62% of total respondents selected this amenity.

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

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

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

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



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

Public Comments

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

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

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

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

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

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

Other public comments requested service enhancements or amenities, including:

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

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

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

Conclusion

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

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

Appendices

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

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

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

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

B. Service Change Questionnaire Results

Introduction

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

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

Methodology Considerations

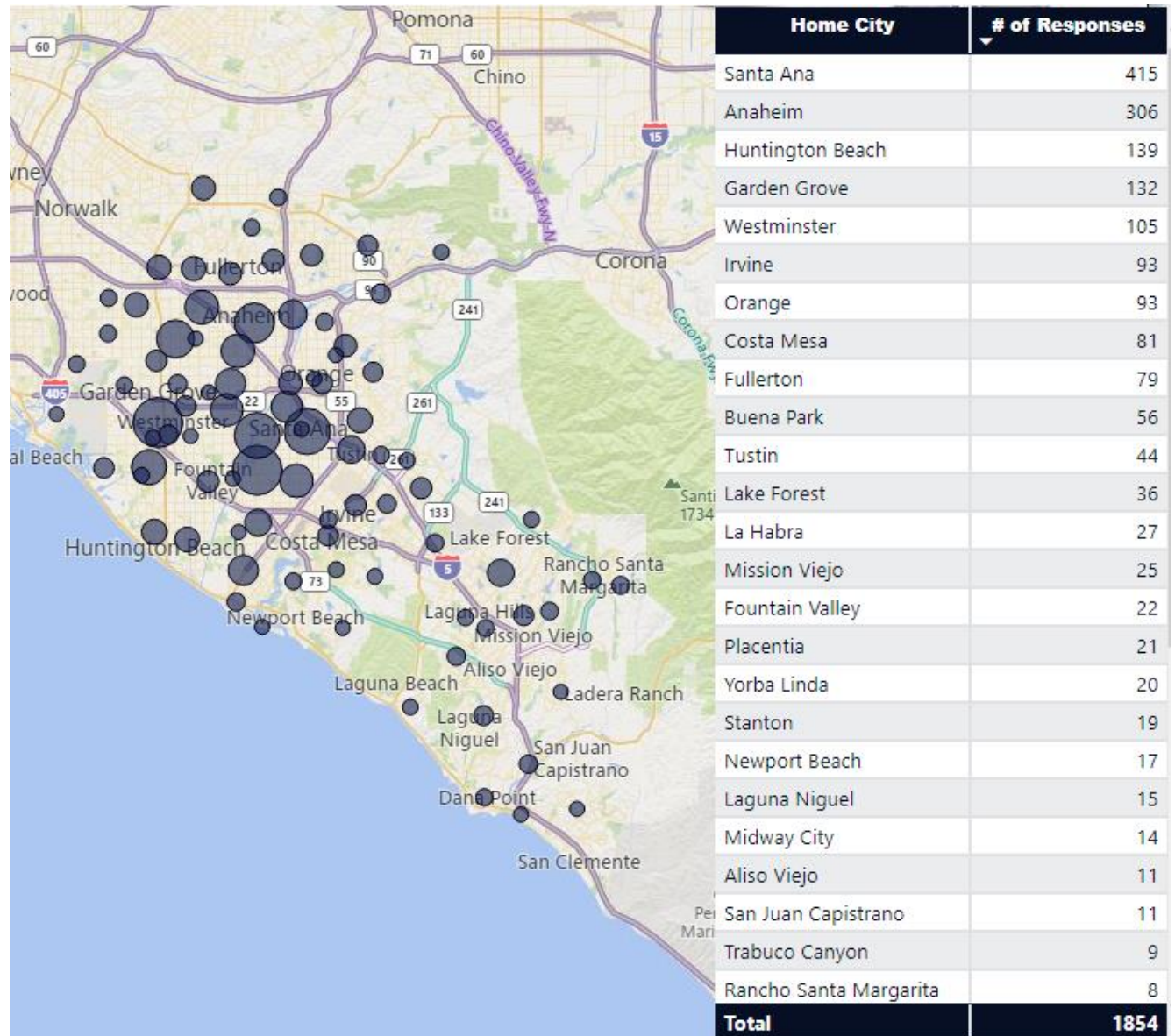
As the customer questionnaire was a self-selecting survey, the results are not considered statistically significant and can't be considered representative of all OC Bus riders. However, this type of qualitative feedback can provide useful information and themes for further investigation or research –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

Respondent Home Geographic Region

Q1: In what ZIP code is your HOME located?

All respondents (with valid ZIP codes)

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



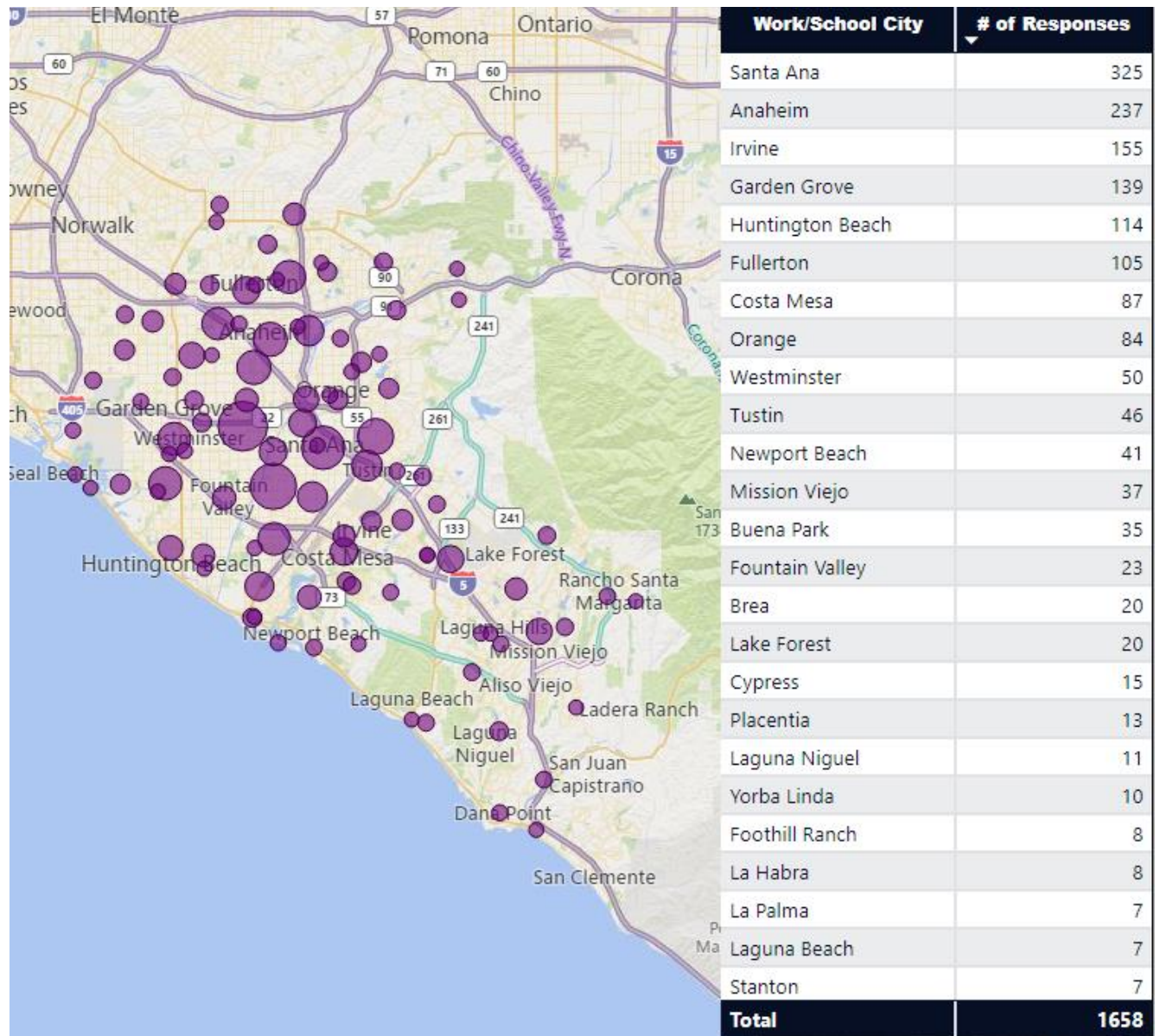
n = 1,854 responses

Respondent Geographic Region - Work/School

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

All respondents (with valid ZIP codes)

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



n = 1,658 responses

Respondent Rider Type

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

All respondents

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

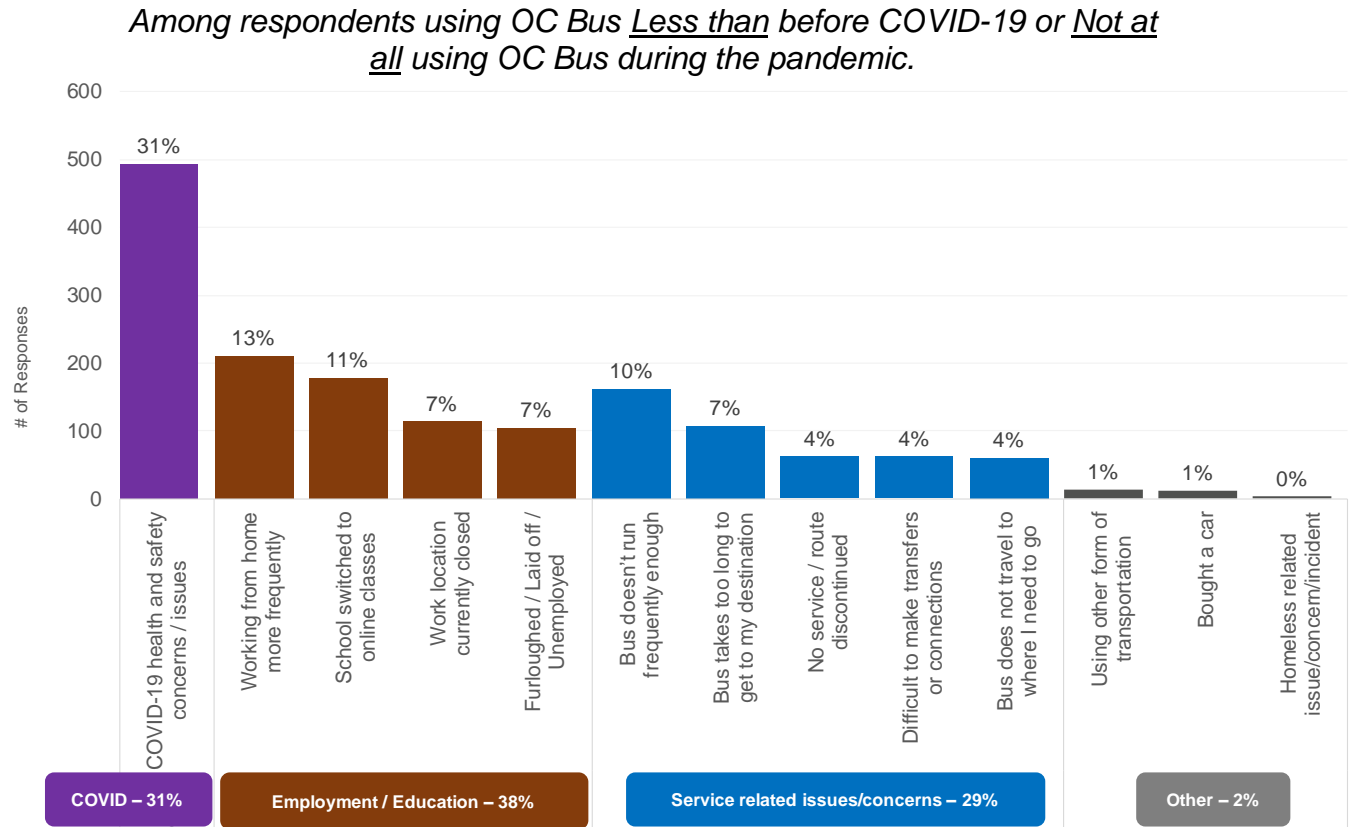
n = 2,108 respondents

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

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

Reasons for Riding OC Bus Less or Not Riding

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

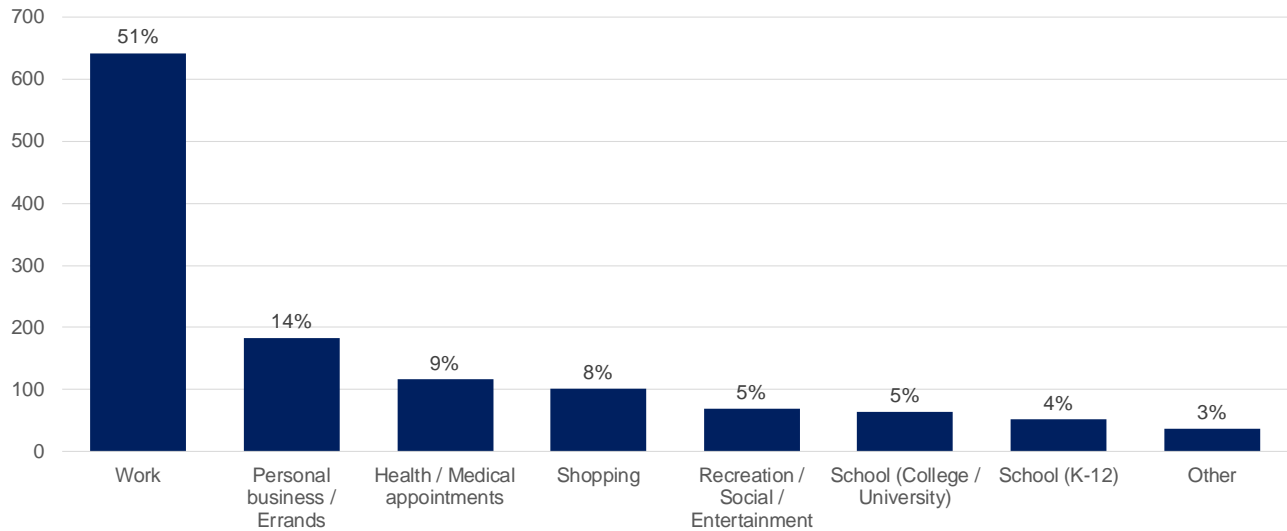


n = 1,588 responses from 808 respondents (multiple responses possible)

Primary Trip Purpose

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

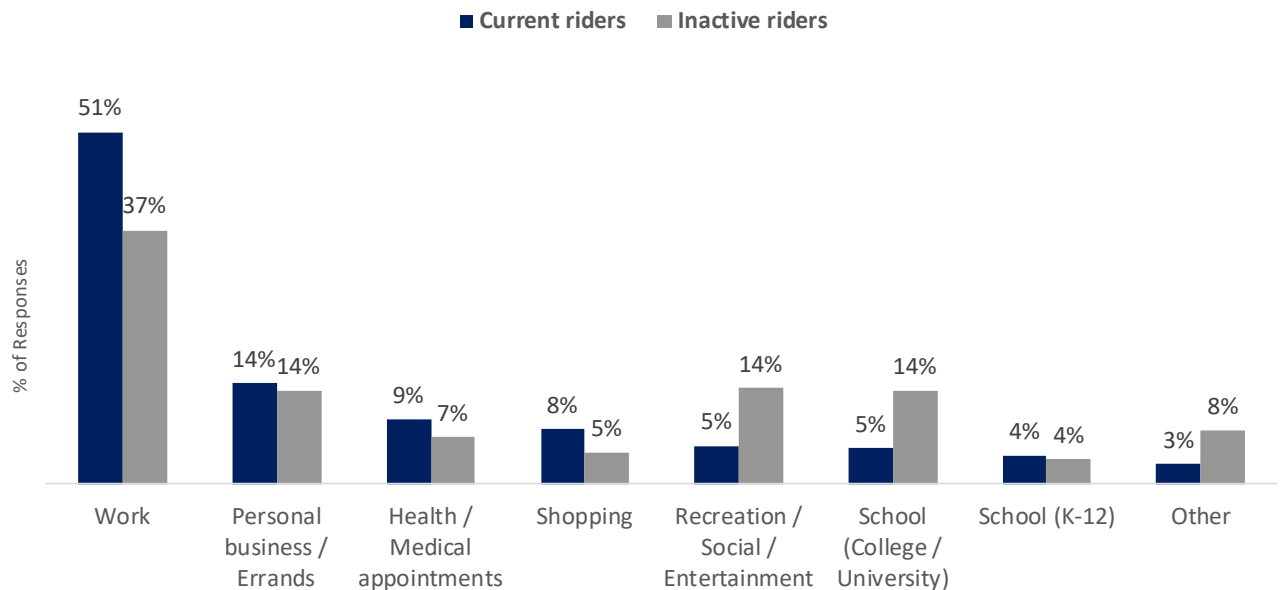
Current riders



n = 1,263 respondents

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

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

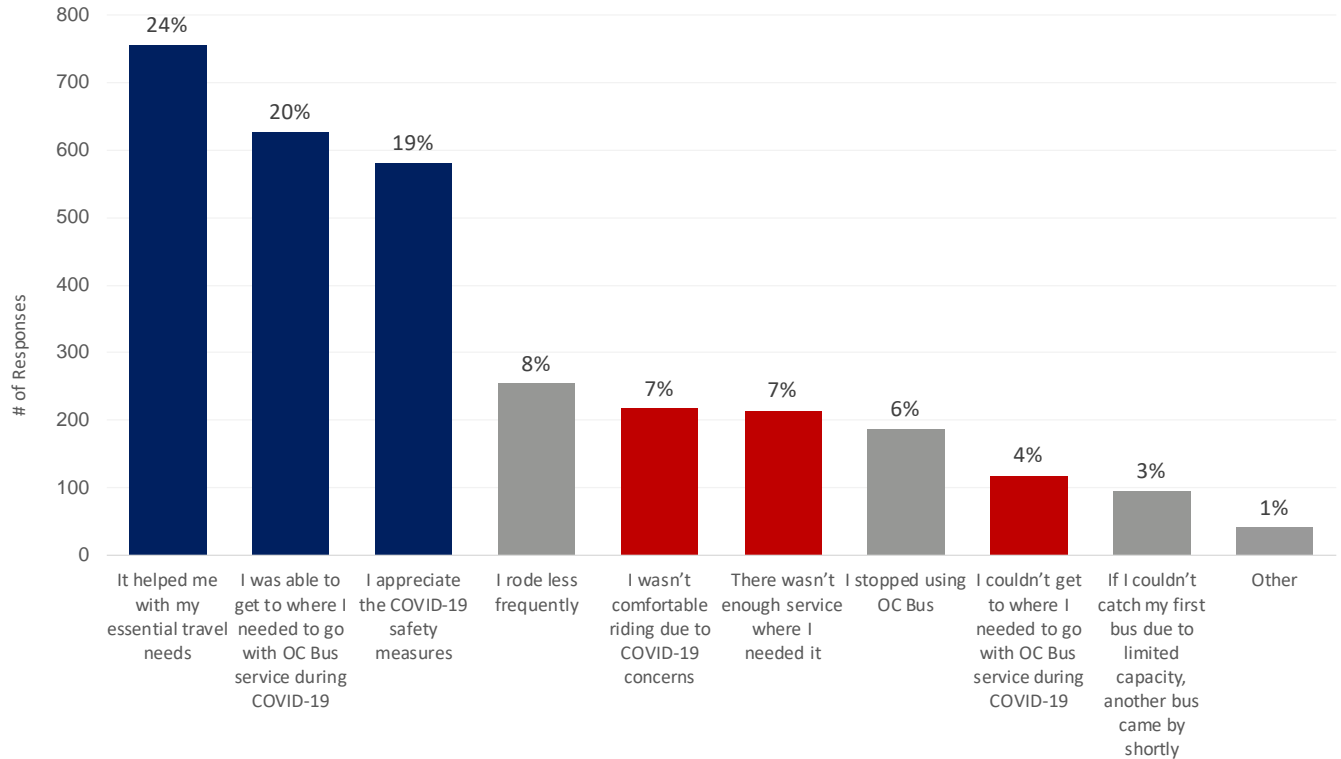


n = 1,568 respondents

OC Bus Service Experience During the Pandemic

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

Current and Inactive riders



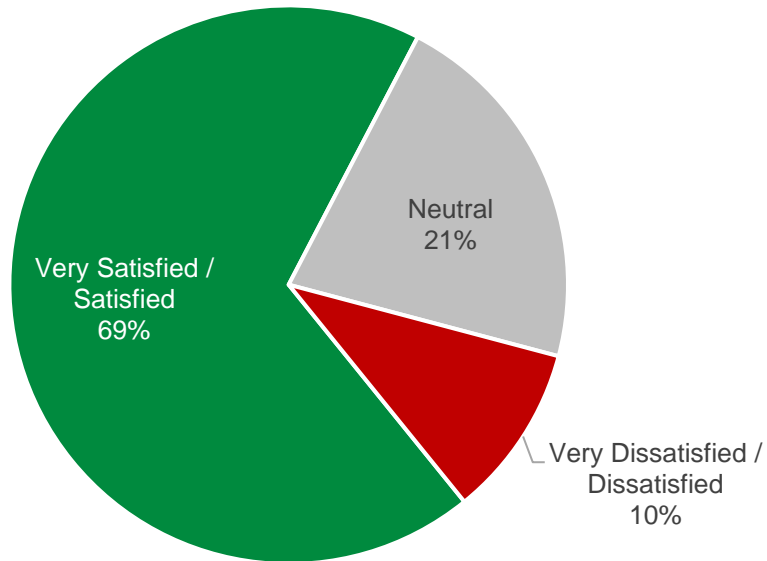
n = 3,090 responses from 1,542 respondents (multiple responses possible)

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

Customer Satisfaction - Overall

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

Current and Inactive riders



n = 1,155 responses from 493 respondents

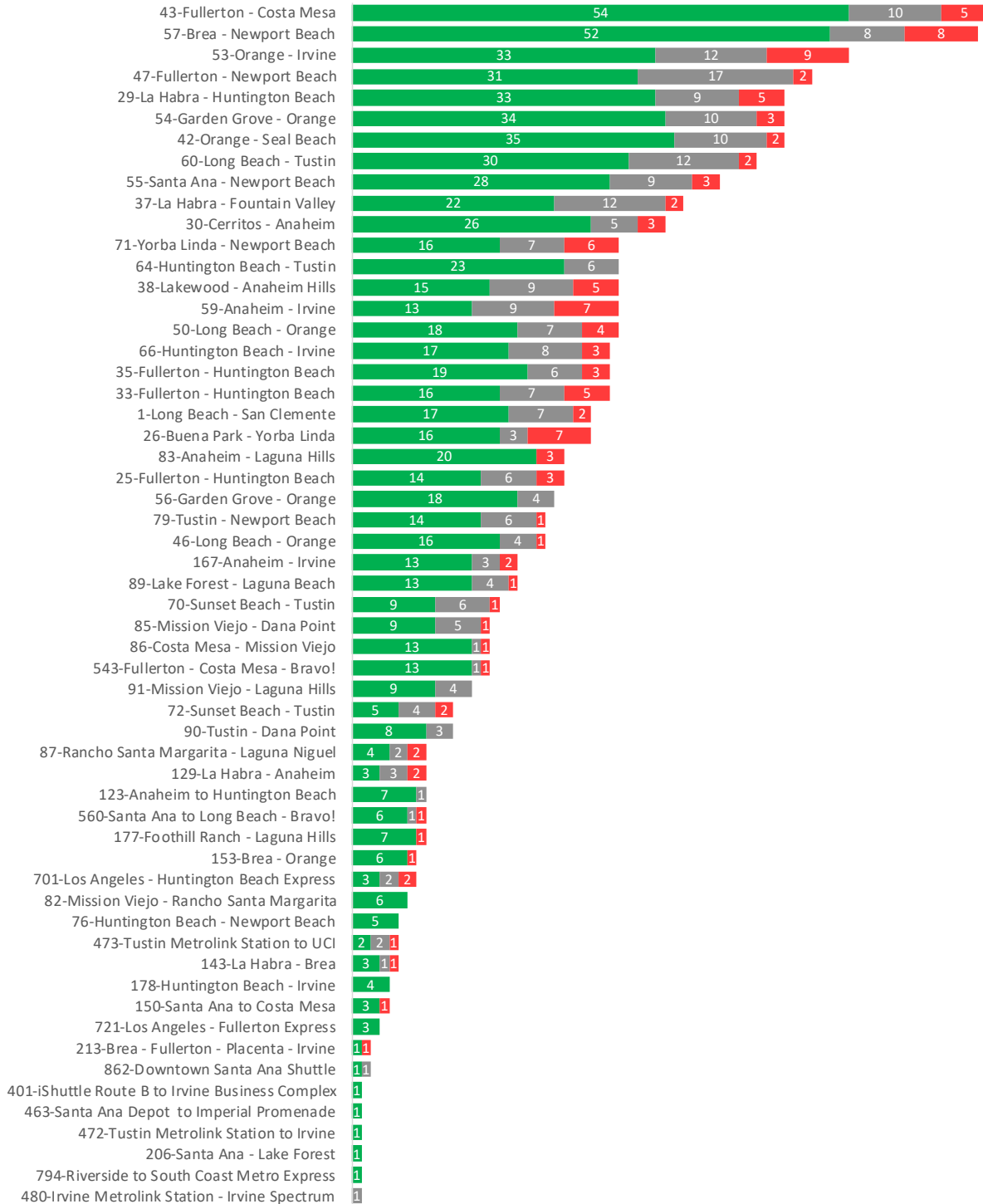
Current and inactive riders were asked to respond with up to three of their most frequently used routes and tell us how satisfied they were with the routes. The chart above shows a summary of all individual route satisfaction rating responses with current service/routes.

Customer Satisfaction by Route

Q8: Please rate your satisfaction with the OC Bus route. (Select up to three (3) routes, with #1 being your most frequently used route)

Current and Inactive riders

■ Very Satisfied / Satisfied ■ Neutral ■ Very Dissatisfied / Dissatisfied

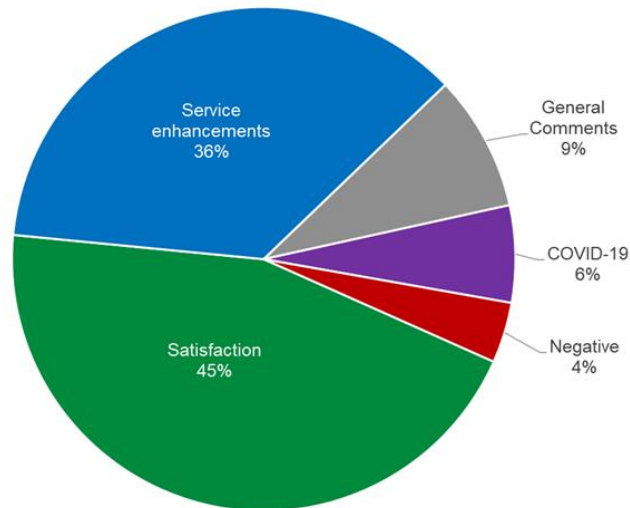


n = 1,155 responses from 493 respondents

Route-Specific Comments - Categorized
Q9: Most frequently used route comments.

Overall summary of route-specific feedback/comments categorization by theme.

Current and Inactive riders



Detailed summary of route-specific feedback categorization by theme.

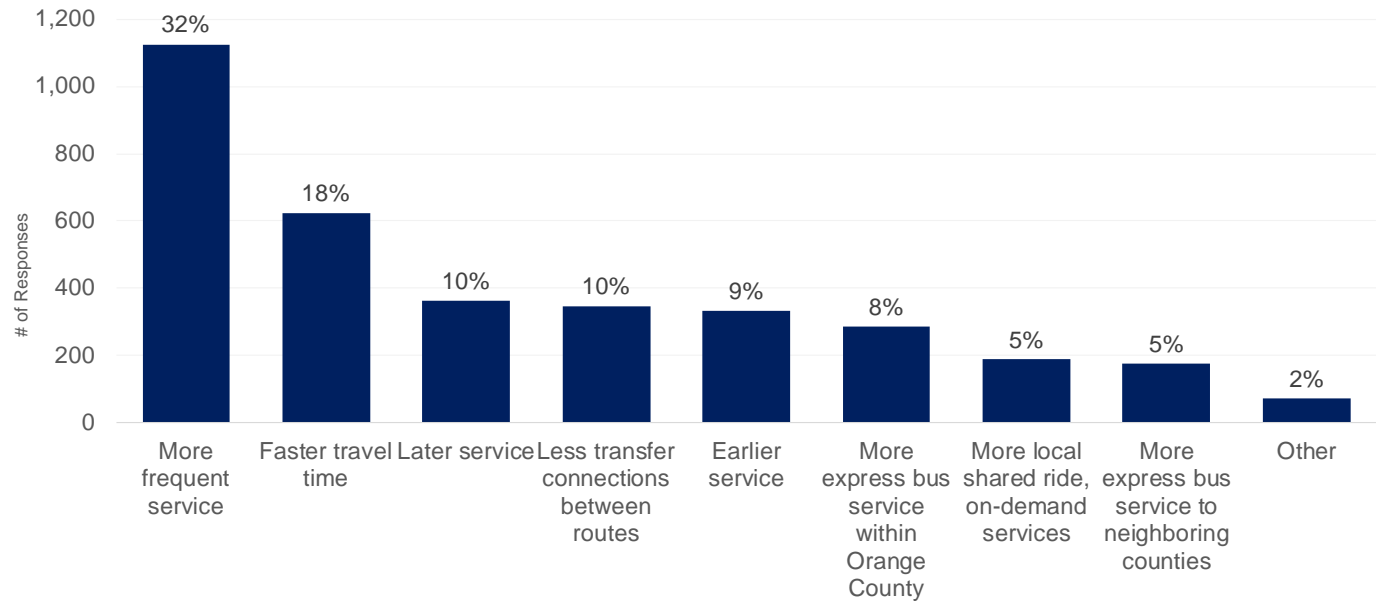
Comment Theme	Comment Category	# of Comments	% of Comments
Satisfaction	Satisfied with service/route	503	39%
	Driver Compliment	51	4%
	Thank you	23	2%
Satisfaction Total		577	45%
Service enhancements	Increase frequency	178	14%
	Restore service/route (suspended due to COVID-19)	43	3%
	Improve on-time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

n = 1,286 comments from 577 respondents

Future Service Enhancements

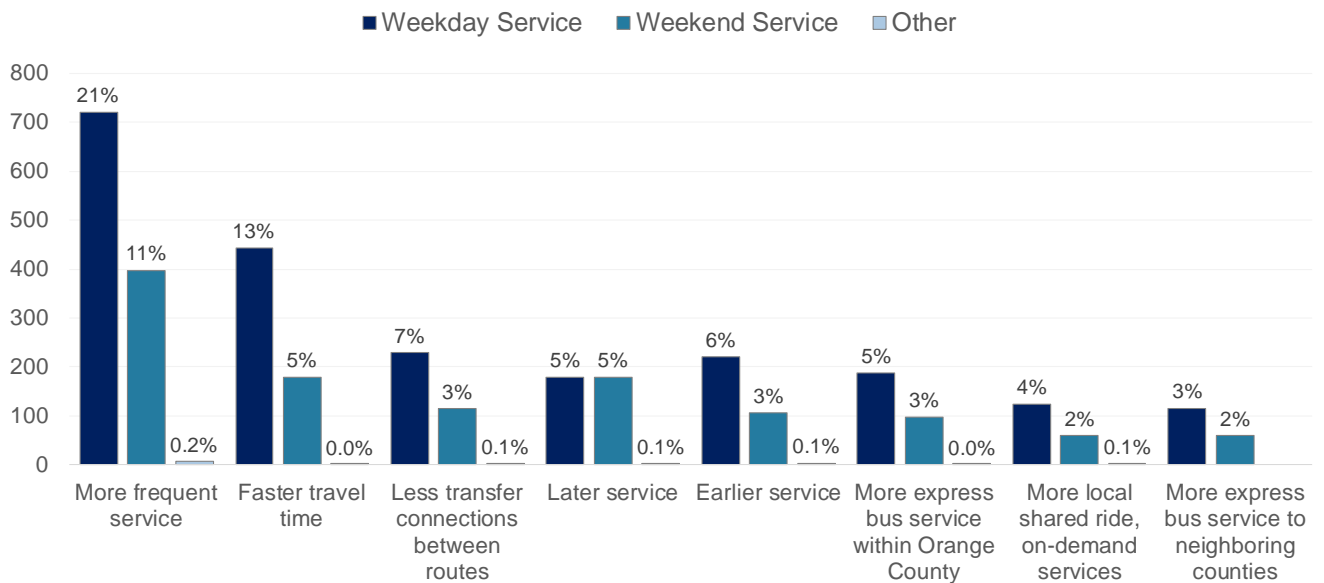
Q10: What would be your top three (3) most important OC Bus service enhancements as a transit rider? (Please check your top three (3) most important service enhancements)

Current and Inactive riders



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

Future service enhancements segmented by service type (Weekday service, Weekend service and Other).

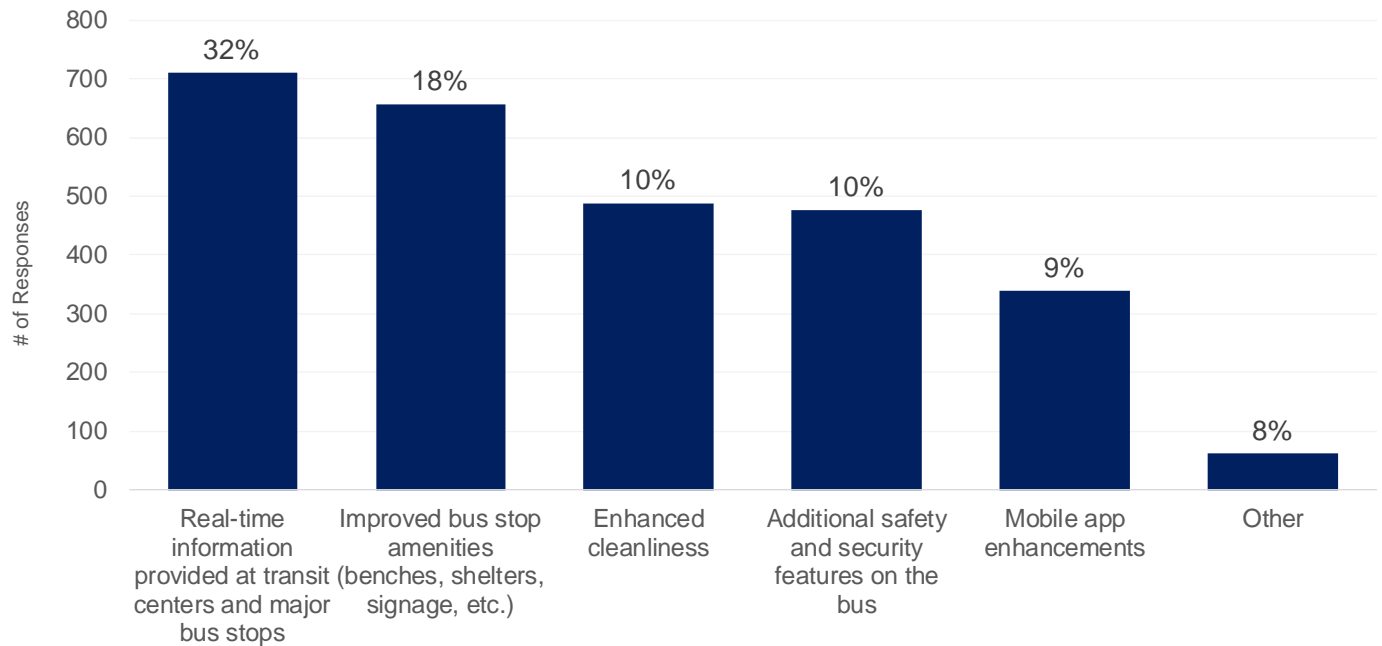


n = 3,508 responses from 1,083 respondents (multiple responses possible)

Future OC Bus Amenities

Q11: What would be your top three (3) most important OC Bus amenities or enhancements? (Please select up to three (3) amenities)

Current and Inactive riders

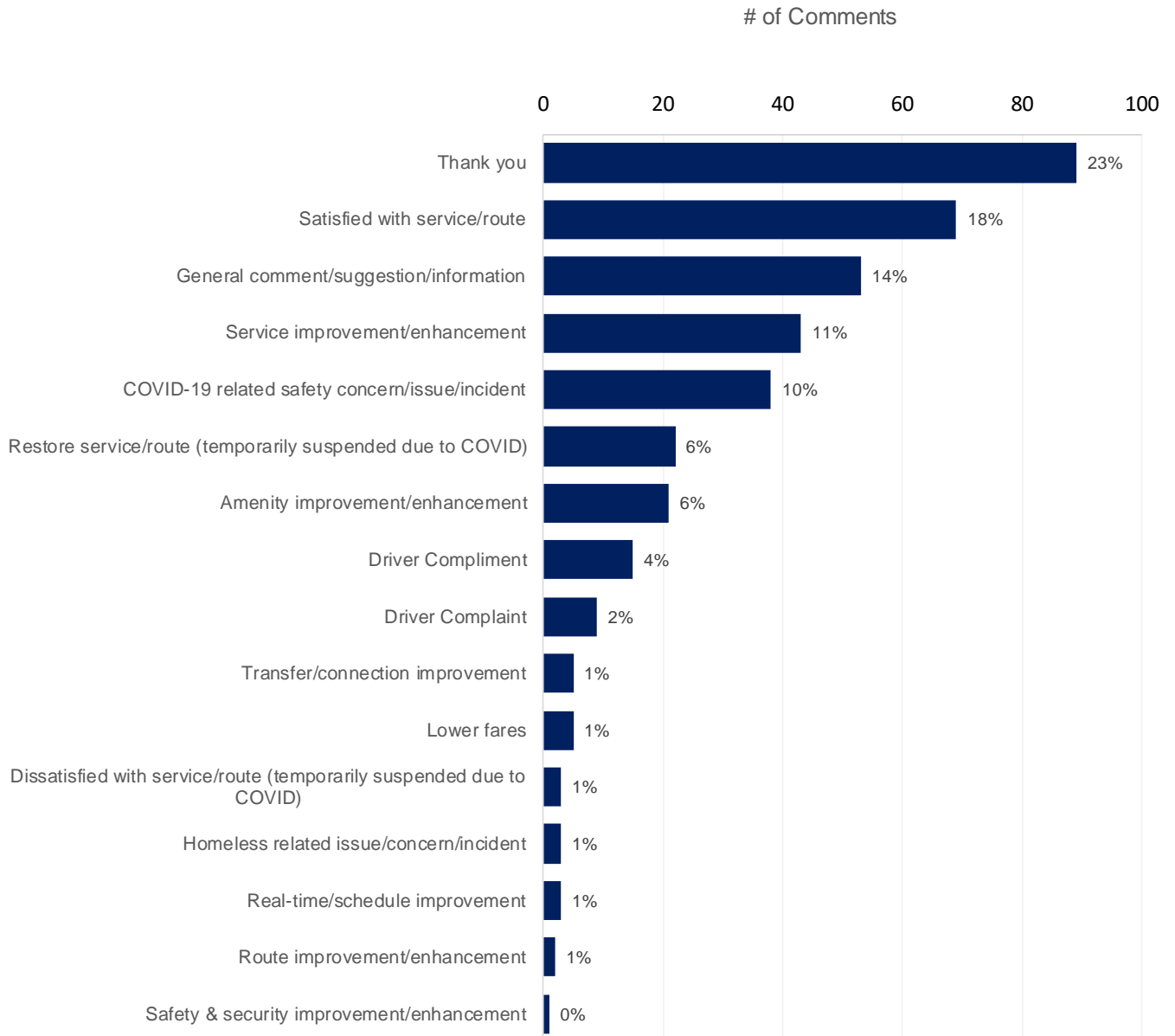


n = 2,732 responses from 1,061 respondents (multiple responses possible)

Other Customer Comments - Categorized

Q12: Any other comments/concerns/questions you would like to share with OCTA?

All respondents



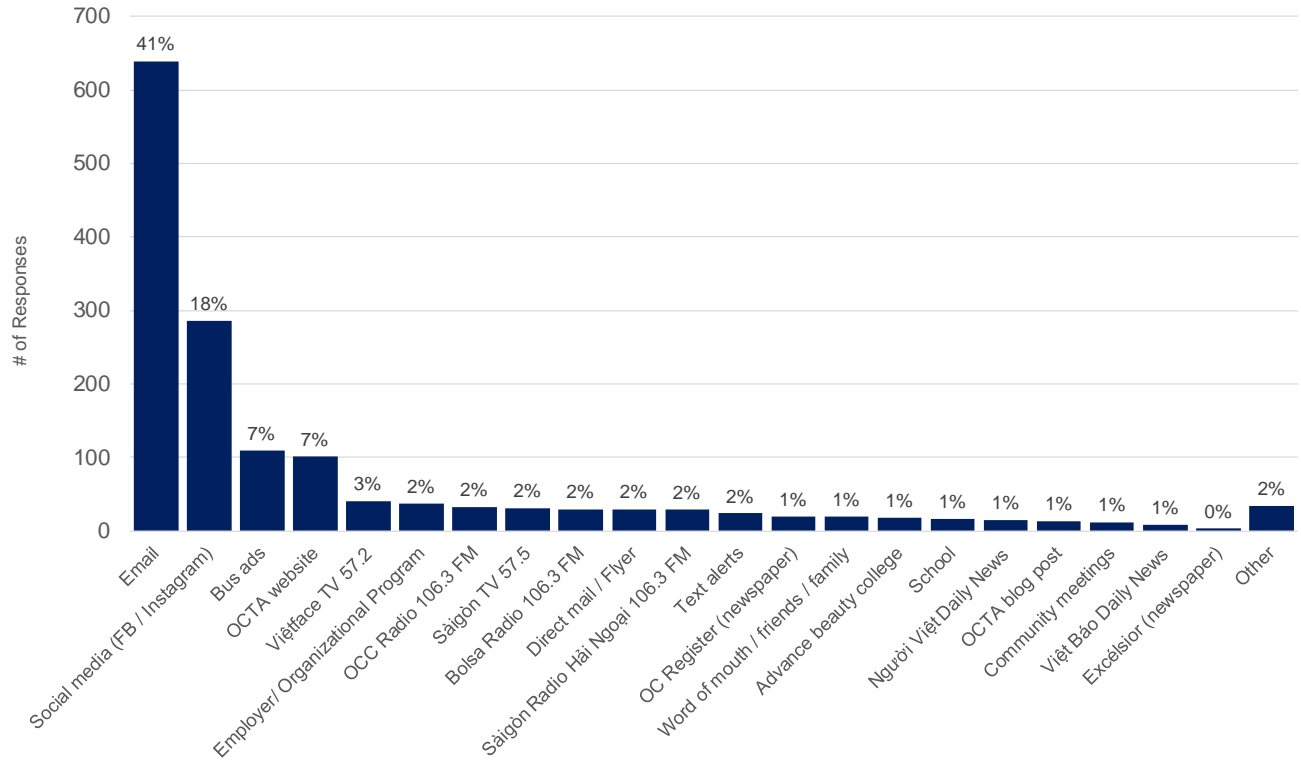
n = 381 comment responses from 345 respondents

This was an open-ended comment response question, which allowed customers to share additional feedback with OCTA, including comments, questions, concerns, and/or improvement suggestions. The chart above is a summary of customer feedback by category and sorted in order from most to least frequent response.

How Did You Hear

Q11: How did you learn about this feedback questionnaire? (Select all that apply)

All Respondents



n = 1,548 responses from 1,206 respondents (multiple selections possible)

For the background and demographic questions, the percentages reported are the actual percent within each demographic category or question who responded to the questionnaire. Percentages may not add to 100% due to rounding.

Age

n = 1,214 respondents		
	Respondents	% Respondents
13-17 years	26	2%
18-24 years	230	19%
25-34 years	228	19%
35-44 years	264	22%
45-59 years	250	21%
60-64 years	89	7%
65 and older	127	10%
Grand Total	1,214	100%

Gender

n = 1,216 respondents		
	Respondents	% Respondents
Female	618	51%
Male	554	46%
Other	9	1%
Prefer not to answer	35	3%
Grand Total	1,216	100%

Ethnic Identity

n = 1,217 respondents		
	Respondents	% Respondents
Asian	256	21%
Black / African American	39	3%
Latino / Hispanic	437	36%
Middle Eastern	19	2%
Native American / Alaska Native	18	1%
Pacific Islander	10	1%
White / Caucasian	337	28%
Other	28	2%
Prefer not to answer	73	6%
Grand Total	1,217	100%

Employment Status

n = 1,215 respondents		
	Respondents	% Respondents
Employed full-time	462	38%
Employed part-time	226	19%
Homemaker	37	3%
Laid-off / furloughed	38	3%
Not employed, but looking for work	66	5%
Prefer not to answer	55	5%
Retired	113	9%
Self-employed	62	5%
Student	156	13%
Grand Total	1,215	100%

Annual Household Income

n = 1,215 respondents		
	Respondents	% Respondents
Under \$10,000	205	17%
\$10,000 - \$19,999	166	14%
\$20,000 - \$29,999	160	13%
\$30,000 - \$49,999	158	13%
\$50,000 - \$64,999	72	6%
\$65,000 - \$84,999	77	6%
\$85,000 - \$99,999	32	3%
\$100,000 or more	108	9%
Not sure	58	5%
Prefer not to answer	179	15%
Grand Total	1,215	100%

Smartphone Ownership

n = 1,210 respondents		
	Respondents	% Respondents
Yes, it's a smartphone	1,097	91%
Yes, but not a smartphone	84	7%
No, neither mobile phone nor smart phone	29	2%
Grand Total	1,210	100%

Moving out of Orange County

n = 1,213 respondents		
	Respondents	% Respondents
No, definitely not moving	893	74%
Yes, definitely moving	50	4%
Maybe/ thinking about it	208	17%
N/A – I plan to move to Orange County	17	1%
N/A – I do not live in Orange County	45	4%
Grand Total	1,213	100%

Service Change Questionnaire Open Ended Comments

C. Service Change Comments by Theme

Route-Specific Feedback by Category and Route

Comment categories presented in order of overall frequency.

Feedback on Specific OC Bus Local Routes (Routes 1 to 56):

Total Count of Categorized Comments		OC Bus Local Routes (Routes 1 - 56)																	
Comment Category	1	25	26	29	30	33	35	37	38	42	43	46	47	50	53	54	55	56	
Satisfied with service / route	17	9	13	23	9	9	10	10	4	19	33	8	26	15	30	18	26	17	
Increase frequency	2	10	5	8	10	5	9	7	3	6	4	6	3	6	2	5	6	5	
General comment / suggestion	3	3	1	3	2	1		3	4	1	10	2		2	10	8	3	3	
Restore service / route (temp. suspended)				2	1	2			2	1			1	1		2	1		
Improve on-time performance	1	1		1			4		2	1	1		1	3	3		1		
Add / Increase early morning hrs		3	4	1	2	1		2	1						3	3	1		
Overcrowded		1			2		1		2	4	1		2	1	2		2		
Add / Increase late evening hrs		2	2	1			1	2	4	4			1						
Add / Increase weekend service				2			1			3	1	1	1	1		1			
Improve travel time				4	1	1	1			1	1	1							
Difficulty connecting between routes	1					1	1		2		2			1	1		3		
Add / Increase service			1					2			1		1	1		1		2	
Add / Increase weekday service			2	1		1	2		1	1						1	1		
Too many transfers / connections											2		1						
Improve bus stop amenities											1								
Difficulty connecting to other transit services														1					

Feedback on Specific OC Bus Local Routes (57 – 99):

Total Count of Categorized Comments		OC Bus Local Routes (Routes 57 - 99)																	
Comment Category	57	59	60	64	66	70	71	72	76	79	82	83	85	86	87	89	90	91	
Satisfied with service / route	42	4	27	18	13	6	13	5		5	1	9	1	1		2	1	2	
Increase frequency	3	6	1	3	6	2	7	5	4	5	1	2	3	3	2	2	4		
General comment / suggestion	7	2	3		4	1	1		1	4		1	1	2					
Restore service / route (temp. suspended)	3	2	2	1	1	1	2	1		1		1					1		
Improve on-time performance	7	2	2			1	2										2		
Add / Increase early morning hrs			1			2	1	3			1	2							
Overcrowded	3	1	3	2	1		1	1				1					1		
Add / Increase late evening hrs			1	1		1	1					2			2			1	
Add / Increase weekend service					1				1			1	1	2	3			1	
Improve travel time	2		1	2	2		2	1					1						
Difficulty connecting between routes			1				2	1	1		1								
Add / Increase service	1												1			1	2		
Add / Increase weekday service							1	1											
Too many transfers / connections																			
Improve bus stop amenities								1											
Difficulty connecting to other transit services												1							

Feedback on OC Bus Non-Local Routes (100 – 799):

Total Count of Categorized Comments	OC Bus Non-Local Routes (Routes 100 - 799)																		
	123	129	143	150	153	167	177	178	206	213	400	472	473	480	543	560	701	721	794
Satisfied with service / route	2	5	3	6	4	1	4	3	2						4	4		1	
General comment / suggestion	4	3	2			2	1								4		1		
Restore service / route (temp. suspended)				1			1			1	1					4	2	2	1
Increase frequency			1		1	1				1		1	1	1	4		1		
Add / Increase weekend service						2		1								1			
Improve on-time performance							1					1					1		
Add / Increase early morning hrs			1				1										1		
Add / Increase late evening hrs		1															2		
Improve travel time			1		1												1		
Difficulty connecting between routes						1	1												
Add / Increase service						1	1												
Add / Increase weekday service													1		1				
Overcrowded																			1
Too many transfers / connections			1																

D. Service Change Comments

The verbatim customer comments received for route related feedback are available here:

www.OCTA.net/June2021RouteComments

E. “Other” Customer Comments

The verbatim customer comments received for any other “comments/concerns/questions” by respondents are available here:

www.OCTA.net/June2021OtherComments

Virtual Community Meetings

F. Virtual Meeting Transcript (English Language Meeting)

A transcript of the March 9, 2021 virtual community meeting is available at:

www.OCTA.net/2021-03-09-ServiceChangeMeetingTranscript

G. Virtual Meeting Transcript (Spanish Language Meeting)

A translated transcript of the March 10, 2021 Spanish language virtual community meeting is available at:

www.OCTA.net/2021-03-10-Spanish-ServiceChangeMeetingTranscript

H. Virtual Meeting Summary (Vietnamese Language Meeting)

A summary of the March 10, 2021 Vietnamese language virtual community meeting is available at:

www.OCTA.net/2021-03-10-Vietnamese-ServiceChangeMeetingSummary

Public / Customer Comments

I. Customer Comments Received (Email, Phone, Social Media)

All customer comments received related to the June 2021 Service Change are available at:

www.OCTA.net/June2021CustomerComments

J. Public Hearing Comments

All public comments received related to the June 2021 Service Change are available at:

www.OCTA.net/June2021PublicComments

Final June 2021 Bus Service Change

Route	Operator	Service Improvement	Customer Input*	ANNUAL RVH				TRIPS		
				WKD	SAT	SUN	TOTAL	WKD	SAT	SUN
1	DO	Implement summer schedule all days to improve OTP	YES	401.2	77.0	88.0	566.2	-	-	-
25	CO	Improve OTP all days	YES	-	-	-	-	-	-	-
26	CO	Improve AM span; add two EB trips; improve OTP all days	YES	12.8	2.6	2.9	18.3	-	-	-
29	DO	Improve OTP weekdays	YES	514.3	-	-	514.3	-	-	-
33	CO	Improve OTP all days	NO	17.0	3.5	3.9	24.3	-	-	-
37	DO	Long-term detour due to I-405 Freeway Project	NO	-	-	-	-	-	-	-
38	CO	Improve AM span; add one EB and three WB trips; improve OTP	YES	1,712.8	-	-	1,712.8	5	-	-
47	DO	Improve AM span; add three NB and one SB trips; implement summer schedule on weekends: improve OTP	YES	2,069.3	334.5	373.1	2,776.9	4	-	-
50	DO	Add one EB and three WB trips: improve OTP	YES	(68.0)	-	-	(68.0)	4	-	-
53	DO	Improve span; one NB and one SB trip: extend nine EB and nine EB short trips from Main Street and MacArthur Boulevard to Yale Loop and Alton Parkway: improve OTP	YES	544.0	-	-	544.0	2	-	-
54	DO	Improve OTP weekdays	NO	(170.0)	-	-	(170.0)	-	-	-
55	DO	Extend first two NB trips from Fairview Avenue and Arlington Road to Newport Transit Center; add one NB and one SB trips; improve OTP	YES	658.8	-	-	658.8	2	-	-
56	DO	Improve OTP all days	NO	(811.8)	(165.5)	(60.9)	(1,038.2)	-	-	-
57	DO	Improve OTP weekdays and Saturday	YES	157.3	17.3	-	174.6	-	-	-
59	DO	Improve OTP weekdays	YES	-	-	-	-	-	-	-
60	DO	Extend three trips to Larwin Square in Tustin; add two WB and one EB trips: improve OTP	YES	(382.5)	-	-	(382.5)	3	-	-
64	DO	Improve AM span; add two EB and one WB trips	YES	(1,360.0)	-	-	(1,360.0)	3	-	-
66	DO	Add four WB trips and delete one EB trip; extend 17 trips to Irvine Valley College; improve OTP weekdays	YES	(901.0)	-	-	(901.0)	3	-	-
70	CO	Improve AM span: one EB one WB trip	YES	637.5	-	-	637.5	2	-	-
71	CO	Improve OTP weekdays and Saturday	YES	131.8	26.9	-	158.6	-	-	-
72	DO	Long-term detour due to I-405 Freeway Project: improved AM span; add one EB one WB trip	YES	3,395.8	582.4	626.4	4,604.6	2	-	-
76	DO	Adjust two trips to improve connections with Route 43	NO	-	-	-	-	-	-	-
79	CO	Improve AM span; add one NB and one SB trip; improve OTP all days	YES	612.0	5.2	5.8	623.0	2	-	-
89	CO	Implement summer schedule all days to improve OTP	NO	-	30.3	34.9	65.3	-	-	-
91	CO	Adjust one trip to improve connections with Route 85	NO	-	-	-	-	-	-	-
129	CO	Improve AM span; add one EB trip; improve OTP weekdays	YES	(21.3)	-	-	(21.3)	1	-	-
453	CO	Minor schedule adjustment	NO	(68.0)	-	-	(68.0)	-	-	-
Total				7,082	914	1,074	9,070	33	0	0

Acronyms

CO - Contact Operator
 DO - Directly Operated
 EB - Eastbound

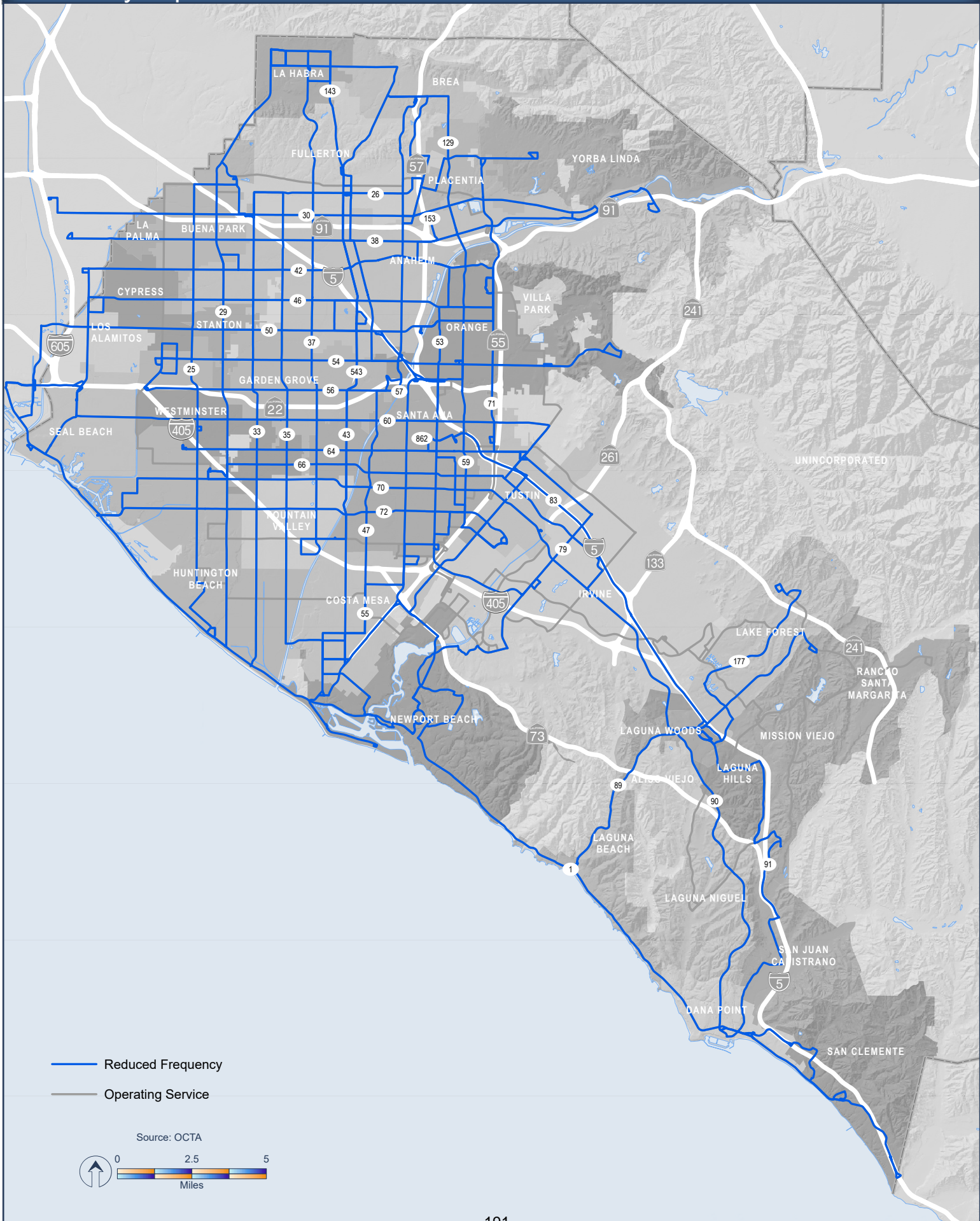
I-405 - Interstate 405
 NB - Northbound
 OTP - On-Time Performance

RVH - Revenue Vehicle Hours
 Sat - Saturday
 SB - Southbound

SUN - Sunday
 WB - Westbound
 WKD - Weekday

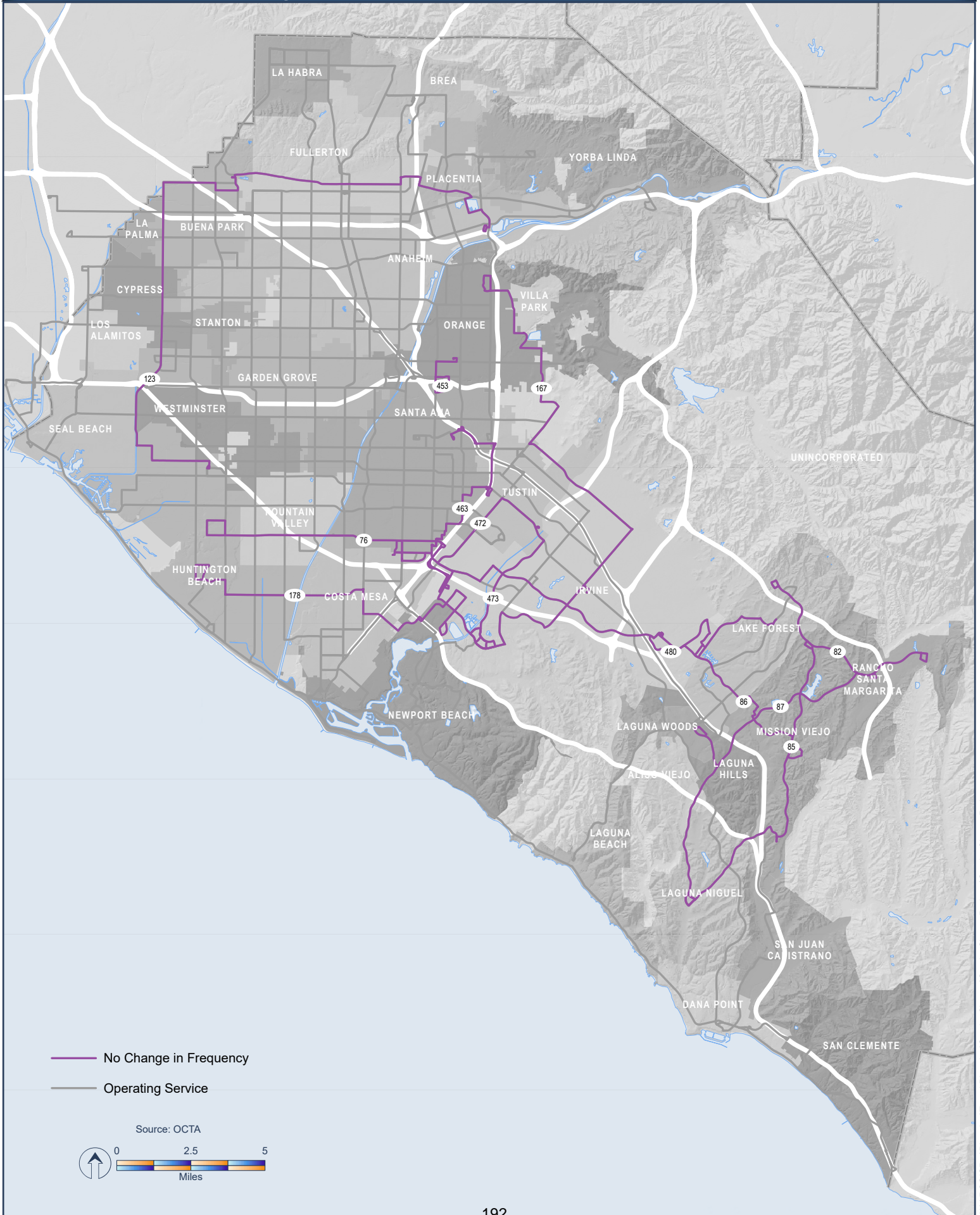
Final June 2021 Bus Service Change System Map

Weekday Impacted Routes



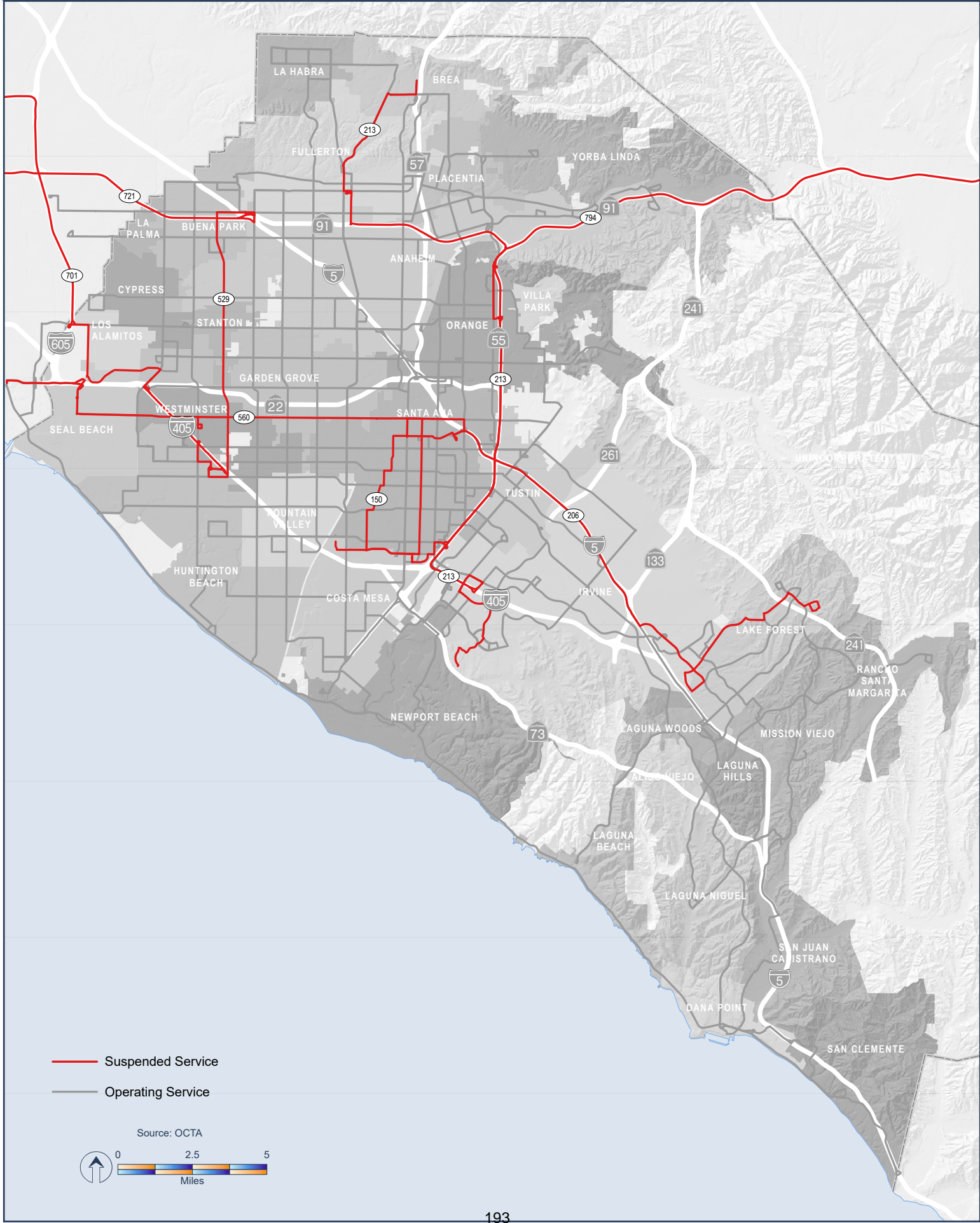
Final June 2021 Bus Service Change System Map

Routes with No Changes



Final June 2021 Bus Service Change System Map

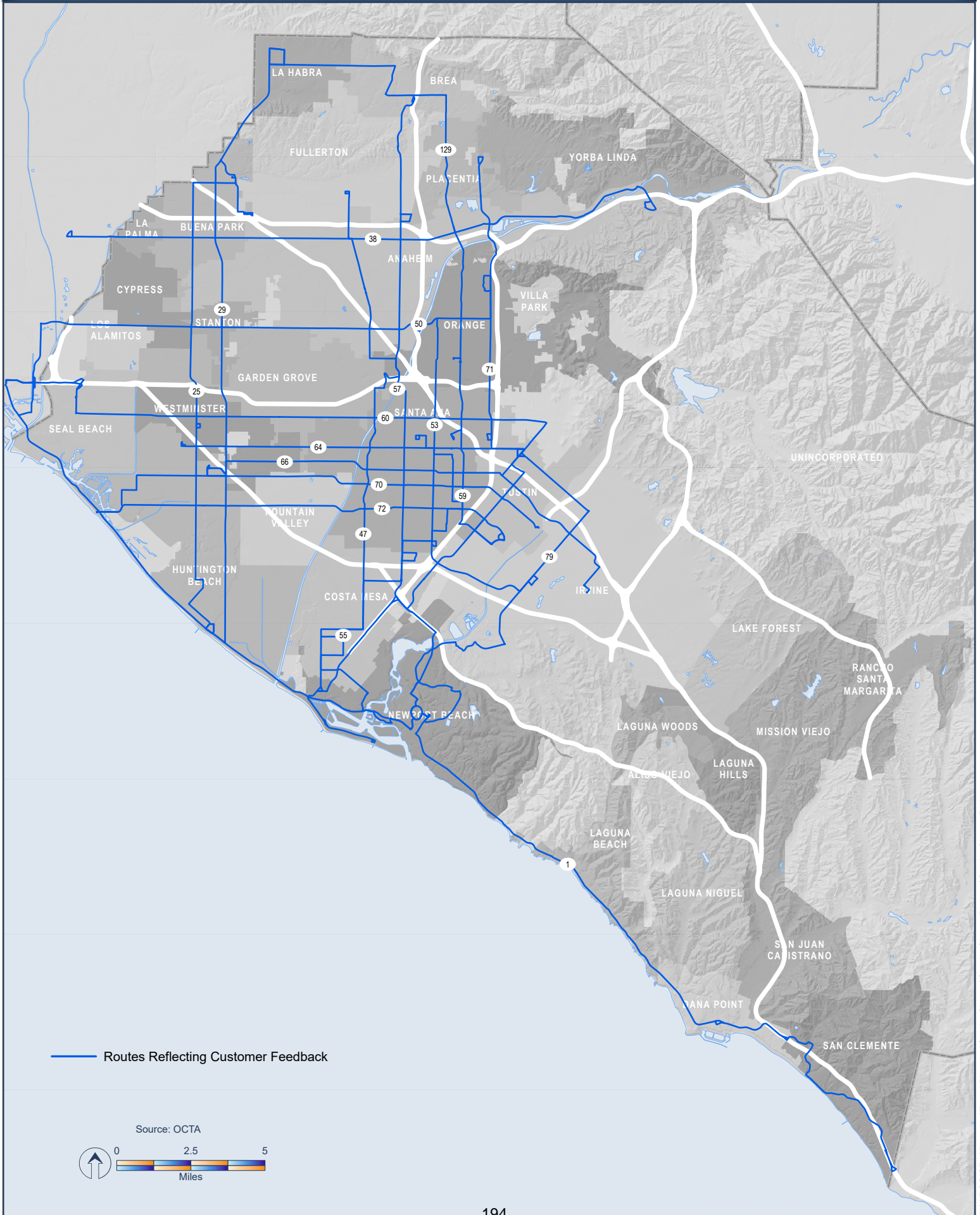
Suspended Routes



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Final June 2021 Bus Service Change System Map

Customer Feedback



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COMMITTEE TRANSMITTAL

May 24, 2021

To: Members of the Board of Directors

From: Andrea West, Interim Clerk of the Board

Andrea West

Subject: June 2021 Bus Service Change

Transit Committee Meeting of May 13, 2021

Present: Directors Chaffee, Do, Jones, Nguyen, Shaw, and Sidhu

Absent: Director Sarmiento

Committee Vote

Following the roll call vote, this item was declared passed 6-0 by the Members present.

Committee Recommendations

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

Call to Order

The Monday, May 24, 2021, regular meeting of the Orange County Transportation Authority (OCTA) and affiliated agencies was called to order by Chairman Do at 9:01 a.m. at the OCTA Headquarters, 550 South Main Street, Board Room – Conference Room 07-08, Orange, California.

Roll Call

The Deputy Clerk of the Board (DCOB) conducted an attendance Roll Call and announced a quorum of the Board of Directors (Board) as follows:

Via Teleconference: Andrew Do, Chairman
Mark A. Murphy, Vice Chairman
Lisa A. Bartlett
Doug Chaffee
Barbara Delgleize
Katrina Foley
Brian Goodell
Patrick Harper
Michael Hennessey
Gene Hernandez
Steve Jones
Joseph Muller
Tam Nguyen
Vicente Sarmiento
Tim Shaw
Harry S. Sidhu
Donald P. Wagner
Ryan Chamberlain, District Director – Caltrans District 12

Directors Absent: None

Staff Present: Jennifer L. Bergener, Deputy Chief Executive Officer
Gina Ramirez, Deputy Clerk of the Board
Allison Cheshire, Interim Deputy Clerk of the Board

Via Teleconference: Darrell E. Johnson, Chief Executive Officer
James Donich, General Counsel

Invocation

Director Jones gave the invocation.

Pledge of Allegiance

Director Harper led in the Pledge of Allegiance.

Special Calendar

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

Darrell E. Johnson, Chief Executive Officer (CEO), provided opening comments, and Adriann Cardoso, Department Manager of Programming, reported on the background and reason for the proposed temporary amendment.

The DCOB read into the record notifications to inform the public and local agencies of today's public hearing.

Chairman Do opened the public hearing for public comments. With no public comments received, a motion was made by Director Bartlett, seconded by Director Foley, and following the roll call vote, declared passed 17-0, to:

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

A discussion ensued regarding the following:

- Chairman Do stated that some Board members might wonder if the amendment is necessary as cities are receiving funding. Still, timing and limited use of funds may inhibit cities' use of funds.
- Director Shaw inquired about how long it would take to know if any city fell short of the maintenance of effort requirement.
- Ms. Cardoso responded that OCTA would not know until December 2021. The cities do not have to meet a dollar amount, just a proportionate amount of their general fund revenue.
- Director Bartlett agreed that the amendment is necessary, and OCTA should assist cities in flexibility.
- Director Foley echoed Director Bartlett's comments and agreed that cities need a transitional bridge. The cities have had to pull back on capital projects as well as staffing.

Consent Calendar (Items 2 through 16)

2. Approval of Minutes

A motion was made by Vice Chairman Murphy, seconded by Director Hernandez, and following a roll call vote, declared passed 17-0 to approve the Orange County Transportation Authority and affiliated agencies' regular meeting minutes of May 10, 2021.

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

A motion was made by Vice Chairman Murphy, seconded by Director Hernandez, and following a roll call vote, declared passed 17-0 to direct staff to implement a recommendation provided in Investments: Compliance, Controls, and Reporting, July 1 through December 31, 2020, Internal Audit Report No. 21-509.

4. Fiscal Year 2020-21 Third Quarter Grant Reimbursement Status Report

A motion was made by Vice Chairman Murphy, seconded by Director Hernandez, and following a roll call vote, declared passed 17-0 to receive and file as an information item.

5. State Legislative Status Report

A motion was made by Vice Chairman Murphy, seconded by Director Hernandez, and following a roll call vote, declared passed 17-0 to adopt a SUPPORT position on SB 640 (Becker, D-San Mateo), which would allow cities or counties eligible for local streets and roads funding to jointly propose projects for funding.

6. Federal Legislative Status Report

A motion was made by Vice Chairman Murphy, seconded by Director Hernandez, and following a roll call vote, declared passed 17-0 to receive and file as an information item.

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

A motion was made by Vice Chairman Murphy, seconded by Director Hernandez, and following a roll call vote, declared passed 17-0 to:

- A. Approve Resolution No. 2021-042 to authorize the use of fiscal year 2020-21 Low Carbon Transit Operations Program funds, prior year funds, and interest earnings totaling \$6,359,899, as follows:
- \$3,703,032 for the “Welcome Back” Fare Reduction Program for OC Bus Riders,
 - \$716,152 for the College Pass Program for Orange Coast College,
 - \$1,940,715 for the Ten Battery-Electric Buses, Bus Depot Upgrades and Charging Infrastructure Project.
- B. Authorize staff to make all necessary amendments to the Federal Transportation Improvement Program, as well as execute any necessary agreements to facilitate the recommendations above.

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

A motion was made by Vice Chairman Murphy, seconded by Director Hernandez, and following a roll call vote, declared passed 17-0 to direct staff to implement four recommendations provided in the Review of Oversight Controls and Contract Compliance Related to the Bridgestone/Firestone Tire Lease and Services Agreement No. C-9-1354, Internal Audit Report No. 21-506.

9. Agreement for Building Repairs at Garden Grove Bus Base

A motion was made by Vice Chairman Murphy, seconded by Director Hernandez, and following a roll call vote, declared passed 17-0 to authorize the Chief Executive Officer to negotiate and execute Agreement No. C-1-3295 between the Orange County Transportation Authority and Golden Gate Steel, Inc., doing business as Golden Gate Construction, the lowest responsive, responsible bidder, in the amount of \$222,169, for building repairs at the Garden Grove Bus Base.

10. Agreement for Americans with Disabilities Act Access Improvements and Parking Lot Pavement Replacement at Fullerton Park-and-Ride

A motion was made by Vice Chairman Murphy, seconded by Director Hernandez, and following a roll call vote, declared passed 17-0 to authorize the Chief Executive Officer to negotiate and execute Agreement No. C-1-3294 between the Orange County Transportation Authority and Onyx Paving Company, Inc., the lowest responsive, responsible bidder, in the amount of \$525,000, for the construction of Americans with Disabilities Act-prescribed access improvements and parking lot pavement replacement at the Fullerton Park-and-Ride.

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

A motion was made by Vice Chairman Murphy, seconded by Director Hernandez, and following a roll call vote, declared passed 17-0 to:

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

12. Amendment to Agreement for Same-Day Taxi Service

A motion was made by Vice Chairman Murphy, seconded by Director Hernandez, and following a roll call vote, declared passed 17-0 to authorize the Chief Executive Officer to negotiate and execute Amendment No. 3 to Agreement No. C-8-1440 between the Orange County Transportation Authority and Cabco Yellow, Inc., doing business as California Yellow Cab, to exercise the second option term of the agreement to continue providing same day taxi service in the amount of \$1,825,309. This amendment will increase the maximum obligation of the agreement to a total contract value of \$8,643,120.

Due to the Levine Act, Chairman Do and Director Bartlett did not participate or vote on this item.

Director Foley inquired about the Levine Act.

James Donich, OCTA General Counsel, explained the process for any conflict of interest due to the Levine Act.

Mr. Johnson, CEO, stated that if OCTA is made aware by the vendor that they have made a campaign contribution above \$250 to any Board Member, staff will notify them in writing.

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

After the agenda was released last Wednesday, Mr. Johnson, CEO, stated that staff received some questions from the Board Members about the specific types of herbicides and pesticides being proposed in this contract.

OCTA staff could not ascertain the answers to all of the questions, and staff proposed continuing this item until June 14.

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

A motion was made by Vice Chairman Murphy, seconded by Director Hernandez, and following a roll call vote, declared passed 17-0 to receive and file as an information item.

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

A motion was made by Vice Chairman Murphy, seconded by Director Hernandez, and following a roll call vote, declared passed 17-0 to:

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

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

A motion was made by Vice Chairman Murphy, seconded by Director Hernandez, and following a roll call vote, declared passed 17-0 to:

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

16. (Continued)

- C. Authorize the Chief Executive Officer to negotiate and execute Cooperative Agreement No. C-1-3260 between the Orange County Transportation Authority and the non-profit agency Korean American Senior Association of Orange County, in the amount of \$101,116 to provide funding through June 30, 2022.
- D. Authorize the Chief Executive Officer to negotiate and execute Cooperative Agreement No. C-1-3261 between the Orange County Transportation Authority and the non-profit agency Southland Integrated Services, Inc., in the amount of \$88,910, to provide funding through June 30, 2022.

Regular Calendar

17. June 2021 Bus Service Change

Charlie Larwood, Department Manager of Planning and Analysis, and Stella Lin, Department Manager of Marketing and Customer Engagement, presented a PowerPoint presentation on this item.

A discussion ensued regarding the following:

- Director Delgleize acknowledged staff for their hard work and strategies on the campaign.
- Director Foley echoed Director Delgleize's comments and inquired about partnering with Orange Coast College to encourage community members to get vaccinated and offer resources as part of the campaign.
- Director Harper stated that the welcome back feeling to the campaign is excellent. He inquired about moving up the timeline by one month on the youth 13 and under and college pass program to align with going back to school.

Ms. Lin responded that OCTA plans to implement changes before school starts

Director Sarmiento commented about the optimism and message of the campaign. The Santa Ana Unified School District will begin in the summer, and OCTA should also include high school students in the campaign.

Chairman Do concurred with Director Sarmiento that most riders in the morning in Santa Ana were students. He stated that 40 percent of the ridership is below poverty; ridership we serve is critical, and their livelihood depends on public transit; thank you to staff for knowing the role OCTA plays; keep in mind the level of ridership when discussing the transit workshop later in the meeting

17. (Continued)

Mr. Johnson, CEO, stated that staff would continue to monitor school opening plans in the county, and OCTA can adjust as needed. Staff is working closely with the California Transit Association to understand capacity requirements/restraints that may be in place and under the mask requirement until Sept 15. Staff anticipates a service change in August 2021.

Director Foley concurred with Chairman Do and stated that the Orange County Department of Education needs transportation by bus.

Mr. Johnson, CEO, stated the responsibility by local districts to provide transportation and who is responsible. Currently, community colleges are not required to provide transportation.

A motion was made by Director Delgleize, seconded by Director Foley, and following a roll call vote, declared passed 17-0 to:

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

18. Contract Change Orders for Over-Excavation of Unsuitable Soils and Utility Conflicts for the Construction of the OC Streetcar Project

Ross Lew, Program Manager, Senior, presented an overview of the need for the change orders. He stated that unknown utilities found in the project area had increased construction costs. Also, unsuitable soils found in the project area soils comprised of clay and cannot be compacted. The increased expenses to accommodate excavation are the types of change orders that are typical for these projects.

Director Shaw stated that OCTA owns so much of the Right-Of-Way (ROW) property and wouldn't have to take buildings. The environmental issues and unknowns are a more significant challenge than anticipated.

Mr. Johnson, CEO, stated that the significant benefit of not acquiring ROW still outweighs the unknown challenges encountered and are not unusual but greater than anticipated.

18. (Continued)

A motion was made by Director Foley, seconded by Director Sarmiento, and following a roll call vote, declared passed 16-1 to:

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

Director Wagner voted in opposition.

Discussion Items

19. Future of Transit Workshop 1

Chairman Do opened the item and discussed highlighting riders and demographics that rely on transit. He stated this is the time to look at factors to encourage others to use transit to attract more/different riders and urged the Board to pay attention to slides 18 and 19.

Kurt Brotcke, Director of Strategic Planning, provided a PowerPoint presentation on this item. He discussed the Orange County Transit System, the transit vision created in 2018.

Chairman Do requested that staff add 1st Street (Bolsa Ave) in Westminster and 17th/Westminster.

The Board members made the following inquiries and suggestions:

- 1st/Bolsa/17th/Westminster is a critical corridor.
- Staff needs to work with cities to acclimate concept;
- Inclusion of a micro-transit program, or is it a separate item;
- Include specific programs that qualify in each category;
- 11 to 15 miles per hour lifecycle savings in \$15 million capital costs;
- Three buses per route, and what is the price to get there;
- Would like to see what the best return on investment is to maximize savings at the next workshop;
- Bus Rapid Transit (BRT) opportunities can reduce freeway and street congestion;

19. (Continued)

- Why not include Fairview for BRT;
- Curbside only lanes allow for BRT;
- What makes it rapid is that its curbside only lanes;
- Include gender/race info in demographics data; encourage the safety of transit; make the system accessible to those who need it;
- Protected bike lanes will be coordinated with local agencies, and
- Appreciate analysis of marginal increases in time is worth the effort.

Director Wagner stated that this report is excellent. He appreciates that staff is analyzing where the marginal increases in travel time are worth the expense.

Mr. Johnson, CEO, stated that staff would note all the comments from the Board and incorporate them into the presentation at the next workshop.

Mr. Johnson, CEO, stated there are four Board-approved studies listed and that staff will discuss the 11 busiest corridors at the next workshop.

20. Public Comments

There were no Public Comments received.

21. Chief Executive Officer's Report

Mr. Johnson, CEO, reported on the following:

May Employees of the Month Recognition

- The Operations Employee of the Month is Alejandro "Alex" Pacheco.
 - Alex is a coach operator at the Santa Ana base who started his driving career with OCTA in March 2014.
 - In April, Alex achieved a very commendable seven years of safe driving.
- The Maintenance Employee of the Month is Phung Mai.
 - Phung joined OCTA in September 2006 as an electronics technician, and he currently works the late swing shift at the Irvine Sand Canyon base.
 - Phung recently identified an issue with Wi-Fi on the buses, which created problems with the timely downloading of ridership data. He took it upon himself to find the cause and determined a problem with the Wi-Fi antenna at the base and replacing the antenna resolved the issue.
- The Administrative Employee of the Month is Vicente Aldana.
 - Vicente Aldana started his career with OCTA in 2009 as a coach operator and, after six years, was promoted to bus operations supervisor at the Santa Ana Base.

21. (Continued)

- Vicente is also a licensed vocational nurse volunteering at the Soka University and Anaheim Convention Center POD sites vaccinating Orange County residents and workers.
- OCTA's May Employees of the Month were congratulated.

Interstate 5 (I-5) Central County Improvements Project

- Mr. Johnson, CEO, congratulated the Interstate 5 (I-5) Central County Improvements Project team. Last year on Main Street, this project added a second High Occupancy Vehicle lane in each direction on the I-5 between State Route 55 and State Route 57.
- Next month, the American Council of Engineering Companies (ACEC) will be presenting this project with its National Honor Award.
- Previously in February, the project won the ACEC California Chapter's Honor Award.
- This project has also garnered several other awards, including:
 - Caltrans Partnering in Motion Gold Award
 - American Society of Bridges and Roads Top Ten Roads Award
 - WTS Innovative Transportation Solutions Award
 - American Society of Civil Engineers Outstanding Construction Project Award

22. Directors' Reports

Director Foley inquired about graffiti abatement issues since some graffiti issues over the weekend were on the new bridges/walls along Interstate 405.

Mr. Johnson, CEO, stated that OCTA would address the project area. In addition, Caltrans can also address any issues as appropriate.

23. Closed Session

A Closed Session was held as follows:

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

There was no report out.

All members present in Closed Session with the exception of Director Hennessy.

24. Adjournment

The meeting adjourned at 10:56 a.m.

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

ATTEST:



Andrew Do
Chairman



Gina Ramirez
Deputy Clerk of the Board

**OCTA
Public Committee and Board Member Recruitments**

**Public Member Recruitment
Communications and Outreach Plan
February 2021**

BACKGROUND

The Orange County Transportation Authority (OCTA) is dedicated to developing and delivering transportation solutions that enhance quality of life and keep Orange County moving. We are seeking a public member to represent the public on our 18-member Board of Directors for a four-year term. Voting members include five members of the Orange County Board of Supervisors, ten Orange County city members, and two public members. A non-voting member, representing the California Department of Transportation, also sits on the Board.

Candidates must be residents of Orange County and should have some knowledge of transportation, finance, and OCTA priorities, and an interest in representing the public. A person who is currently serving as an elected official within the County, an elected official of any agency or special district within the County, or an elected official of the County of Orange, and who has held any of those positions in the past four years, is not eligible to apply.

The person selected will be asked to devote 15 to 20 hours each month to Board business, including two monthly meetings of the Board of Directors and other activities. A stipend is available.

To be considered, candidates must submit an application, letter of interest, resume, and signed disclaimer by 5 p.m. Friday, February 26, 2021.

The primary purpose of the Public Member Recruitment Communications and Outreach Plan is to inform the public and stakeholders about this position to attract the best-qualified person to serve Orange County as a representative of the OCTA Board of Directors.

GOAL

- Create awareness of the recruitment for the public member on OCTA’s Board of Directors targeting all Orange County residents

TARGET AUDIENCES

- General public
- Business organizations
- Transportation industry organizations
- Local, state, and federal government communications channels
- Diverse communities
- Media

STRATEGIES/TACTICS

- Digital Communications:
 - Public Member Recruitment landing page
 - Email blasts
 - Businesses/organizations
 - Local government

- State and Federal offices
 - Diverse Communities
 - On the Move Blog
 - Social media posts (corporate pages, and cross promote on capital project pages)
 - Online advertising with paid search, display advertising, and social advertising
- Newspapers: mainstream and ethnic markets
- Bus interior advertising
- Outreach:
 - OCTA's Public Committees
 - Business organizations
 - Building Industry Association (BIA)
 - North Orange County Chamber
 - North Orange County Legislative Alliance
 - OC Association of Realtors
 - OC Bar Association
 - OC Paralegal Association
 - Orange County Taxpayers Association (OC Tax)
 - Orange County Business Council (OCBC)
 - South Coast Metro Alliance
 - South Orange County Economic Coalition
 - National Human Resources Association - OC
 - Financial Planning Association of Orange County
 - Business Development Association of Orange County
 - Retired Employees Association of Orange County
 - American Institute of Architects - OC
 - Cal CPA - OC/Long Beach Chapter
 - Local Chambers
 - Environmental Groups
 - Educational Institutions
 - Transportation Industry Organizations
 - American Society of Civil Engineers (ASCE-OC)
 - American Council of Engineering Companies (ACEC-OC)
 - California Association for Coordinated Transportation (CalACT)
 - California Transit Association (CTA)
 - Women's Transportation Seminar, Orange County (WTS-OC)
 - International Chinese Transportation Professionals Association (ICTPA)
 - American Public Transportation Association (APTA)
 - Local, state, and federal government
 - Association of California Cities - Orange County (ACC-OC)
 - League of California Cities – Orange County
 - City Public Information Officers (PIO), City Managers, City Clerks
 - County of Orange
 - Local or District based State and Federal Offices
 - Diverse Communities
 - OCTA Diverse Community Leaders
 - Orange County Hispanic Chamber of Commerce

- Asian Business Association of Orange County
- Orange County Black Chamber of Commerce
- Orange County Heritage Council
- Vietnamese American Chamber of Commerce
- Media: send out press release to various media channels

SCHEDULE

February 1, 2021	Plan of Action Considered by Executive Committee
February 8, 2021	Plan of Action Considered by Board of Directors
February 8 to February 26, 2021	Public Outreach
February 26, 2021	Applications Due
March 1, 2021	Executive Committee Reviews Applications
March 15, 2021	Special Executive Committee to Conduct Applicant Interviews
March 29, 2021	Special Executive Committee (if needed)
April 5, 2021	Executive Committee Selects Candidate for Recommendation
April 12, 2021	Candidate Selection by Board of Directors Public Member Sworn-in that Afternoon



FOR MORE INFORMATION:
Eric Carpenter (714) 560-5697
Megan Abba (714) 560-5671

FOR IMMEDIATE RELEASE:
Feb. 17, 2021

OCTA Seeking Applicants for Public Member to Serve on Board of Directors

The 18-member board that oversees transportation in Orange County includes two members of the public

ORANGE – If you are a qualified applicant interested in helping guide a balanced and sustainable transportation system by serving on the Orange County Transportation Authority Board of Directors, you are asked to apply now.

OCTA’s board is seeking qualified applicants to serve as a public member on the 18-member board, which is responsible for transportation policy, programs and projects for Orange County’s 3.2 million residents.

The OCTA board is composed of all five Orange County supervisors, 10 elected city council members representing all regions of the county, and two members of the public, as well as a non-voting member representing Caltrans.

Public members are selected by the board for a four-year term, and the successful candidate is eligible to seek re-selection for additional terms.

Candidates for this seat must be residents of Orange County and should have a familiarity with transportation issues, finance, and OCTA priorities in addition to having an interest in serving the public.

Anybody who is currently serving as an elected official within Orange County, including any local jurisdiction or special district – or anybody who has held such a position in the past four years – is not eligible to apply for the public-member position.

Board Members are responsible for attending public board meetings on the second and fourth Monday of every month (excluding holidays), and various committee meetings, special meetings, events and workshops.

The anticipated time commitment per month is between 15 to 20 hours, the majority of them during daytime business hours. The application, and more information, is available at OCTA’s website www.octa.net/publicmember.

Completed applications should be submitted along with a letter of interest and resume by 5 p.m. on Friday, Feb. 26.

###

About OCTA: The Orange County Transportation Authority is the county transportation planning commission, responsible for funding and implementing transit and capital

projects for a balanced and sustainable transportation system that reflects the diverse travel needs of the county's 34 cities and 3.2 million residents. With the mission of keeping Orange County moving, this includes freeways and express lanes, bus and rail transit, rideshare, commuter rail, environmental programs and active transportation.

Public Member Recruitment

OCTA Board of Directors Seeks Applicants for Public Member

The Orange County Transportation Authority is the county transportation planning commission, responsible for funding and implementing transit and capital projects for a balanced and sustainable transportation system that reflects the diverse travel needs of the county's 34 cities and 3.2 million residents. With the mission of keeping Orange County moving, this includes freeways and express lanes, bus and rail transit, rideshare, commuter rail, environmental programs and active transportation.

OCTA is governed by an 18-member Board of Directors (Board), which sets policy for OCTA. Voting members include five members of the Orange County Board of Supervisors, ten Orange County city members, and two Public Members. A non-voting member, representing the California Department of Transportation, also sits on the Board. OCTA is seeking applicants for one Public Member seat for a four-year term.

Applicant Criteria and Expectations

Candidates must be residents of Orange County and should have some knowledge of transportation, finance, and OCTA priorities, and an interest in representing the public. A person who is currently serving as an elected official within the County, an elected official of any agency or special district within the County, or an elected official of the County of Orange, and who has held any of those positions in the past four years, are not eligible to apply. To review the Considerations for Selection of Public Member, please [click here](#).

Board Members are responsible for attending public Board meetings on the second and fourth Monday of every month (except holidays), and various committee meetings, special meetings, workshops, and events. Many of the meetings are held at the OCTA Headquarters, 550 South Main Street, Orange. However, at this time, the meetings are being held in a virtual format until the Governor's executive order prohibiting public gatherings is lifted. The monthly anticipated time commitment is between 15 to 20 hours per month, the majority of them during business hours.

Board compensation is \$100 per day, with a maximum per month of \$500 for OCTA business activities, including meeting, events, etc.

How to Apply

By 5 p.m. Friday, February 26th, 2021, applicants must submit the following: an application, a letter of interest, and a resume of no more than two pages (including any related Board or committee experience).

There are three ways to submit your information:

- Complete the [online application](#) and upload supporting documents
- Email the [application](#) and supporting documents to Andrea West, Interim Clerk of the Board at boardofdirectors@octa.net
- Mail the [application](#) and supporting documents to:

Orange County Transportation Authority
Attn: Andrea West, Interim Clerk of the Board
550 South Main Street
P.O. Box 14184
Orange, CA 92863-1584

Thank you for your interest in OCTA and Orange County.



FOR MORE INFORMATION:
Eric Carpenter (714) 560-5697
Megan Abba (714) 560-5671

FOR IMMEDIATE RELEASE:
March 1, 2021

OCTA Seeks Applicants for Taxpayer Oversight Committee

Applications for the volunteer position are due May 2

ORANGE – The Orange County Transportation Authority is seeking qualified volunteers to serve on the Taxpayer Oversight Committee, which monitors the agency’s use of funding generated by Measure M, Orange County’s half-cent sales tax for transportation improvements.

The independent, 11-member oversight committee ensures that all revenue collected by Measure M is spent on voter-approved transportation improvements, approves all changes to the Measure M plan, also known as OC Go, and holds annual public hearings on the expenditure of funds. The half-cent sales tax measure was first passed by voters in 1990 and was renewed by nearly 70 percent of voters in 2006.

Recruitment is currently taking place for openings in the First, Second, Fourth and Fifth Supervisorial Districts. All interviews will be held virtually because of the coronavirus (COVID-19) pandemic and committee meetings will be held remotely for the foreseeable future in accordance with state and local guidelines.

Measure M was developed to deliver a balanced and sustainable transportation network for the county and is expected to generate \$11.6 billion through 2041. The plan dedicates 43 percent of funding to freeway improvements, 32 percent to local street projects and 25 percent to transit.

Measure M also includes two unique environmental programs. The Environmental Mitigation Program, which allocates 5 percent of net freeway revenues, is a comprehensive effort to offset the environmental impacts of the Measure M freeway projects by acquiring and preserving large swaths of open space land and protecting plant and animal species in their native habitat.

In addition, 2 percent of gross Measure M revenue is allocated to the Environmental Cleanup Program, which helps improve water quality in Orange County by funding projects to remove litter and debris from roadways and storm drains.

Applications for a three-year committee term, July 2021 to June 2024, will be accepted through May 2. Applicants must be Orange County residents, at least 18 years old and live in either the First, Second, Fourth or Fifth Supervisorial District that they will represent.

The First District consists of Garden Grove, Santa Ana, Westminster, portions of Fountain Valley, and the unincorporated community of Midway City.

The Second District consists of Costa Mesa, Cypress, Huntington Beach, La Palma, Los Alamitos, Newport Beach, Seal Beach, Stanton, and portions of Buena Park and Fountain Valley. It also includes the unincorporated areas of Rossmoor, Sunset Beach and Surfside.

The Fourth District consists of Anaheim, Brea, Fullerton, La Habra, Placentia, and portions of Buena Park.

The Fifth District consists of Aliso Viejo, Dana Point, Laguna Beach, Laguna Hills, Laguna Niguel, Laguna Woods, Lake Forest, Mission Viejo, Rancho Santa Margarita, San Clemente, San Juan Capistrano, portions of Irvine, and the unincorporated communities of Coto de Caza, Ladera Ranch, Las Flores and Wagon Wheel.

Applications for the volunteer position are available at octa.net/TOC.

###

About OCTA: The Orange County Transportation Authority is the county transportation planning commission, responsible for funding and implementing transit and capital projects for a balanced and sustainable transportation system that reflects the diverse travel needs of the county's 34 cities and 3.2 million residents. With the mission of keeping Orange County moving, this includes freeways and express lanes, bus and rail transit, rideshare, commuter rail, environmental programs and active transportation.



FOR MORE INFORMATION:
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FOR IMMEDIATE RELEASE:
March 18, 2021

OCTA Seeks Volunteers for Citizens Advisory Committee

Applications are being accepted through May 2

ORANGE – The Orange County Transportation Authority is recruiting community leaders to fill openings on the Citizens Advisory Committee, which provides input on a range of transportation projects, studies and outreach activities.

The 34-member committee actively provides input on OCTA’s transportation studies, explores ways to improve traffic and communicates with the public. During the year, committee members are asked to participate in roundtable discussions and hear special presentations on various transportation projects, programs and services.

OCTA is seeking individuals with a demonstrated interest in community activities and transportation issues who are willing to dedicate at least 15 hours per year to meetings and activities. This is an unpaid volunteer position and committee members are asked to commit to a two-year term. Candidates must be at least 18 years old and live in Orange County.

Responsibilities of committee members include:

- Serving as a liaison between the public and OCTA,
- Identifying opportunities for community input,
- Recommending ways for obtaining public opinion on specific transportation issues,
- And commenting on significant transportation issues and suggesting possible solutions.

The Citizens Advisory Committee meets quarterly on the third Tuesday of the month at noon. Meetings are held virtually until further notice due to the coronavirus (COVID-19) pandemic.

Applications must be received by May 2 and are available at octa.net/CAC. For more information, contact Jared Hill at (714) 560-5680 or JHill1@octa.net.

The OCTA Board of Directors is expected to select the members in June.

###

About OCTA: The Orange County Transportation Authority is the county transportation planning commission, responsible for funding and implementing transit and capital projects for a balanced and sustainable transportation system that reflects the diverse travel needs of the county’s 34 cities and 3.2 million residents. With the mission of keeping Orange County moving, this includes freeways and express lanes, bus and rail transit, rideshare, commuter rail, environmental programs and active transportation.

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- Overview
- Citizens Advisory Committee >
- Special Needs Advisory Committee >
- Taxpayer Oversight Committee
- Technical Advisory Committee >
- State Route 91 Advisory Committee

Special Needs Advisory Committee

PROJECT CONTACT

JARED HILL
Community Relations Specialist
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jhill1@octa.net

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

Major Responsibilities Include:

- Advising OCTA about issues that relate to OCTA transit and paratransit services.
- Recommending the appropriate mechanism for obtaining disabled and senior service users' input on issues, i.e., focus groups, surveys, public meetings, et cetera.
- Communicating with care providers and agency clients regarding service-related information.
- Assisting with special needs service evaluations.

Selected by the OCTA Board of Directors, the SNAC is composed of 34 members representing a broad base of individuals with disabilities and senior citizens in the county. Selection criteria for the SNAC includes demonstrated interest and involvement with people with special needs and senior citizens, membership in a large, active OCTA constituency group (i.e. Braille Institute, senior centers), and a willingness to dedicate no fewer than 8 hours a year to OCTA meetings and activities. This recruitment process typically takes place late winter/early spring with final selection in June.

2022 Recruitment Period

Each year, as terms of various members expire, a recruitment process is conducted to fill vacant positions on the SNAC. This recruitment process typically takes place late winter/early spring with final selection in June.

If you need additional information, please contact Jared Hill at (714) 560-5680 or jhill1@octa.net.

Resources

- [Agendas and Presentations](#)
- [Current Members](#)
- [Committee Bylaws](#)

OCTA
Limited English Proficiency Plan

Orange County Transportation Authority Limited English Proficiency Plan

**Prepared for the Federal Transit Administration
In accordance with Circular 4702.1B
Executive Order 13166**

Board of Directors Approved: September 24, 2018



Updated June 2018

ORANGE COUNTY TRANSPORTATION AUTHORITY
Limited English Proficiency Plan
Language Assistance Plan
June 2018

The *Orange County Transportation Authority (OCTA) Limited English Proficiency Plan (LEP) and Language Assistance Plan* has been prepared to address OCTA's responsibilities as a recipient of federal financial assistance as they relate to the needs of individuals with limited English proficiency. As defined in Executive Order 13166, Individuals who have a limited ability to read, write, speak, or understand English are limited English proficient or "LEP." Under Executive Order 13166, OCTA is federally mandated to take responsible steps to ensure meaningful access to the benefits, services, information, and other important portions of its programs and activities to individuals who identify as LEP. OCTA utilized the U.S. Department of Transportation's (DOT) LEP Guidance Handbook and performed a Four Factor Analysis to develop the OCTA LEP Plan.

The DOT maintains that public transit agencies can retain LEP ridership even after they become proficient in English if his/her experience with public transportation is positive. Additionally, the Federal Transit Administration (FTA) has determined that conducting a LEP needs assessment based on a Four Factor Analysis ensures that a transit agency can know and understand the LEP population in its service area and be in a better position to implement a cost-effective mix of language assistance measures that target resources appropriately.

Four Factor Analysis

The DOT Four Factor Analysis provides guidance to transit agencies receiving federal financial assistance in taking reasonable steps to ensure meaningful access to all its services, programs, and activities utilized by LEP persons. The DOT guidance states transit agencies will provide written translation of vital documents for each eligible LEP language group that meets the Department of Justice (DOJ) Safe Harbor provision of five percent of the population or 1,000 persons, whichever is less, identified as a limited English proficiency speaker within the service area. Examples of vital documents a notice of rights, complaint procedures and forms, and, ADA paratransit eligibility forms and information. Such practices will be considered strong evidence of compliance with the recipient's written-translation obligations for the Safe Harbor provision.

- Factor 1:** The number or proportion of LEP persons to be served or likely to be encountered by an OCTA service, program, or activity;
- Factor 2:** The frequency with which LEP individuals come in contact with the program, service, or activity;
- Factor 3:** The nature or importance of OCTA services, programs, or activities provided to LEP individuals;
- Factor 4:** The resources available to OCTA and the costs.

FACTOR ONE - The number or proportion of LEP persons eligible to be served or likely to be encountered by an OCTA service, program, or activity.

OCTA defines a LEP person as those individuals limited by the ability to speak English less than "very well" as reported by the U.S Census Bureau. The following tables were utilized to determine the number of LEP persons eligible to be served, or likely to be encountered, by an OCTA service, program, or activity.

External Data Sources

U.S. Census Bureau

Table 1 represents the racial break-down of Orange County according to the 2010 U.S. Census Bureau.

Table 1: Orange County Racial Break-Down Total Population 3,010,232

Race	Total Population	Population Percentage
White – Non-Hispanic	1,328,499	44.1%
Black	50,744	1.7%
American Indian	18,132	0.6%
Asian	537,804	17.9%
Pacific Islander	9,354	0.3%
Hispanic	1,012,973	33.7%

Source: 2010 U.S. Census/2010 County of Orange Report on Race and Ethnicity.
 Less than 1.8% of population is equal to persons of two or more races

Table 2 represents the number of LEP speakers by language in Orange County who meet the Department of Justice (DOJ) Safe Harbor provision of *“every 1,000 speakers or five percent of the population whichever is less.”*

Table 2: Orange County Number of LEP Speakers for DOJ Safe Harbor Provision

	Orange County, CA	
		Estimate
Total:	2,983,659	Percentage
Speak only English	1,621,320	
Spanish:	777,491	
Speak English less than "very well"	334,492	11.2%
French (incl. Cajun):	11,148	
Speak English less than "very well"	1,783	0.06%
Haitian:	453	
Speak English less than "very well"	0	
Italian:	2,084	
Speak English less than "very well"	435	
Portuguese:	3,728	
Speak English less than "very well"	791	
German:	6,860	
Speak English less than "very well"	1,287	0.04%
Yiddish, Pennsylvania Dutch or other West Germanic languages:	2,556	
Speak English less than "very well"	144	
Greek:	3,281	
Speak English less than "very well"	634	
Russian:	7,942	
Speak English less than "very well"	3,143	0.11%
Polish:	1,940	
Speak English less than "very well"	949	
Serbo-Croatian:	1,148	
Speak English less than "very well"	164	
Ukrainian or other Slavic languages:	1,221	
Speak English less than "very well"	541	
Persian (incl. Farsi, Dari):	31,747	
Speak English less than "very well"	11,900	0.40%

Gujarati:	7,289	
Speak English less than "very well"	2,665	0.09%
Hindi:	11,293	
Speak English less than "very well"	2,645	0.09%
Urdu:	4,879	
Speak English less than "very well"	505	
Punjabi:	2,660	
Speak English less than "very well"	1,097	0.04%
Bengali:	1,449	
Speak English less than "very well"	144	
Nepali, Marathi, or other Indic languages:	5,455	
Speak English less than "very well"	905	
Other Indo-European languages:	6,249	
Speak English less than "very well"	1,900	
Telugu:	4,282	
Speak English less than "very well"	837	
Tamil:	5,268	
Speak English less than "very well"	857	
Malayalam, Kannada, or other Dravidian languages:	2,271	
Speak English less than "very well"	527	
Chinese (incl. Mandarin, Cantonese):	84,595	
Speak English less than "very well"	44,284	1.48%
Japanese:	15,792	
Speak English less than "very well"	6,956	0.23%
Korean:	74,010	
Speak English less than "very well"	42,081	1.41%
Hmong:	572	
Speak English less than "very well"	245	
Vietnamese:	180,840	
Speak English less than "very well"	107,103	3.59%
Khmer:	5,534	
Speak English less than "very well"	2,374	0.08%
Thai, Lao, or other Tai-Kadai languages:	4,802	
Speak English less than "very well"	2,388	0.08%
Other languages of Asia:	3,168	
Speak English less than "very well"	1,431	
Tagalog (incl. Filipino):	45,783	
Speak English less than "very well"	12,106	0.41%
Ilocano, Samoan, Hawaiian, or other Austronesian languages:	9,844	
Speak English less than "very well"	2,560	0.09%
Arabic:	25,961	
Speak English less than "very well"	8,344	0.28%
Hebrew:	2,257	
Speak English less than "very well"	271	
Amharic, Somali, or other Afro-Asiatic languages:	1,548	
Speak English less than "very well"	644	
Yoruba, Twi, Igbo, or other languages of Western Africa:	467	
Speak English less than "very well"	252	
Swahili or other languages of Central, Eastern, and Southern Africa:	208	
Speak English less than "very well"	0	
Navajo:	0	
Speak English less than "very well"	0	
Other Native languages of North America:	0	
Speak English less than "very well"	0	

Other and unspecified languages:	1,664	
Speak English less than "very well"	310	

B16001 Source: U.S. Census Bureau, 2016 American Community Survey 1-Year Estimates

Based on a decline in Orange County population identified in the 2016 American Community Survey, Spanish is the only language that meets the DOJ Safe Harbor threshold five percent of the LEP population that speaks English "less than very well". The sixteen additional languages meet the 1,000 speaker threshold criteria of the LEP population that speaks English less than "very well" or in Orange County. The sixteen languages identified as the 1,000 LEP speaker threshold are as follows: French, German, Russian, Farsi, Gujarati, Hindi, Punjabi, Chinese, Japanese, Korean, Vietnamese, Khmer, Thai, Tagalog, Ilocano, and Arabic.

Table 3 represents a five (5) year comparison of the English learners by number and percentage with reference to the primary language spoken by English learners in Orange County public schools.

Table 3: Orange County Public School Number/Percentage of LEP Learners by Language

Languages of English Learners by Number and Percentage					
Language	2012-13	2013-14	2014-15	2015-16	2016-17
All Other	6,488	7,394	7,520	7,496	7,725
	1.3%	1.5%	1.5%	1.5%	1.6%
Arabic	1,555	1,772	2,026	2,133	2,308
	0.3%	0.4%	0.4%	0.4%	0.5%
Tagalog	1,089				
	0.20%				
Korean	2,935	3,205	3,160	3,006	2,965
	0.6%	0.6%	0.6%	0.6%	0.6%
Mandarin		1,393	1,857	2,306	2,753
		0.3%	0.4%	0.5%	0.6%
Spanish	100,965	106,022	103,706	97,911	93,80
	20.3%	21.2%	20.9%	19.9%	19.1%
Vietnamese	10,213	10,784	11,121	10,149	9,756
	2.1%	2.2%	2.2%	2.1%	2.0%
Total	123,245	130,570	129,390	123,001	119,315

A total of 2,664,921 California public school students (English Learners and Fluent English Proficient) speak a language other than English in their homes. This number represents about 42.8 percent of the state's public school enrollment. This graph displays the number of students speaking each of the top five non-English languages in Orange County 2012 through 2017 K-12th grade. <http://www.cde.ca.gov/ds/sd/cb/cefelfacts.asp>

Table 4 represents the languages and vital documents the County of Orange translates for the County's Health Care Agency's Medi-Cal Mental Health Services program.

Table 4: County of Orange Medi-Cal Translated Vital Documents Available by Language

Title	Arabic	English	Farsi	Korean	Spanish	Vietnamese
Advance Health Care Directives (F346-705)						
Grievance or Appeal Form (F346-706)						
Grievance & Appeal Process Posters						
Authorization to Use and Disclose						

Protected Health Information (F346-531B)

Consent to Record (F346-474)						
Mental Health Plan Intake/Advisement Checklist (F346-753)						
Mental Health Plan Provider List (Directory)						
Psychiatric Medication Consent (F346-7921)						
Informed Consent for Services (F346-301)						
Notice of Action A (F346-737)						
Notice of Action B (F346-738)						
Notice of Action C (F346-787)						
Notice of Action D (F346-786)						
Notice of Action E (F346-785)						

OC.gov.com 2016 Statistics

Internal Data Source

During the period January 1, 2015 through February 2018 OCTA received 277 requests for language translation assistance in a language other than English through the Customer Relations department. The cumulative requests for assistance in each language were as follows:

<u>Language</u>	<u>Number of Requests</u>
Arabic	6
Burmese	2
Egyptian Arabic	1
Farsi	11
Hindi	3
Korean	8
Mandarin	55
Persian	3
Romanian	1
Russian	1
Spanish	2
Tagalog	1
Vietnamese	183
Total	277

Summary – Number of LEP Likely to be Served

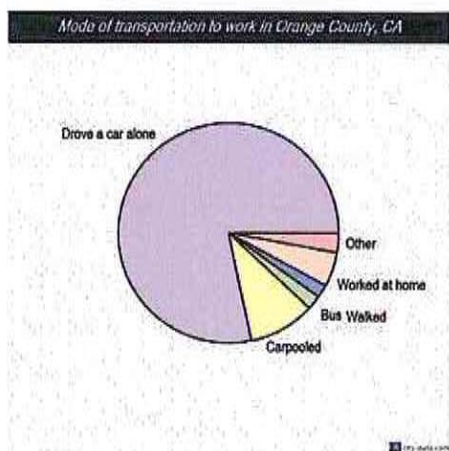
- As of 2016 American Community Survey, the overall population of Orange County has declined.
- With the population reduction, Vietnamese no longer meets both the number and percentage criteria for the Safe Harbor provision.
- The number and percentage of Public school Arabic, Tagalog, Korean, Chinese, Spanish, and Vietnamese language learners have declined in Orange County over a five-year period.
- The County of Orange has identified vital document translation in Arabic, Farsi, Korean, Spanish, and Vietnamese for the County’s Medi-Cal mental health services.
- The language with the highest request for verbal translation services for OCTA was Vietnamese.

- The sixteen languages do not meet the 5% of the population but are identified as the 1,000 LEP speakers that meet the Safe Harbor threshold in Orange County.
- The sixteen languages that meet the 1,000 speaker Safe Harbor provision in Orange County are Arabic, Chinese, Farsi, French, German, Gujarati, Hindi, Ilocano, Japanese, Korean, Khmer, Punjabi, Russian, Thai, Tagalog, and Vietnamese.

FACTOR TWO - The frequency with which LEP individuals come in contact with the program, service, or activity.

Chart 1 represents approximately 1.7% of the population in Orange County who travels by means of public transportation bus for work.

Means of transportation to work:



- **Drove a car alone:** 1,307,611 (78.7%)
- **Carpooled:** 167,072 (10.1%)
- **Bus or trolley bus:** 28,788 (1.7%)
- **Streetcar or trolley car:** 160 (0.0%)
- **Subway or elevated:** 215 (0.0%)
- **Railroad:** 3,886 (0.2%)
- **Ferryboat:** 177 (0.0%)
- **Taxicab, motorcycle, or other means:** 19,943 (1.2%)
- **Bicycle:** 11,510 (0.7%)
- **Walked:** 26,417 (1.6%)
- **Worked at home:** 95,142 (5.7%)

Read more: http://www.city-data.com/county/Orange_County-CA.html#ixzz5HkzpU9Xm

Appendix 1 is a cross reference of 2010 U.S. Census information and 2017 City-Data that identifies by zip code the number and percentage of LEP individuals who speak English “less than very well” for Spanish, Indo-European, and Asian/Pacific Islander languages who use public busses as a means of transportation to work. Approximately 76,653 individuals take the bus to work as means of transportation. Of those individuals, approximately 36,549 or 47.7% identify as individuals who speak English “less than very well”. The language percentages of potential LEP passengers utilizing bus for means of transportation to work is approximately 17% for Spanish, 9% for Indo-European, and 21% for Asian/Pacific Islander languages.

2014 Customer Satisfaction Survey Results

The 2014 Customer Satisfaction Survey was conducted to measure general bus usage. Respondents were very frequent users of OCTA bus services, with 82 percent using the bus four to seven days per week and another 15 percent using the bus one to three days per week. Respondents who were less frequent riders (less than 4 days per week) were more widely spread across the employment spectrum and included homemakers, students, and disabled residents. Respondents in the survey appeared to be long-term riders of OCTA buses with 62 percent having been riders for at least four years.

The dominant reasons why respondents indicated they ride OCTA's fixed-route bus service instead of another means of transportation centered on their inability to use a personal vehicle (car), either because it is too expensive to purchase and/or maintain a car (45%), they do not have a license/can't drive (19%), or their current vehicle is not working properly (9%). Cost was also a factor for some, with 9% stating they save money by riding the bus and an additional 5% citing high gas prices as the main reason why they choose to ride the bus.

Table 5 represents the percentage of respondents by income and ethnicity who use OCTA busses instead of other means of transportation.

Table 5: Income/Ethnicity of Survey Respondents General Purpose Bus Usage

	Household Income (QD12)						Ethnicity (QD9)					
	Less than \$10K	\$10K to \$19K	\$20K to \$29K	\$30K to \$49K	\$50K to \$64K	\$65K or more	Cauc / White	Latino / Hispanic	Af Amer / Black	Amer / Indian	Asian American	Other / Mixed
Can't afford to purchase, maintain a car	56%	46%	39%	32%	27%	26%	45%	46%	37%	34%	43%	33%
No driver's license, can't drive	18%	16%	24%	21%	18%	20%	18%	21%	15%	14%	21%	14%
I save money by riding the bus	5%	10%	7%	14%	20%	17%	9%	8%	11%	18%	12%	13%
My car isn't working properly	6%	9%	9%	13%	7%	9%	8%	7%	17%	6%	5%	14%
Prefer not to drive	3%	4%	5%	7%	7%	6%	5%	5%	4%	4%	4%	6%
High gas prices	3%	5%	8%	5%	9%	4%	5%	4%	7%	7%	4%	4%
Other reason	5%	4%	3%	3%	4%	7%	4%	4%	4%	6%	3%	7%
Enjoy riding the bus	3%	2%	2%	2%	3%	3%	2%	3%	3%	0%	3%	1%
Better for environment, air quality	1%	2%	1%	2%	3%	5%	2%	1%	1%	3%	3%	3%
Avoid traffic congestion	1%	1%	1%	1%	1%	2%	1%	1%	0%	2%	1%	5%
Better use of time	0%	1%	1%	0%	1%	1%	1%	0%	0%	5%	1%	0%

2014 Fixed-Route Bus Service Customer Satisfaction Survey – True North Research

Summary

- Approximately 2% of Orange County population uses a public transportation bus by means to transportation to work.
- Approximately 76,653 individuals take the bus to work as means of transportation and of those individuals, approximately 36,549 or 47.7% identify as individuals who speak English "less than very well" who have the potential to come in contact with OCTA fixed-route services.
- Of the approximate 47.7% potential LEP passengers utilizing bus for means of transportation to work, approximately 17% speak Spanish, 9% speak an Indo-European, language, and 21% speak an Asian/Pacific Islander language.
- The majority of survey respondents were identified as passengers who ride fixed-route buses from four (4) to seven (7) days a week for at least the last four (4) years.
- Approximately 73% of survey respondents stated the primary reason for utilizing public transportation was an inability to maintain a vehicle due to cost, licensing, or maintenance.
- Survey respondents by income and ethnicity indicated the best media resource for receiving fixed-route information was the OCTA Bus Book.

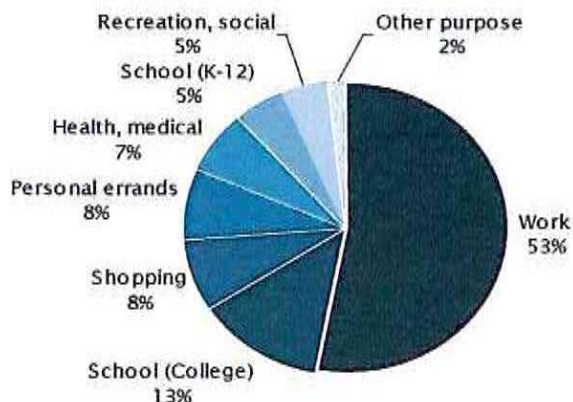
FACTOR THREE

Factor 3: The nature or importance of OCTA services, programs, or activities provided to LEP individuals.

OCTA is the premier fixed-route bus system of Orange County, which operates 77 routes throughout the County. OCTA's fixed-route bus system is an integral part of the regional transportation system. OCTA delivers efficient transportation programs that reduce traffic congestion and improve mobility. As the premier provider of urban public transportation in the County of Orange, OCTA also provides an important paratransit programs, bus service between Metrolink stations, and connecting routes to Los Angeles, Riverside, and San Diego transit agencies.

2014 Customer Satisfaction Survey Results

The 2014 Customer Satisfaction Survey results indicated that more than half (53%) of riders who were taking the bus at the time he/she was being interviewed was work-related. Other purposes included going to college (13%), shopping (8%), running personal errands (8%), traveling to/from a health or medical appointment (7%), going to school (5%), attending a recreation/social event (5%), and other purposes (2%).



Summary

- As the premier provider of public transportation in Orange County, members of the public rely on the fixed-route bus services as a means of transportation to work.
- Approximately 18% of the public use fixed-route bus services by means to transportation for primary and secondary educational services.

FACTOR FOUR

Factor 4: The resources available to OCTA and the costs.

According to the 2014 Customer Satisfaction Survey, approximately 79% of the passengers surveyed prefer to receive fixed-route bus information in English. The second highest language was Spanish at 18%.

Table 6 identifies by the language riders prefer to receive fixed-route bus information in.

Table 6: Language Preferred to Receive Bus Information

In what language would you prefer to receive bus information? <i>Check one.</i>		
1	English	79%
2	Spanish	18%
3	Vietnamese	1%
4	Chinese/Mandarin/Cantonese	1%
5	Korean	<1%
6	Tagalog	<1%
7	Farsi	<1%

The 2014 Customer Satisfaction Survey rated the OCTA Bus Book as the most effective source for information about OCTA bus service (68% very or somewhat effective), followed by Text4Next (56%), information at bus stops (56%), eBusbook from OCTA's website (56%), the Telephone Customer Information Center (52%), OCTA mobile website (51%), and the Trip Planner on OCTA's website (51%).

Table 7 identifies by ethnicity the effectiveness for each source of fixed-route information.

Table 7: Percentage Effectiveness of Information Sources by Ethnicity

	Ethnicity (QD9)					Other / Mixed
	Caucasian / White	Latino / Hispanic	Af Amer / Black	Amer Indian	Asian American	
Printed Bus Books	50%	53%	54%	47%	43%	51%
Text4Next	35%	47%	42%	42%	28%	44%
eBusbook from OCTA's website	33%	39%	43%	33%	34%	46%
Information at Bus Stops	31%	41%	35%	32%	31%	40%
OCTA mobile site	30%	38%	33%	27%	30%	38%
Telephone Customer Information Center	33%	36%	39%	25%	22%	41%
Trip Planner from OCTA's website	32%	35%	34%	34%	26%	33%
Google Transit website	28%	34%	33%	35%	30%	42%
Advertising inside buses	21%	32%	28%	30%	17%	33%
On-bus Rider Alert flyers	21%	31%	26%	27%	19%	27%
Email/Rider Alerts	21%	30%	25%	25%	17%	23%
Special Promotional Service Brochure on bus	20%	30%	26%	29%	15%	30%
Advertising on outside of bus	21%	28%	25%	33%	17%	32%
Social Media - Facebook and/or Twitter	18%	28%	23%	26%	15%	26%
511 (phone)	18%	26%	21%	25%	13%	29%
Go511.com website	17%	23%	19%	23%	12%	28%

2014 Fixed-Route Bus Service Customer Satisfaction Survey – True North Research

Summary

- Approximately 80 percent of survey respondents prefer to receive fixed-route bus information in English.
- The OCTA Bus Book is considered the most effective resource for fixed-route information for six identified ethnic groups.

Conclusion

- As of 2016 American Community Survey, the overall population of Orange County has declined and as such Vietnamese no longer meets both the number and percentage criteria for the Safe Harbor provision.
- Approximately 2% of Orange County population uses a public transportation bus by means to transportation to work.
- OCTA passengers also use the fixed-route bus service by means of transportation to public school or secondary education, errands, and doctor's appointments.
- Approximately 76,653 individuals take the bus to work as means of transportation and of those individuals, approximately 36,549 or 47.7% identify as individuals who speak English "less than very well" who have the potential to come in contact with OCTA fixed-route services.
- Customer Satisfaction Survey respondents indicated the preferred language to receive information is English.
- With the projected reduction in population, Vietnamese does not meet the 5% Safe Harbor threshold but continues to have at least 1,000 speakers.
- Vital documents provided by the County of Orange Medi-Cal Mental Health services translates its vital documents into four languages which are reflective of the four most language translation requests OCTA has received in the last three years.

Available Resources

OCTA has allocated \$25,000.00 in the FY 2018-2019 Budget for translation services. OCTA's External Affairs Division utilizes the allocation to ensure that OCTA information is available in Spanish regarding services, programs, and activities including surveys, bus routes and fares, and other informational media in the Bus Book and on the buses, as well as in the Administrative Office buildings and OCTA Store. Information in Vietnamese will be available for services, programs, and activities including surveys, bus routes and fares, and other informational media on the buses. Information for major service and fare changes, as well as public hearings, information will be available in Chinese, Farsi, Korean, Spanish, and Vietnamese. Due to the low volume of translations requests over the three-year period, other language translations will be upon request.

In June 2018, the External Affairs Division updated the OCTA website with the capability for translating website information into 15 out of the 16 languages that meet the Safe Harbor provision: Arabic, Chinese, Farsi, French, German, Gujarati, Hindi, Japanese, Khmer, Korean, Punjabi, Thai, Tagalog, Russian, and Vietnamese. Translation for Hawaiian languages is not available at this time.

OCTA will utilize its Employee Language Translator Volunteer data-base for additional language translation services upon request. Employee translators are available in all of the identified Safe Harbor languages except for French, German, Japanese, and Russian. There have been no requests for language translation for French, German, and Japanese within the last three years. Requests for Russian translation services can be provided through the Customer Relations Department provided by AT&T.

OCTA's Customer Relations Department, which manages customer comments by phone, mail, email, and in-person currently benefits from staff members who speak Spanish and/or Vietnamese. The Customer Relations team also utilizes translation services provided by AT&T for customers who speak other languages, providing OCTA with the ability to communicate with over 160 different languages. The OCTA Store, which makes available bus passes and is an informational source for the general public on transit information, is also manned by two (2) representatives who speak Spanish.

OCTA's Customer Information Center (CIC) is a telephone-based information service that manages customer inquiries primarily concerning bus transit trip generation. The CIC is a procured service operated by a firm which has satisfied all agency Disadvantaged Business Enterprise, Minority Business Enterprise, and Women Business Enterprise requirements. Currently, the CIC employs thirty-four agents, of which fourteen are bilingual Spanish speaking. The CIC also utilizes the translation services provided by AT&T, as needed.

Vital documents are defined as those documents without which a person would be unable to access services. The following are vital written communications that are printed in both English, Spanish and Vietnamese for Title VI: Title VI Protection Notification, Title VI Complaint Procedure and Form. Marketing materials for major service and fare changes and Public Hearing Notices will be available in English, Spanish, and Vietnamese and depending on the affected area in Chinese, Farsi, and Korean. ADA vital written documents such as intake, denials, and grievances, complaint procedure and form are available in English and Spanish.

Due to the low number of requests for language translation services during the triennial period, in addition to no requests for vital written translation for Title VI or ADA documents for any of the of the Safe Harbor languages, or for non-vital documents, all requests for language/translation assistance will be served utilizing resources previously identified upon request.

Language Assistance Implementation Plan:

Based on the four factor analysis, OCTA has identified the Spanish as the primary language assistance needs and services required to provide meaningful access to information for the LEP residents of Orange County. OCTA will review its LEP Plan on a triennial basis and incorporate LEP data gathering ventures, such as surveys, to further identify additional language area-specific needs for the top languages identified. A review of OCTA's relevant programs, activities, and services that are being offered or will be offered by OCTA as of June 2018 include:

- Spanish speaking translators are available upon request during normal business hours.
- The majority of OCTA Coach Operators are bi-lingual and are able to assist members of the public in Spanish and Vietnamese.
- Non-bi-lingual Coach Operators can assist members of the public utilizing other passengers who speak another language.
- OCTA will utilize its Employee Language Translator Volunteer data-base for additional language translation services upon request.
- "I Speak" cards are available at both reception desks to assist members of the public with obtaining translation services.
- Geographic Information System (GIS) maps have been developed for five of the DOJ Safe Harbor to which OCTA has received the highest number of requests for language assistance within the last three years. (See attachments)
- *OCTA will provide marketing materials for major service and fare changes in Chinese, Farsi, Korean, Spanish, and Vietnamese in accordance to effected areas per the GIS LEP language maps.
- Route and schedule in the Bus Book is available in both English and Spanish.
- Route and schedule information available for translation in 16 languages on the OCTA website.
- A supplemental language bus placard is on all vehicles in seven languages and pictographs to notify the beneficiaries of Title VI protection and the information to file a claim and/or receive additional translation services.
- The subsequent language surveys will be distributed at community outreach events and evaluated to enhance language needs at other OCTA programs.

OCTA will actively and regularly contact the community organizations that serve LEP persons to identify any additional information or activities that might better improve OCTA's services to assure non-discriminatory service to LEP persons. OCTA will then evaluate the projected financial and personnel requirements to provide the translation services and assess which of these can be provided most cost-effectively. The following is a list of community organizations that have been contacted or will be contacted to assist in gathering information about services most frequently sought by the LEP population:

- Ethnic Chamber of Commerce – Asian Native
- Vietnamese Community of Orange County
- Korean Community Services
- Orange County Hispanic Chamber of Commerce
- Regional Center of Orange County
- Iranian Cultural Center of Orange County

Training Staff

Coach Operators have the most frequent contact with a LEP person through daily interaction with passengers during fixed-route hours of operations. Customer Service Representatives and the

General Services staff also have frequent contact with LEP persons, either in person at the OCTA administrative offices or by telephone.

In 2015, all newly hired Coach Operators receive Title VI training on the final day of a six-week training program. Title VI training topics included:

- Understanding Title VI responsibilities;
- The language assistance services offered by OCTA;
- Specific procedures to be followed when encountering a LEP person;
- Assisting passengers/members of the public in obtaining Title VI information, how to obtain complaint procedure information and translation services.

Training for all other employees who have contact with LEP members of the public such as OCTA reception desks, the OCTA store, and administrative assistance will receive refresher training in 2019.

CONCLUSION

The LEP Plan is designed to be flexible and to be reviewed as an ongoing process. As such, it is important to consider whether new documents and services need to be made accessible for LEP persons and also to monitor changes in demographics, and types of services in those demographics. When changes occur, the LEP Plan will be updated as appropriate.

OCTA will post the LEP Plan on its website at www.octa.net. Copies of the LEP plan will be provided to any person or agency requesting a copy. LEP persons may obtain copies/translations of the LEP plan upon request.

Any questions or comments regarding this Plan should be directed to:

Maggie McJilton Executive Director
Human Resources & Organizational Development
Orange County Transportation Authority
550 South Main Street
Orange, CA 92863-1584
Phone: 714-560-5824
Fax: 714-560-5727
E-mail address: mmcjilton@octa.net

Dixie Cochran
Title VI Civil Rights Administrator
Orange County Transportation Authority
550 South Main Street
Orange, CA 92863-1584
Phone: 714-560-5630
Fax: 714-560-5849
E-Mail address: dcochran@octa.net

2017 City-Data - Mean of Transportation to Work
 2010 Census Population - Language by Zip Code for Orange County

APPENDIX 1

City	Zip Code	2010 Census Population	2017 City-Data Bus as Means of Transportation to Work	Spanish			Indo European			Asian/Pacific Islander		
				Speaks English "Less Than Not Well"	Number of LEP Population	Potential Number of LEP Bus to Work	Speaks English "Less Than Not Well"	Number of LEP Population	Potential Number of LEP Bus to Work	Speaks English "Less Than Not Well"	Number of LEP Population	Potential Number of LEP Bus to Work
Aliso Viejo	92656	52,931	1%	10%	5293	53	4%	2,117	21	9%	4,764	48
Anaheim	92801	74,511	5%	23%	17138	857	12%	8,941	447	29%	21,608	1,080
Anaheim	92802	52,394	7%	26%	13622	954	10%	5,239	367	22%	11,527	807
Anaheim	92804	98,828	4%	22%	21742	870	12%	11,859	474	26%	25,695	1,028
Anaheim	92805	82,477	7%	24%	19794	1386	10%	8,248	577	19%	15,671	1,097
Anaheim	92806	41,410	3%	20%	8282	248	6%	2,485	75	20%	8,282	248
Anaheim	92807	41,870	1%	15%	6281	63	9%	3,768	38	14%	5,862	59
Anaheim	92808	22,905	0%	5%	1145	0	5%	1,145	0	15%	3,436	0
Brea	92821	44,660	1%	15%	6699	67	3%	1,340	13	15%	6,699	67
Buena Park	90620	56,018	2%	13%	7282	146	9%	5,042	101	16%	8,963	179
Buena Park	90621	43,831	4%	22%	9643	386	8%	3,506	140	24%	10,519	421
Costa Mesa	92626	60,284	2%	19%	11454	229	8%	4,823	96	20%	12,057	241
Costa Mesa	92627	78,597	6%	27%	21221	1273	4%	3,144	189	15%	11,790	707
Cypress	90630	58,748	1%	8%	4700	47	7%	4,112	41	20%	11,750	117
Dana Point	92629	35,861	2%	26%	9324	186	19%	6,814	136	25%	8,965	179
Fountain Valley	92708	66,701	1%	13%	8671	87	5%	3,335	33	21%	14,007	140
Fullerton	92831	44,743	2%	20%	8949	179	11%	4,922	98	17%	7,606	152
Fullerton	92832	32,982	5%	23%	7586	379	22%	7,256	363	26%	8,575	429
Fullerton	92833	59,501	2%	20%	11900	238	6%	3,570	71	21%	12,495	250
Fullerton	92835	29,491	1%	12%	3539	35	4%	1,180	12	24%	7,078	71
Garden Grove	92840	65,622	4%	21%	13781	551	8%	5,250	210	26%	17,062	682
Garden Grove	92841	41,078	2%	23%	9448	189	11%	4,519	90	31%	12,734	255
Garden Grove	92843	50,796	5%	25%	12699	635	14%	7,111	356	31%	15,747	787
Garden Grove	92844	29,934	3%	19%	5687	171	15%	4,490	135	30%	8,980	269
Garden Grove	92845	20,078	0%	1%	201	0	20%	4,016	0	29%	5,823	0
Huntington Bch	92646	69,968	1%	9%	6297	63	5%	3,498	35	14%	9,796	98
Huntington Bch	92647	75,289	2%	25%	18822	376	5%	3,764	75	22%	16,564	331
Huntington Bch	92648	51,893	1%	14%	7265	73	6%	3,114	31	10%	5,189	52
Huntington Bch	92649	38,637	1%	11%	4250	43	10%	3,864	39	14%	5,409	54
Irvine	92602	3,675	0%	0%	0	0	3%	110	0	13%	478	0
Irvine	92604	29,860	1%	8%	2389	24	8%	2,389	24	21%	6,271	63
Irvine	92606	23,155	0%	12%	2779	0	8%	1,852	0	19%	4,399	0

2017 City-Data - Mean of Transportation to Work
 2010 Census Population - Language by Zip Code for Orange County

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Irvine	92612	46,729	1%	4%	1869	19	6%	2,804	11%	5,140	28	11%	5,140	51
Irvine	92614	28,744	0%	5%	1437	0	8%	2,300	16%	4,599	0	16%	4,599	0
Irvine	92618	10,034	0%	0%	0	0	12%	1,204	10%	1,003	0	10%	1,003	0
Irvine	92620	34,849	0%	16%	5576	0	7%	2,439	14%	4,879	0	14%	4,879	0
La Habra	90631	88,231	2%	18%	15882	318	10%	8,823	18%	15,882	176	18%	15,882	318
La Palma	90623	18,587	0%	6%	1115	0	5%	929	21%	3,903	0	21%	3,903	0
Laguna Beach	92651	32,497	1%	20%	6499	65	8%	2,600	17%	5,524	26	17%	5,524	55
Laguna Hills	92653	57,625	1%	21%	12101	121	6%	3,458	15%	8,644	35	15%	8,644	86
Laguna Niguel	92677	77,654	1%	18%	13978	140	6%	4,659	10%	7,765	47	10%	7,765	78
Lake Forest	92630	75,268	1%	23%	17312	173	7%	5,269	13%	9,785	53	13%	9,785	98
Los Alamitos	90720	26,582	1%	11%	2924	29	6%	1,595	18%	4,785	16	18%	4,785	48
Mission Viejo	92691	55,992	1%	11%	6159	62	5%	2,800	11%	6,159	28	11%	6,159	62
Mission Viejo	92692	55,875	0%	0%	0	0	0%	0	0%	0	0	0%	0	0
Newport Beach	92660	34,496	0%	8%	2760	0	4%	1,380	12%	4,140	0	12%	4,140	0
Newport Beach	92663	31,839	0%	11%	3502	0	10%	3,184	27%	8,597	0	27%	8,597	0
Newport Coast	92657	6,367	0%	0%	0	0	2%	127	11%	700	0	11%	700	0
Orange	92865	24,816	2%	23%	5708	114	6%	1,489	19%	4,715	30	19%	4,715	94
Orange	92866	19,912	3%	21%	4182	125	3%	597	19%	3,783	18	19%	3,783	113
Orange	92867	49,827	3%	23%	11460	344	9%	4,484	17%	8,471	135	17%	8,471	254
Orange	92868	31,352	1%	18%	5643	56	5%	1,568	24%	7,524	16	24%	7,524	75
Orange	92869	47,949	2%	24%	11506	230	7%	3,356	16%	7,672	67	16%	7,672	153
Placentia	92670	59,735	1%	17%	10155	102	9%	5,376	18%	10,752	54	18%	10,752	108
Rnch Santa Mrg	92688	52,835	1%	12%	6340	63	8%	4,227	22%	11,624	42	22%	11,624	116
San Clemente	92672	43,531	1%	20%	8706	87	13%	5,659	13%	5,659	57	13%	5,659	57
San Clemente	92673	18,965	0%	8%	1517	0	8%	1,517	36%	6,827	0	36%	6,827	0
San Juan Cap	92675	38,689	2%	24%	9285	186	2%	774	28%	10,833	15	28%	10,833	217
Santa Ana	92701	75,502	13%	27%	20386	2650	14%	10,570	34%	25,671	1,374	34%	25,671	3,337
Santa Ana	92703	92,420	11%	24%	22181	2440	13%	12,015	31%	28,650	1,322	31%	28,650	3,152
Santa Ana	92704	105,277	7%	23%	24214	1695	12%	12,633	28%	29,478	884	28%	29,478	2,063
Santa Ana	92706	50,190	7%	26%	13049	913	9%	4,517	22%	11,042	316	22%	11,042	773
Santa Ana	92707	77,513	7%	22%	17053	1194	26%	20,153	20%	15,503	1,411	20%	15,503	1,085
Seal Beach	90740	28,535	1%	13%	3710	37	20%	5,707	10%	2,854	57	10%	2,854	29

2017 City-Data - Mean of Transportation to Work
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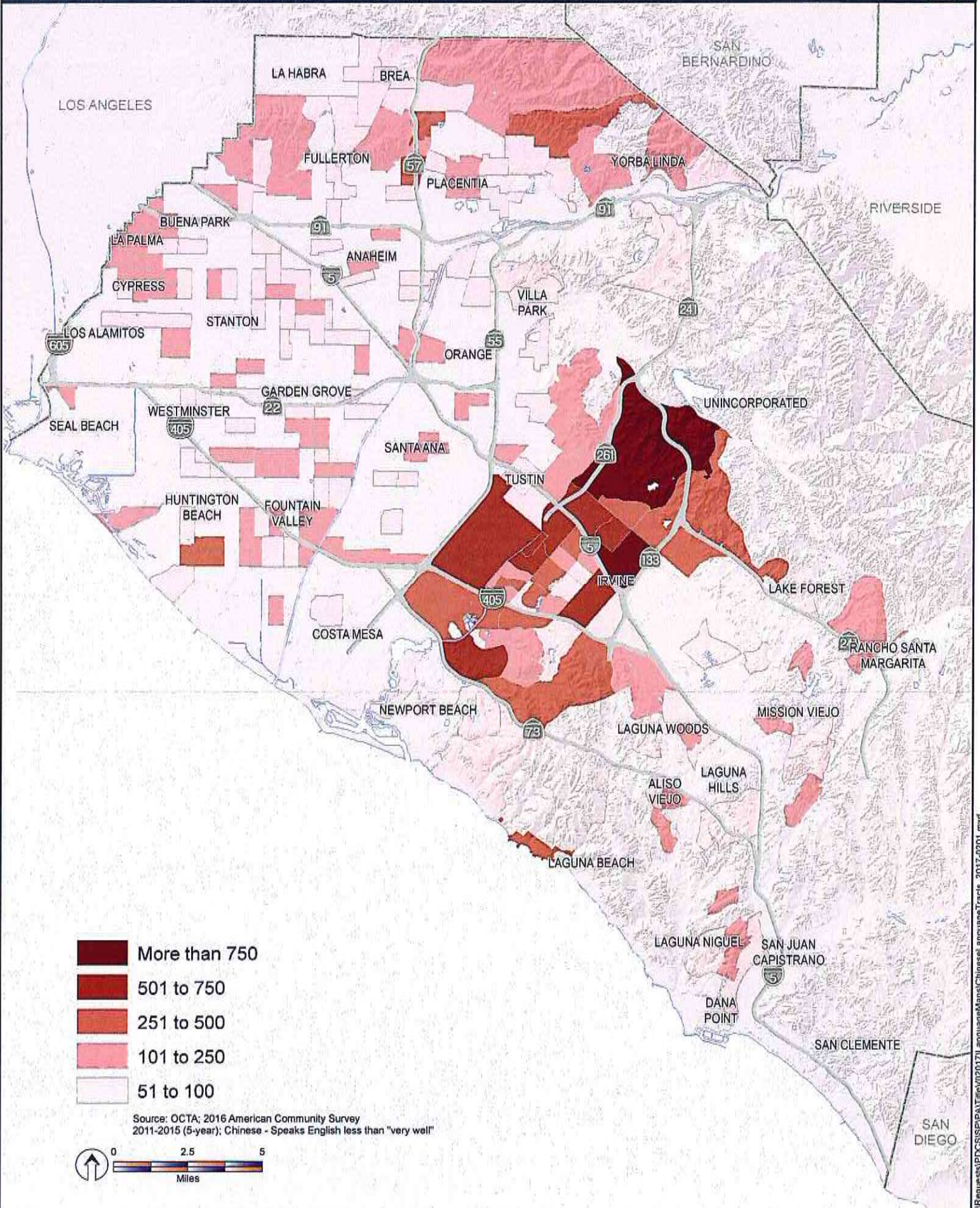
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Stanton	90680	38,417	6%	25%	9604	576	6%	2,305	138	25%	9,604	576
Tustin	92780	68,568	3%	20%	13714	411	16%	10,971	329	14%	9,600	288
Villa Park	92861	7,493	0%	1%	75	0	2%	150	0	14%	1,049	0
Westminster	92683	107,696	2%	22%	23693	474	13%	14,000	280	28%	30,155	603
Yorba Linda	92886	48,900	0%	13%	6357	0	5%	2,445	0	14%	6,846	0
Yorba Linda	92887	26,482	0%	12%	3178	0	5%	1,324	0	26%	6,885	0
		3,374,701	2%	17%	610,714	22,431	9%	306,232	11,241	21%	672,500	23,802
Number of Population Takes the Bus to Work		76,654				13,399			6,960			16,189

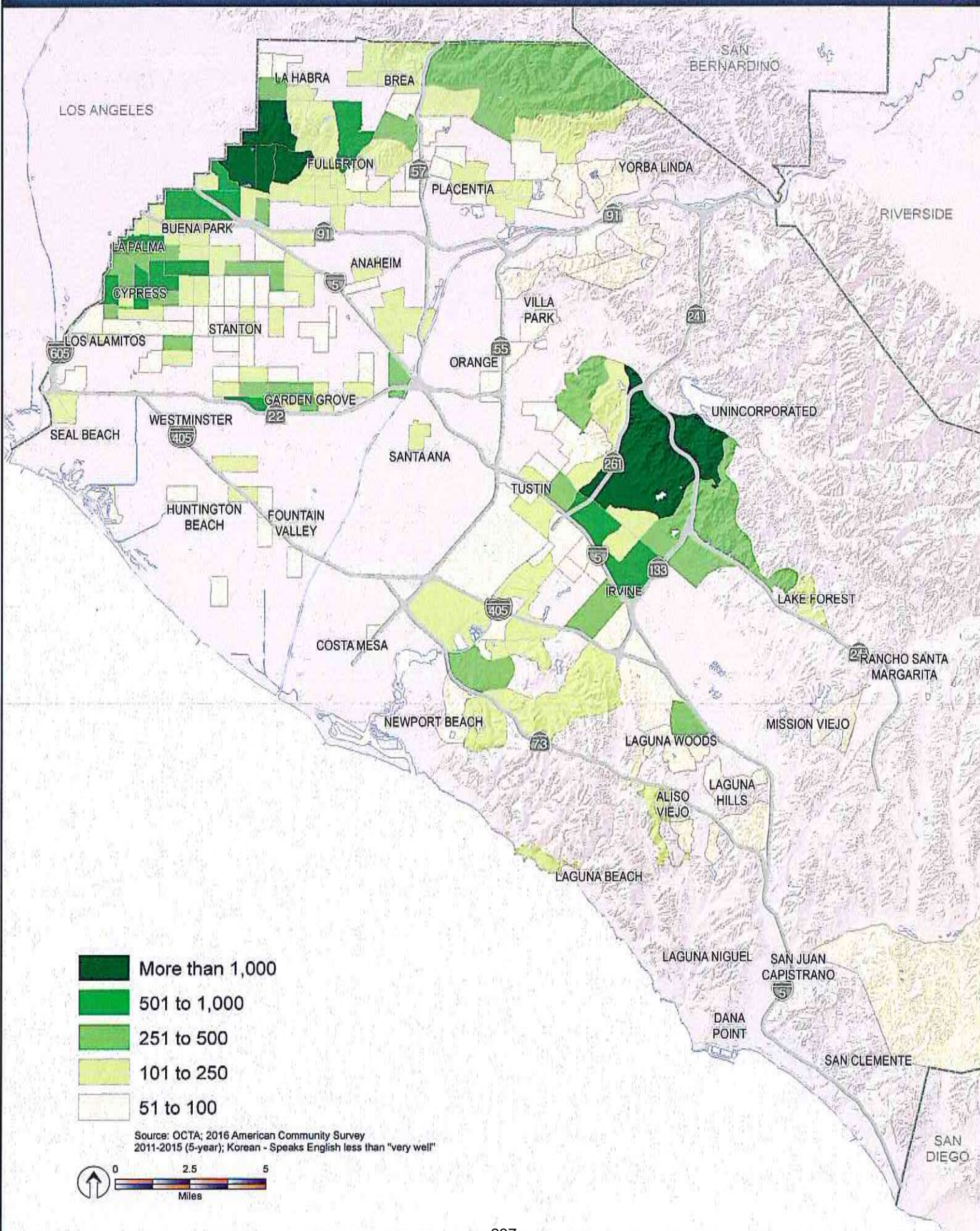
Potential Number of LEP Riders 36,549

Percentage of LEP Takes Bus to Work 47.7%

Limited English Proficiency Population 2015 - Chinese

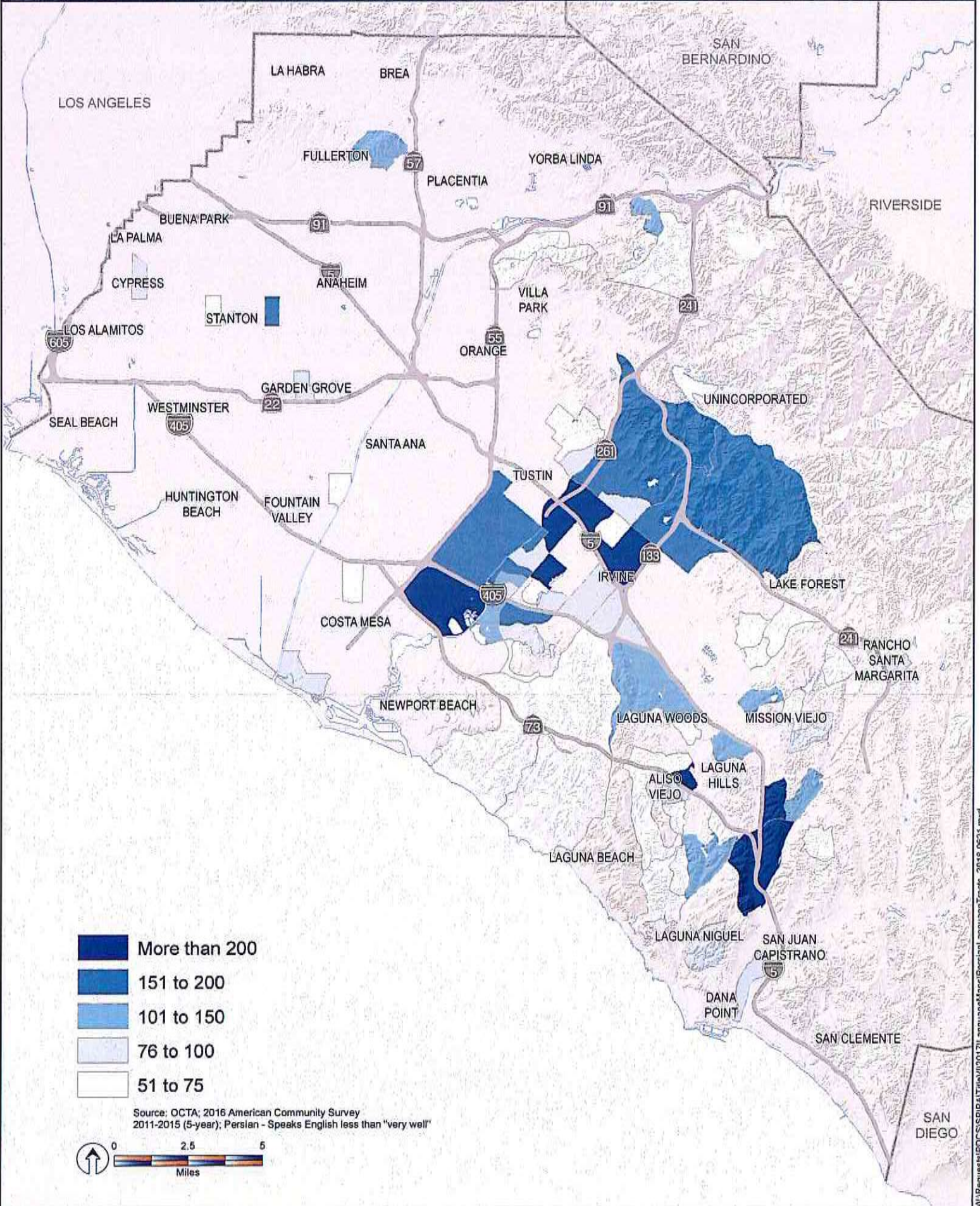


Limited English Proficiency Population 2015 - Korean



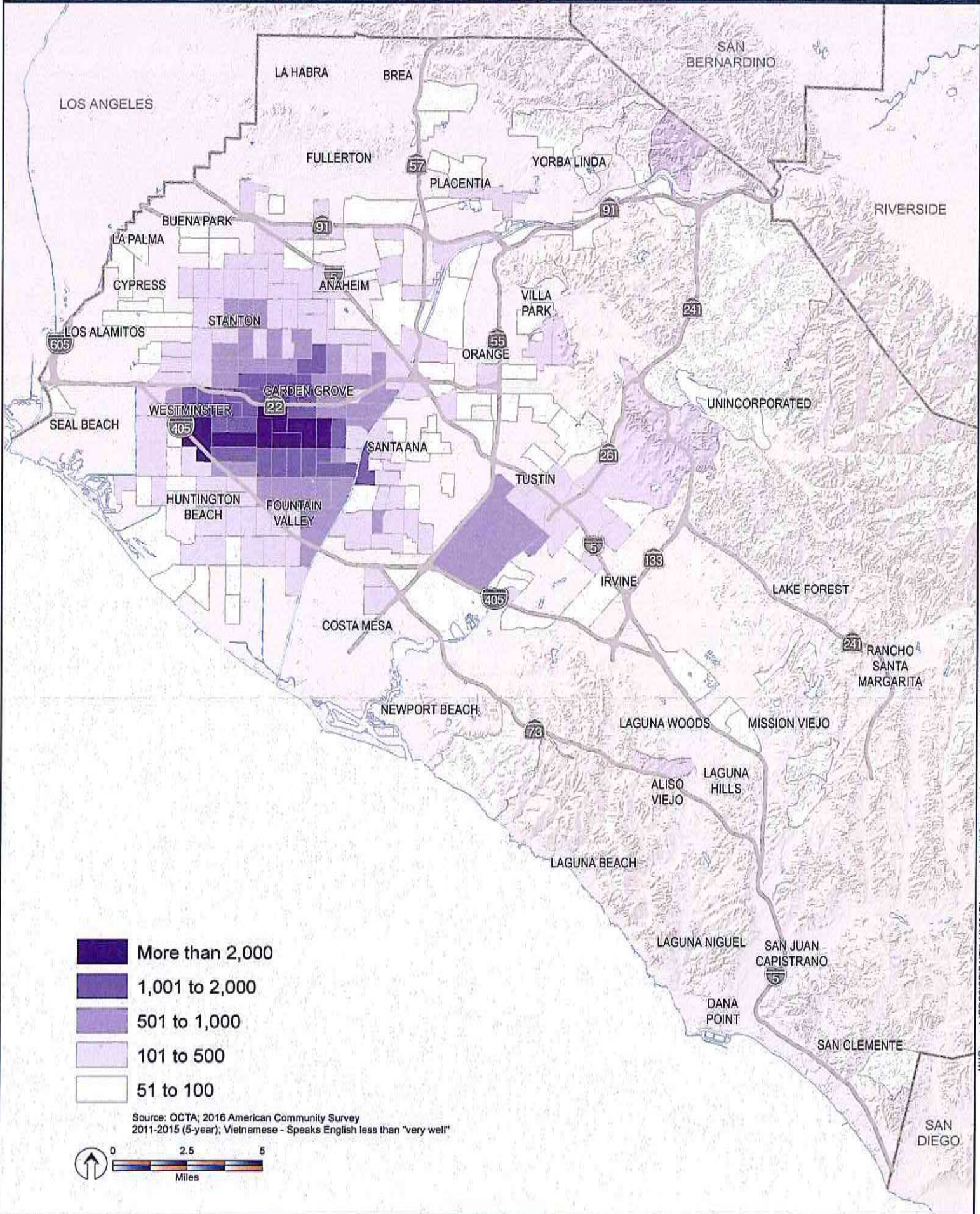
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Limited English Proficiency Population 2015 - Persian

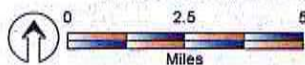


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Limited English Proficiency Population 2015 - Vietnamese



Source: OCTA; 2016 American Community Survey
2011-2015 (5-year); Vietnamese - Speaks English less than "very well"



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MINUTES EXCERPT

The following is an excerpt from the Minutes of the Orange County Transportation Authority (OCTA) Board of Directors (Board) meeting held on September 24, 2018.

15. Update to Orange County Transportation Authority Limited English Proficiency Plan

A motion was made by Director Murray, seconded by Director Davies, and declared passed by those present, to review and approve the updated Orange County Transportation Authority's 2018 Limited English Proficiency Plan.

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

Director Lori Donchak was absent from the Board meeting.

The foregoing excerpt will be presented to the Board of Directors on October 8, 2018, as part of the completed minutes of the September 24, 2018, OCTA Board of Directors' meeting.

Laurena Weinert
Clerk of the Board

Dated: September 24, 2018

OCTA
Subrecipient Monitoring Procedures Guide



FTA SUBRECIPIENT MONITORING PROCEDURES GUIDE

Grant Compliance & Program Controls Office
External Affairs Division

July 2018

1. Introduction and Purpose

The purpose of these FTA Subrecipient Oversight Procedures is to:

- Ensure that all technical specifications and cooperative/subrecipient agreement requirements are met by FTA subrecipients
- Monitor compliance with FTA requirements for FTA-funded vehicles or facilities that are maintained by subrecipients
- Monitor compliance with FTA requirements for transit services provided by subrecipients
- Identify performance issues and non-compliance with FTA requirements, and address them in a timely manner
- Track information regarding performance quality for the purposes of evaluating subrecipients of FTA funds for future grant awards
- Maximize the risk reduction benefits of limited resources

These procedures explain methods of monitoring, persons responsible, frequency, and expected deliverables associated with managing performance and compliance monitoring systems for rolling stock, construction, ADA paratransit, JARC and New Freedom programs, and fixed route services.

2. Scope and Applicability

This procedure applies to monitoring performance and compliance for the following types of FTA funded projects/programs:

- Transit
- Planning
- Capital Projects
- JARC and New Freedom

The frequency and type of monitoring will be based upon the following: a) size of the grant or cooperative agreement, b) associated risks, c) service complexity, d) type of grant and e) availability of resources needed to implement the program.

This document has been designed for FTA subrecipient monitoring, but it can be adapted to apply to OCTA direct contractors.

3. Subrecipient Definition

A subrecipient is a state or local government authority, non-profit organization, or operator of public transportation services that receives a grant indirectly through a direct grant recipient. This guide is designed for monitoring subrecipients of FTA funds.

To distinguish a subrecipient from a contractor, the following characteristics should be considered in keeping with *2 CFR 200.330 Subrecipient and Contractor Determinations* as derived from *OMB Circular A-*

133, Section 210. It is not expected that all the subrecipient characteristics will be present, and judgment must be used in determining whether a contract represents a subrecipient or contractor relationship.

Federal Award received by a Subrecipient	Payment for Goods and Services (Contractor)
<p>A subrecipient determines the means and methods for carrying out the state or Federal Program.</p> <p>Has responsibility for program decision making within the terms of the agreement.</p>	<p>A contractor provides the goods and services within normal business operations, to many different purchasers. The goods or services are ancillary to the operation of a State or Federal program.</p> <p>Operates in a competitive environment.</p>
<p>Performance is measured against whether the objectives of the Federal program are met</p>	<p>Performance is measured against whether it meets contract specification.</p>
<p>Has responsibility for adherence to applicable Federal program compliance requirements. Must submit periodic progress reports.</p> <p>The Grantee must monitor the subrecipient to ensure funds are property used.</p>	<p>Has responsibility for adherence to applicable Federal program compliance requirements, depending on the project scope. Must submit periodic progress reports.</p> <p>The Grantee must monitor the contractor to ensure funds are property used</p>

4. Assessing Monitoring Need and Developing The Monitoring Plan

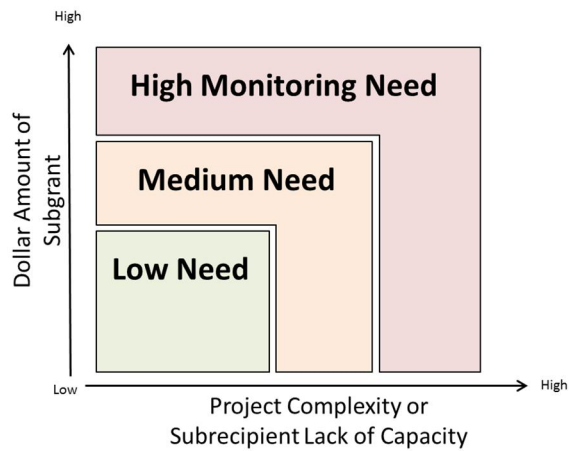
A risk-based approach to monitoring will be undertaken to ensure appropriate scrutiny of FTA subrecipients while maximizing the effectiveness of limited monitoring resources. A range of risk indicators will be used to identify the level of monitoring need for the subrecipient, which in turn will determine the Subrecipient Monitoring Plan schedule. The Monitoring Plan is a living document that should be maintained and updated to reflect any changes in situation or assessment of subrecipients. The Grant Compliance Office within the Government Relations/External Affairs Division is responsible for developing, maintaining, and implementing the Monitoring Plan.

Assess Monitoring Need

The Project Manager, in coordination with the Grant Compliance Manager, will assess the level of risk associated with each FTA subrecipient or project that they are responsible for, based on:

- The dollar amount of the subgrant
- The project size and complexity
- The capacity of the subrecipient

The following matrix is used to develop results, based on the completion of the FTA Subrecipient Monitoring Needs Assessment.



A variety of indicators should be used to assess the project complexity or subrecipient capacity. These are summarized in the table below. The Subrecipient Monitoring Needs Assessment (Appendix A) uses multiple choice questions based on these indicators to assess the project complexity and subrecipient capacity and thereby determines the level of monitoring needed.

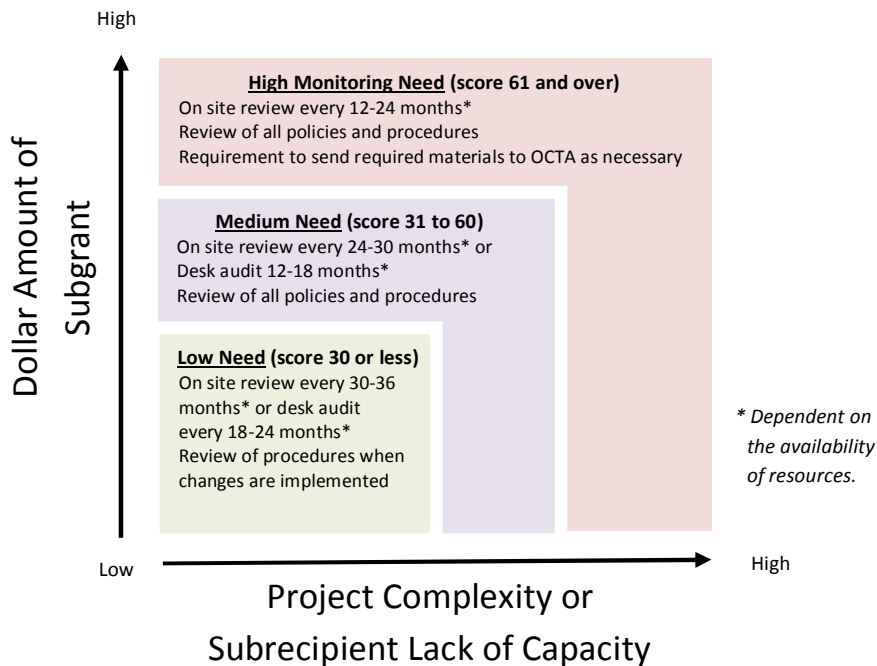
Project Complexity	Subrecipient Capacity
<ul style="list-style-type: none"> • Length of project • Tight project timelines • Large number of agencies involved that require coordination • Changes in scope of activities • Complexity of program funding/ match requirements • Fixed Route • Paratransit 	<ul style="list-style-type: none"> • Size of subrecipients' Federal award portfolio • Years of experience with managing state or federal funds, and with specific grant program and/or project • Prior findings as identified in audits, federal program monitoring, grantee monitoring • Timeliness in document submission and response to questions • History of non-compliance • History of issues in delivery • Management or staff turnover and experience • Systems for monitoring and keeping records of funds • Stakeholder complaints

The Subrecipient Monitoring Needs Assessment (Appendix A) should be completed by the Project Manager for each subrecipient at the start of the grant cycle when FTA subrecipients are identified, before any funding agreements are made, and/or annually on an as-needed basis. This is an internal planning document for use in assessing the frequency and approach of subrecipient monitoring activity.

After compiling the questionnaire, the Project Manager will total the scores to establish the subrecipient monitoring level needed. The results will be used to determine the annual plan for recipient monitoring, formal reviews and on-site visits

Subrecipient Questionnaire Score	Monitoring Need
Less than or equal to 40	Low
41-60	Medium
Greater than 60	High
Automatic High Level, regardless of overall score	
A score of 5 on any of the following questions - Section II Q 1 or 4, Section V Qs 1, 2 or 3, Section VI, Q 1: <ul style="list-style-type: none"> No previous experience as FTA subrecipient Material Findings from previous audits No financial management systems in place Drawdown or Invoicing restrictions Consistently late on some or all document reporting 	High

FTA subrecipients that will have a greater level of oversight and more frequent and active monitoring, as outlined in the chart below.



The intensity and frequency of the monitoring is highly dependent on availability of resources, including budgetary constraints and staffing. Detailed descriptions of these monitoring activities can be found in Section 5. Monitoring Process.

The Project Manager will share the findings of the Monitoring Needs Assessment with the Grants Compliance Office and agree to any changes to the monitoring plan where necessary. The Project Manager will notify the FTA subrecipient of the monitoring schedule so they are aware of what is planned. The Grant Compliance Manager may notify the subrecipient upon request by the Project Manager

All Monitoring Needs Assessments will be kept with the Grant Compliance Office for tracking, reporting and historical assessment information.

Develop FTA Subrecipient Monitoring Plan

The FTA Subrecipient Monitoring Plan provides the approach and schedule for monitoring activities for all subrecipients of FTA funds. It contains:

- Policies and procedures that guide the scope and frequency of monitoring activities and corrective actions (*this document*)
- The total FTA subrecipient contract population, including Monitoring Need Assessment
- Monitoring schedule of desk and on-site reviews, and quarterly reporting
- Monitoring checklists - Invoice Review Checklist Sample (Appendix B), Quarterly Report Sample (Appendix C), FTA Subrecipient Review Guide (Appendix D), Capital Project Checklist Sample (Appendix M)
- Summary of findings from previous monitoring cycle and any corrective actions being implemented.

The FTA Subrecipient Monitoring Plan is managed and updated by the Grant Compliance Office, with input from the Project Managers within the Implementing Divisions. It should be reviewed and approved by the Executive Director of External Affairs.

5. Monitoring Process

The monitoring process incorporates the full cycle of grants for subrecipient monitoring. The approach emphasizes both advising the subrecipient of their responsibilities, assessing compliance, and providing guidance as needed.

The subrecipient monitoring process will consist of the following activities:

1. Subrecipient Identification and Monitoring Needs Assessment
2. Elaboration of FTA requirements and subrecipient guidelines
3. FTA subrecipient funding agreement execution
4. Ongoing FTA subrecipient monitoring including certifications, assessments and quarterly reporting requirements
5. Formal compliance reviews, which includes desk and on-site reviews
6. Closeout

The specific tasks and responsibilities for each of these activities are noted below. The frequency of the different activities depends on the assessed monitoring level needed:

Monitoring Process Step		Low	Medium	High
1	Subrecipient Identification and Initial Monitoring Needs Assessment	All Subrecipients	All Subrecipients	All Subrecipients
2	Elaboration of FTA Requirements and Subrecipient Guidelines	All Subrecipients	All Subrecipients	All Subrecipients
3	FTA Subrecipient Funding Agreement Execution	All Subrecipients	All Subrecipients	All Subrecipients
4	Ongoing FTA Subrecipient Monitoring, including: 4.1 SAM Registry Checks	As-needed (min. semi-annually)	As-needed (min. semi-annually)	As-needed (min. semi-annually)
	4.2 Quarterly Report Reviews	Quarterly	Quarterly	Quarterly
	4.2 Invoice reviews	Monthly	Monthly	Monthly
5	Formal Compliance Reviews 5.1 Desk review of submitted documents	Annual Review only policies and procedures that have changed	Annual Review only policies and procedures that have changed	Annual Review only policies and procedures that have changed
	5.2 On Site Review	Every 30-36 months*	Every 24-30 months*	Every 12-24 months*
	5.3 Compliance Review Report	Modified version for desktop, full for on site	Modified version for desktop, full for on site	Modified version for desktop, full for on site
	5.4 Corrective Action Monitoring	Where necessary	Where necessary	Where necessary
6	Closeout	All Subrecipients at end of project	All Subrecipients at end of project	All Subrecipients at end of project

The sequencing of the Formal Compliance Reviews will depend on a number of factors:

- The level of monitoring need: High scoring projects should be prioritized within the Subrecipient Monitoring Plan.
- The duration of the subgrant or funding: Some subgrants may last less than a year. Where possible, oversight through a desk review should occur either during the grant agreement process or within the first quarter of the subgrant performance to allow sufficient time for corrective actions to be closed before the funding ends.

5.1 Subrecipient Identification and Initial Monitoring Needs Assessment

The Implementing Divisions will identify potential OCTA subrecipients and eligible projects for inclusion as needed in the Program of Projects (POP) and Program Management Plan (PMP).

A Monitoring Needs Assessment (Appendix A) will be completed by the Project Manager for each identified project and potential subrecipient. The assessment will identify the level of monitoring needed by each potential subrecipient, and any immediate action the subrecipient should undertake to enable better management of FTA funding. This can be undertaken during project selection, or through

information provided in solicitation responses. A desk review can be carried out by the Grant Compliance Office for medium or high scoring cases (see Section 5.5i). The Project Manager and the Grant Compliance Manager will determine whether an on-site visit will be performed. Compliance issues discovered at this stage should be addressed by the subrecipient before the funding agreement is executed.

5.2 Elaboration of FTA Requirements and Subrecipient Guidelines

The Grant Compliance Office will advise subrecipients of federal award information and compliance requirements prior to OCTA awarding or allocating FTA funds. This ensures that potential subrecipients understand the process and requirements before accepting an award of FTA funds. Information can be shared with the subrecipient through training and guidance available through FTA or OCTA resources and provided before a funding agreement is implemented.

This should be done during a call for project solicitation or during a pre-award review by the Implementing Division, with assistance from Contracts Administration and Materials Management Department (CAMM) and Grant Compliance Offices.

The information should include the following:

- CFDA title and number, award name, award number, and award year.
- OMB Circular No. A-133 Subpart D – Federal Agencies and Pass-Through Entities; A-Requirements of A-122 and 2 CFR 225 on eligible costs
- Requirements imposed by Federal laws, regulations, and the provisions of contracts or grant agreements as well as any supplemental requirements imposed by OCTA
- Applicable oversight areas
- Invoice submission requirements
- Oversight and monitoring documentation requirements

that DUNS and SAMs registrations needs to be completed prior to subaward. Also attached is our grant policy which already references 2 CFR 200.331 Requirements for pass-through entities on Page 14 G(2)(a).

5.3 Subrecipient Funding Agreement Execution

CAMM will prepare and execute subrecipient funding agreements with all OCTA subrecipients of FTA funding. FTA requirements will be stated in the agreement along with the monitoring plans in keeping with *2 CFR 200.331 Requirements for Pass-through Entities* to ensure that every subaward is clearly identified to the subrecipient as a subaward along with the requirements imposed as part of the federal award. The Implementing Division and Grant Compliance Office should review the funding agreement to ensure all applicable compliance requirements are reflected. At the time of agreement execution, the subrecipient will agree to comply with all applicable FTA requirements and to be subject to ongoing monitoring by OCTA as described herein.

i) Pre-Award Review

Utilizing the DUNS identification number and/or CAGE Code of the subrecipient entity, the Grant Compliance Office shall conduct a pre-award check using the System for Award Management (SAM) System to ensure the subrecipient organization has maintained an active registration and is not debarred or suspended and is free of exclusions. Should issues arise, CAMM and the project management team shall be notified.

ii) Entity Information

The Grant Compliance Office will maintain all pertinent information about each subrecipient including entity identification numbers (DUNS and/or CAGE Codes), contact information, source and amount of funds, and summary project information for inclusion into required FTA reports. All relevant information relating to the oversight of each FTA subrecipient should be maintained in such manner as to be easily and quickly identified, complete, and readily available for use.

5.4 Ongoing FTA Subrecipient Monitoring

The Grant Compliance Office will track and provide assurance of FTA subrecipient monitoring activities through the monitoring plan. Monitoring activities will be completed by Implementing Divisions and in-house compliance experts providing support in their functional areas. These activities include reviewing and approving subrecipient invoices for reimbursement, developing project status information for inclusion in the quarterly Milestone Progress Report and Federal Financial Report, conducting formal on-site compliance reviews, and managing closeout activities. The divisions involved in different monitoring activities are outlined in the section below and summarized in Section 8 Roles and Responsibilities.

i) SAM Registry Checks

In keeping with 2 CFR Part 200, the Grant Compliance Office will ensure that subrecipients maintain an active System for Award Management (SAM) registration with current information. SAM registration checks are to be conducted every six months and on an as-needed basis to ensure active SAM registrations are maintained and free of issues. The Grant Compliance Office will maintain a database of entity information and registration expiration dates and notify subrecipients of inactive or expiring registrations through the Project Manager.

ii) Quarterly Reporting

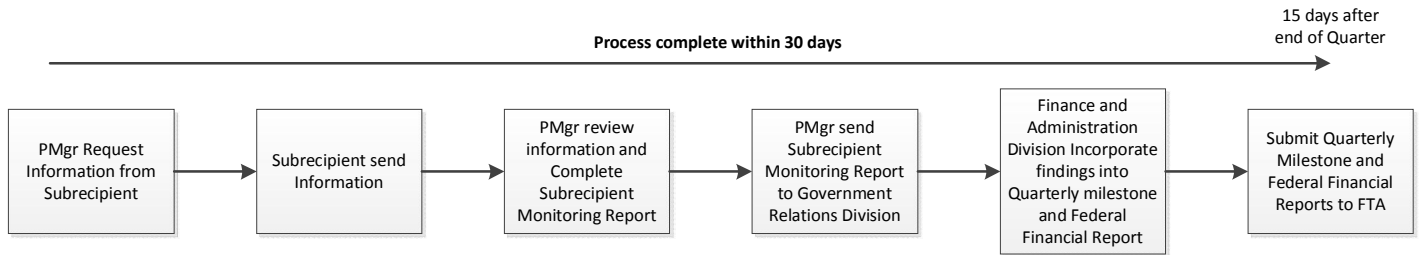
The Project Manager will review program progress on a quarterly basis using the Quarterly Monitoring Report (Appendix C). The Project Manager will request and/or complete relevant supporting documentation as required, and clarify any information with the subrecipient if necessary.

The Monitoring Quarterly Report will be reviewed by the Project manager for completeness and accuracy and sent to the Finance and Administration Division for inclusion in the required quarterly Milestone Progress Report and Federal Financial Report to be submitted to FTA.

The report should include:

- Project Schedule including original and current completion dates
- Funding table, original planned allocation, current estimates, actual expenditures, and remaining allocation.
- Identification of potential challenges or issues associated with project delivery

Quarterly Subrecipient Monitoring Process



iii) Invoice Reviews

The Project Manager within the Implementing Division will review all FTA subrecipient requests for reimbursement using an Invoice Review Checklist. A sample checklist is provided in Appendix B. Use of a checklist will help ensure all required supporting documents are submitted and that all requests are eligible for reimbursement using FTA funds.

All invoices will be reviewed to ensure only eligible expenses are charged to FTA grants. If indirect costs are invoiced, the subrecipient must have had prior approval and an approved Cost Allocation Plan (CAP). More detailed notes about allowable costs and CAP approval are provided within Appendix P.

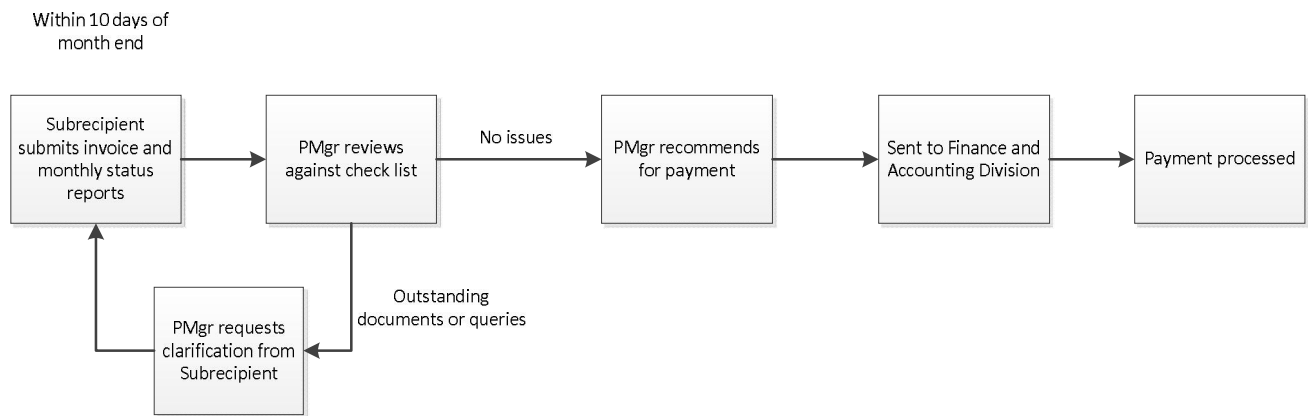
Once reviewed and approved invoice requests will be sent by the Project Manager to Finance and Administration for payment processing.

Recommended Support Documentation:

- Detailed Project Description (First invoice only)
- Invoice
- Vendor/Contract Invoices
- Cancelled Checks or Proof of Payment with Payment Date

- Operating costs from Ledger in Financial system
- Council Action approving Contract (First Invoice Only)
- Cost Estimate Update (First Invoice Only)

Invoice Review Process



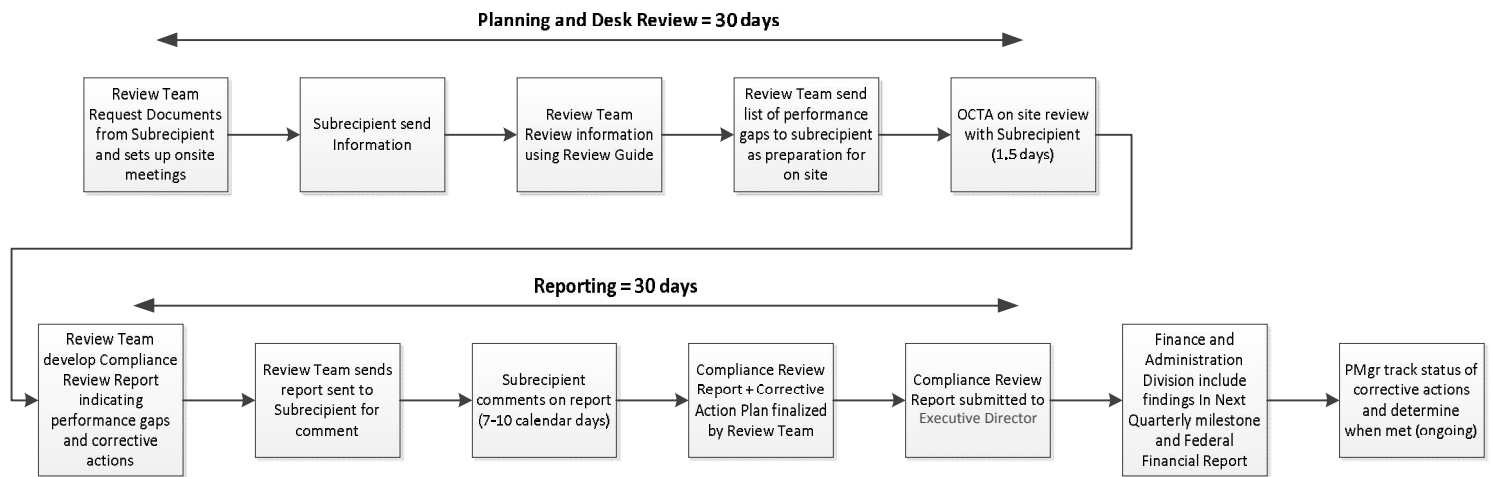
5.5 Formal Compliance Reviews

All FTA subrecipients shall receive a desk top review and a formal on-site compliance based on the level of risk using the Subrecipient Review Guide outlined in this Monitoring Plan. The Site visit review frequency will be based on the level of monitoring by each subrecipient or subgrant as outlined in Section 4. Subgrants operating for one year or less will receive a site visit before, or within the first quarter after commitment of the funding agreement. This ensures there is enough time for any corrective actions to be delivered during the course of the subgrant.

These reviews will consist of the following activities:

- i. Desk Review of Submitted Documents
- ii. On-Site Review
- iii. Compliance Review Report
- iv. Corrective Action Monitoring

Formal Review Process Desk and On Site Review



All FTA subrecipients will be assessed in the areas of financial management, financial capacity, technical capacity, satisfactory continuing control, Title VI, procurement, drug free workplace, planning/ program of projects and DBE for compliance with FTA requirements. In some cases, the review may consider these areas due to the lack of applicability at the subrecipient. The remaining areas to be reviewed will be based on the size of the grant or cooperative agreement, service complexity, and type of subgrant as indicated in the following chart:

Compliance Area	Capital Projects	Transit	Planning	JARC and New Freedom
Financial Management and Capacity	All subrecipients	All subrecipients	All subrecipients	All subrecipients
Legal	All subrecipients	All subrecipients	All subrecipients	All subrecipients
Technical Capacity	All subrecipients	All subrecipients	All subrecipients	All subrecipients
Satisfactory Continuing Control	All subrecipients	All subrecipients	All subrecipients	All subrecipients
Title VI	All subrecipients	All subrecipients	All subrecipients	All subrecipients
Procurement	All subrecipients	All subrecipients	All subrecipients	All subrecipients
DBE	All subrecipients with over \$250K in FTA contracting opportunities	All subrecipients with over \$250K in FTA contracting opportunities	All subrecipients with over \$250K in FTA contracting opportunities	All subrecipients with over \$250K in FTA contracting opportunities
Maintenance	All subrecipients with FTA funded facilities	All Subrecipients with FTA funded rolling stock or FTA funded facilities	All subrecipients with FTA funded facilities	All Subrecipients with FTA funded rolling stock or FTA funded facilities

Compliance Area	Capital Projects	Transit	Planning	JARC and New Freedom
ADA	All subrecipients with FTA funded facilities	All subrecipients operating fixed route services		All subrecipients operating fixed route or demand response
Half Fare		All subrecipients operating fixed route services		All subrecipients operating fixed route services
Charter Bus		All subrecipients operating Charter services		All subrecipients operating Charter services
School Bus		All subrecipients operating School bus services		All subrecipients operating School bus services
Drug free workplace and drug and alcohol program	All subrecipients with safety sensitive employees	All subrecipients with safety sensitive employees	Drug free workplace	All subrecipients with safety sensitive employees
EEO	All subrecipients with 50 or more transit related employees and either requests or received in excess of \$1M in capital and/or operating assistance or requests or receives in excess of \$250K in planning assistance.	All subrecipients with 50 or more transit related employees and either requests or received in excess of \$1M in capital and/or operating assistance or requests or receives in excess of \$250K in planning assistance.	All subrecipients with 50 or more transit related employees and either requests or received in excess of \$1M in capital and/or operating assistance or requests or receives in excess of \$250K in planning assistance.	All subrecipients with 50 or more transit related employees and either requests or received in excess of \$1M in capital and/or operating assistance or requests or receives in excess of \$250K in planning assistance.
Public Comment		All subrecipients operating fixed route services		All subrecipients that have potential for changes
Planning/Program of Projects	All subrecipients	All subrecipients	All subrecipients	All subrecipients

Subrecipients will be reviewed against the FTA requirements for each area as outlined in the table below. The Subrecipient Review Guide can be found in Appendix D.

Compliance Area	Basic Requirement (Based on 2014 Triennial Review Guidance)
Financial Management and Financial Capacity	The subrecipient must demonstrate the ability to match and manage FTA grant funds, cover cost increases and operating deficits, cover maintenance and operational costs for FTA funded facilities and equipment, as well as conduct and respond to applicable audits.

Legal	The subrecipient must comply with restrictions on lobbying requirements
Technical Capacity	The subrecipient must be able to implement FTA funded projects in accordance with the grant application, Master Agreement, and all applicable laws and regulations, using sound management practices.
Satisfactory Continuing Control	The subrecipient must ensure that FTA-funded property will remain available to be used for its originally authorized purpose throughout its useful life until disposition.
Title VI	The subrecipient must ensure that no person shall, on the grounds of race, color, or national origin, be excluded from participating in, or be denied the benefits of, or be subject to discrimination under any program or activity receiving federal financial assistance without regard to whether specific projects or services are federally funded. The subrecipient must ensure that federally supported transit services and related benefits are distributed in an equitable manner.
Procurement	Subrecipients use their own procurement procedures that reflect applicable state and local laws and regulations, provided that the process ensures competitive procurement and the procedures conform to applicable federal law, including 49 CFR Part 18 (specifically Section 18.36) and FTA Circular 4220.1F, "Third Party Contracting Guidance."
DBE	The subrecipient must comply with 49 CFR Part 26 to ensure nondiscrimination in the award and administration of DOT-assisted contracts. Subrecipients also must create a level playing field on which DBEs can compete fairly for DOT-assisted contracts.
Maintenance	Subrecipients must keep federally funded vehicles, equipment, and facilities in good operating condition. Subrecipients must keep ADA accessibility features on all vehicles, equipment and facilities in good operating order.
ADA	Titles II and III of the Americans with Disabilities Act of 1990 (ADA) provide that no entity shall discriminate against an individual with a disability in connection with the provision of transportation service. The law sets forth specific requirements for vehicle and facility accessibility and the provision of service, including complementary paratransit service.
Half Fare	For fixed route service supported with Section 5307 assistance, fares charged elderly persons, persons with disabilities or an individual presenting a Medicare card during off peak hours will not be more than one half the peak hour fares.
Charter Bus	Subrecipients are prohibited from using federally funded equipment and facilities to provide charter service if a registered private charter operator expresses interest in providing the service. Subrecipients are allowed to operate community based charter services excepted under the regulations.
School Bus	Subrecipients are prohibited from providing exclusive school bus service unless the service qualifies and is approved by the FTA Administrator under an allowable exemption. Federally funded equipment or facilities cannot be used to provide exclusive school bus service. School tripper service that operates and looks like all other regular service is allowed.
Drug free workplace and drug	All subrecipients are required to maintain a drug-free workplace for all employees and to have an ongoing drug-free awareness program. Subrecipients receiving Section 5307, 5309 or 5311 funds that have safety-

and alcohol program	sensitive employees must have a drug and alcohol testing program in place for such employees.
EEO	The subrecipient must ensure that no person in the United States shall on the grounds of race, color, religion, national origin, sex, age, or disability be excluded from participating in, or denied the benefits of, or be subject to discrimination in employment under any project, program, or activity receiving federal financial assistance under the federal transit laws. (Note: EEOC's regulation only identifies/recognizes religion and not creed as one of the protected groups.)
Public Comment	Section 5307 subrecipients are expected to have a written, locally developed process for soliciting and considering public comment before raising a fare or carrying out a major transportation service reduction.
Planning/Program of Projects	<p>Planning: The subrecipient must participate in the transportation planning process in accordance with FTA requirements, MAP-21, and the metropolitan and statewide planning regulations.</p> <p>Human services transportation: Subrecipients must participate in a coordinated public transit-human services transportation planning process that identifies the transportation needs of individuals with disabilities, older adults, and people with low incomes; provides strategies for meeting those local needs; and prioritizes transportation services for funding and implementation.</p> <p>Program of Projects (POP): Each recipient of a Section 5307 grant shall develop, publish, afford an opportunity for a public hearing on, and submit for approval, a POP.</p>

Formal Compliance Reviews will be undertaken by a Review Team. The Review team membership will include a Lead Reviewer from the Grant Compliance Office, the Project Manager and specialists from different Divisions as needed. The Review team members will vary between subrecipients depending on resource availability, type of project, and the level of monitoring needed. The Grant Compliance Office is to ensure that members from the relevant divisions and in-house experts are engaged appropriately.

A review team may consist of

- Grant Compliance Office Lead Reviewer
- Project Manager
- Members of F&A, Grants, Procurement/ DBE, Operations, HR/ D&A as required
- Other internal subject matter or compliance experts as required (e.g. in ADA, Title VI, DBE, Procurement, Maintenance)

i) Review of Submitted Documents

The initial desk review of a new subrecipient should assess all documentation. Thereafter, only new or amended policies and procedures need to be reviewed. For medium or high monitoring requirements, FTA subrecipients, or those whose funded project lasts less than a year, the first review may occur before, or within the first Quarter after execution of the subrecipient funding agreement. For all others the first desk review would be within the first year of the funding agreement.

The level of detail will depend on the determined monitoring needed for the subrecipient, as outlined in the previous sections. For subrecipients with low levels of monitoring needed, only new or amended policies and procedures need to be reviewed. For all other subrecipients, all policies and procedures should be reviewed.

The steps are outlined below:

- **Information Request:** The Review Team will request the relevant documents from subrecipients, based on the Subrecipient Review Guide (Appendix D). The Compliance Review Document List (Appendix E) outlines the relevant documents. A draft letter requesting information can be found in Appendix F. The Subrecipient should be given around 2-3 weeks to collect and submit the required documents.
- **Documentation Review:** The Review team will review the documentation against the Subrecipient Review Guide (Appendix D). Additional documentation or clarification requests may be required.
- **Compliance Review Report:** The Compliance Review Report will be drafted by the Review Team Leader based on the findings, including any corrective actions required (Appendix J). This is outlined in Section 5.5 iii.
- **Updating the monitoring plan:** The Monitoring Needs Assessment Questionnaire (Appendix A) should be updated by the Project Manager based on the review findings, and on an annual basis.

Before On-site Review

- **Information Request:** The Review Team will request relevant documentation at least 4 weeks in advance of the site visit based on the requirements listed in the Subrecipient Review Guide (Appendix D). The Compliance Review Document List (Appendix E) indicates the relevant documents for each area. The requested documents will be determined by the review areas applicable to each subrecipient. A draft letter requesting the information can be found in Appendix G. The Subrecipient should be asked to return the documents at least 2 weeks before the site visit to allow time for review.
- **Review Documentation:** The Review Team will review all submitted documents using the Subrecipient Review Guide (Appendix D). This can record which documents were

received and if there were performance or information gaps exist in meeting the FTA requirements in each area. Questions or areas to follow up on site can be indicated in the 'comments' sections.

- **Pre-visit information:** At least 1 week before the site visit the Review Team should send the Subrecipient the following:
 - Cover Letter (Appendix H)
 - Draft Subrecipient Review Guide. This outlines the documents that were received and areas that will be further investigated onsite, a list of performance or information gaps in advance of the site visit, to allowing the subrecipient to prepare for onsite discussions with OCTA staff.
 - The program for the on-site review to ensure that all relevant staff members are present
 - The chosen sample of procurement files, so that the Subrecipient will ensure all the documentation is ready for review on site.
 - The procurement file review checklist (Appendix I) to help their preparation of the files.

ii) On-Site Review

The Review Team will coordinate the on-site reviews using the FTA Subrecipient Review Guide (Appendix D). It is expected that 2-3 staff would attend onsite to conduct the review based on the results of the desk review. The Review team will chose the individuals that attend each review separately, based on the skills and expertise required for that subrecipient or project. For example, an ADA subject matter expert might attend if the desk review showed missing ADA information or issues regarding ADA requirements.

The on-site reviews will concentrate on performance gaps identified during the pre-site visit documentation review, changes in policies and procedures, risk based assessment of grant management areas, and federally funded procurements.

The on-site reviews will last approximately 1.5 days and will cover the following activities:

- **Entrance Conference** – The first meeting of the site visit between the Review team and subrecipient.

The Review team should introduce themselves, present an overview of the compliance review objectives and process, and confirm arrangements for the review (documents requested, staff interviews, projects or federally funded assets to be inspected,). The subrecipient should have the opportunity to raise any issues they would like to discuss. Appendix N is a template for the Entrance Conference Presentation.

- **Interviews and Review of Outstanding documentation** - Covering any outstanding questions or gaps from the desk review.

- **Visit and Inspect Federally Funded Facilities, Vehicles and Other Major Assets.**

Including, observing the condition of facility and equipment, reviewing preventative maintenance records for a sample of federally funded revenue vehicles and facilities, verifying that the subrecipient has equipment control procedures and reviewing procurement files and other documentation to confirm that the subrecipient has effective and comprehensive oversight procedures.

- **Capital projects monitoring** – Where the FTA subrecipient is delivering a capital project, the Review team should investigate that the subrecipients are adequately managing and monitoring their projects and contractors, and that the required Quality Assurance controls are in place. See Section 7 ‘Ongoing Capital Project Oversight’ below.

- **Preliminary findings of deficiency** – During the review, the Review Team should use the FTA Subrecipient Review Guide (Appendix D) to check all FTA requirements and tabulate the findings within the Exit Conference template (Appendix O). This will help to identify the preliminary findings and ensure all areas are covered while on site.

- **Exit Conference** – the site visit will conclude with an exit conference during which the Review Team will debrief the subrecipient team.

At the exit conference, the preliminary findings of the deficiency will be distributed by the Review Team and discussed with the subrecipient along with proposed corrective actions and milestones for completion. The subrecipient should advise if any comments have been misstated or if there may be obstacles to the implementation of corrective actions.

Appendix O contains a template for the exit conference. The table below indicates the headings used to document findings and an example finding.

Area	Finding	Deficiency	Corrective Action	Response Date
Financial Management & Capacity	Finding	No existing financial plan.	The subrecipient must submit a multi-year financial plan.	10/17/2014

Findings can take a number of forms:

- **‘No finding’**: Subrecipient documentation meets FTA requirements

- **‘Finding’**: Subrecipient is missing documentation or the documentation provided is missing key FTA requirements
- **‘Open Action Items’**: Subrecipients have not yet had to comply with particular Federal Requirements, but will need to do so in the future. For example, a facility capital project does not need a facility or equipment maintenance program during building phases, but the subrecipient should submit a program to OCTA before the facility is operational.
- **‘Not Applicable’**: An area can be deemed not applicable if, after an initial assessment, the subrecipient does not conduct activities for which the requirements of the respective area would be applicable

Each finding will be accompanied by a corrective action that must be completed by the subrecipient to bring the project into compliance with FTA requirements. The corrective actions, along with timescales for completion, form a corrective action plan which the subrecipient will be monitored on. Corrective actions could include developing new policies and procedures, training staff, and monitoring of staff performance to ensure compliant policies are followed. The FTA Subrecipient Review Guide (Appendix D) provides suggestions of corrective actions for each finding.

Corrective actions should be specific, measurable, assignable to the subrecipient and ensure the deficiency is removed. The timescale given for the corrective action should be realistic, but enable the deficiency to be removed as quickly as possible. All corrective actions should be completed within 90 days of the date of the final report.

Some findings may be historic one-off events, for example not completing an equity analysis for a past fare or service change. As it is too late to undertake the analysis as the change has occurred, so the subrecipient should instead be asked to submit procedures ensuring the requirement is not missed in the future. If this is done, the finding would not be carried in future compliance reviews.

iii) Compliance Review Report

Based on the findings noted in the Exit Conference, the Review Team Leader will develop a report indicating any performance gaps identified in the relevant compliance areas as a result of the review (Appendix J).

The subrecipient will be sent the FTA Compliance Review Report and corrective action plan and should be given 10 business days in which to comment on the corrective actions planned or recommended. Appendix K provides a letter template to send recipients with

the draft report. Amendments to the FTA Compliance Review Report can be agreed by the Project Manager where necessary.

The FTA Compliance Review Report will be presented to the Executive Director of External Affairs prior to transmittal to the subrecipient.

The Grant Compliance Office will keep a copy of the FTA Compliance Review Report and action plan. Findings should be sent to the Finance and Administration Division to be incorporated into the FTA Quarterly Reports.

iv) Corrective Action Monitoring

The Project Manager will be responsible for tracking the status of all corrective actions and determining when all corrective action requirements have been met within the agreed timeframe. Progress should be reported to the Grant Compliance Office and the FTA Subrecipient Monitoring Plan updated if additional oversight is necessary. If a subrecipient does not deliver the corrective actions in the agreed timeframe, future payments may be withheld or additional funding may not be provided.

5.6 Closeout Reviews

Grant closeout is the term used to signify the process by which FTA determines that all activities in a grant are complete and Federal funds have been expended.

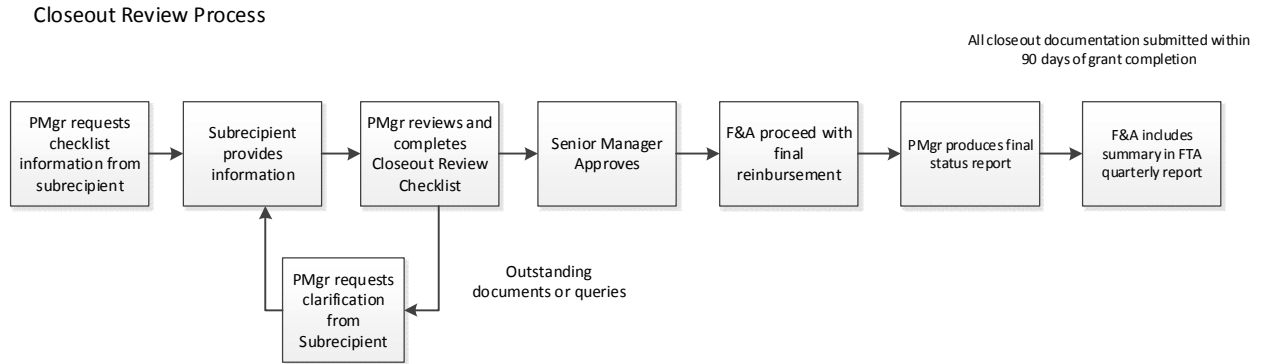
The Project Manager will conduct a formal Grant Closeout Review prior to closing out any FTA subrecipient cooperative agreement. This ensures all program requirements have been met and properly documented, and that all requests for reimbursement have been processed. Final reimbursements will be held until subgrant closeout has been initiated.

The Government and Relations Team seek assurance from the Finance and Administration Division that FTA grant status is being monitored on a quarterly basis and the closeout procedure is initiated for all FTA grants that meet any of the following criteria:

- Draw-down of the grant has been completed to \$0.
- All required performance elements have been completed.
- The grant was obligated more than three years before, and has not had a disbursement within the past 12 months. Grants that have been inactive for a substantial period of time should be closed unless good explanation can be provided, and activity is likely to resume soon.

All closeout documentation must be submitted within 90 days of the completion of all activities in the grant. A Closeout Checklist should be completed by the Project Manager (Appendix L).

The results of the closeout review will be documented in a final status report for the project/subrecipient. A summary of the closeout activity will be included in the FTA quarterly reports.



6. Oversight after grant closeout

FTA maintains an interest in assets (property and equipment) that have been funded by FTA grants until disposition. OCTA Project Managers should be cognizant of FTA requirements that may extend beyond grant closeout, such as maintenance, and continuing control (e.g. use of the property and disposition), where relevant Project Managers may wish to request annual certifications of use, maintenance procedures and inventories, and/or undertake site visit inspections. The requirements for post-closeout oversight should be identified on a subgrant by subgrant basis and included within the OCTA FTA subrecipient monitoring plan.

7. Ongoing Capital Project Oversight

OCTA as the recipient of federal funds is fully responsible for the development and implementation of a capital transit project. This includes planning, design, bidding contracts, supervising, administering, inspecting and accepting construction, performing testing and start up.

It is the FTA subrecipient’s responsibility to monitor its contractors appropriately. This should be made clear at the start of the project (Elaboration of FTA Requirements and Subrecipient Guidelines).

The FTA provides oversight through its own staff and Project Management Oversight Contractors (PMOC) to ensure that FTA funded transit projects are implemented responsibly and project is progressing in accordance with specifications, special provisions and plans and the methods and practices specified in construction manuals alongside FTA requirements. The PMOC guidelines can be used to highlight the requirements for subrecipient oversight on a capital project.

As part of OCTA’s subrecipient monitoring, the Project Manager and Review Team led by Government and Relations should ensure that subrecipients are adequately monitoring their projects and contractors, and that the required Quality Assurance controls are in place. These can be determined through an ongoing assessment of the areas listed below, using the Capital Project Oversight Checklist (Appendix M).

<p>Project management:</p> <ul style="list-style-type: none"> • Project/ Program Management • Document Management • Procurement and Financial Management • Project Schedule and Milestones • On-site Monitoring and Reporting • Safety, Security and Emergency Oversight • Change Management • Risk Management • Design Control Documentation • Quality Assurance/ Quality Control • Communication • Fleet Management 	<p>Contractor compliance:</p> <ul style="list-style-type: none"> • Construction Administration Documentation • Labor Compliance – including Davis Bacon • Progress Measurement and Payment • EEO/ Wage Rate Posters • Buy America • Technical Capacity • DBE
---	---

The Capital Project Oversight Checklist can be used at several review points. At a minimum it should be used after the first Quarter of a contract, as part of the Quarterly Reporting undertaken by the Project Manager. If there were delays starting work with contractors on site, the checklist should be re-visited by the Project Manager at the next Quarterly Report once work on site has begun. Use techniques such as earned value to check schedule and budgeting progress through subsequent Quarterly Reports.

Most of the checklist can be covered through reviewing subrecipient documentation. Additional documentation may be required to review project specific requirements as listed in the funding agreement.

Certain areas of Capital Project Oversight Checklist require a site visit to review. For example:

- Davis-Bacon compliance - Spot check construction logs/ diaries against certified payrolls
- EEO/ Wage Rate – check posters clearly visible on construction site
- Compliance with Buy America - Check construction area and contractors yard. Check all pre and post-delivery certifications
- Use of DBE contractors - Check on site use is in accordance with subrecipient comments / practice on site.
- Sample of contract files
- Checks on other construction administration and contractor oversight files such as risk assessments, inspection and testing reports, design drawings

These areas are covered in the Subrecipient Review Guide (appendix D), for use during the onsite formal compliance review (see Section 5.5)

In addition to the formal compliance reviews, it is recommended that Project Managers make regular, short construction site visits in order reinforce OCTA interest in the project and view progress personally. The frequency of such visits (weekly, monthly, and quarterly) will depend on the stage of the project, level of activity on the construction site and monitoring need associated with the subrecipient.

If the Capital Project Oversight Checklist identifies non-compliance, the subrecipient should be made aware of the issue and a corrective action plan agreed upon with OCTA. This can be documented and monitored through the FTA Compliance Review Report (Appendix J), Quarterly Reporting (Appendix C) and more ongoing capital project oversight as determined by the Project Manager. .

8. Roles and responsibilities

Role	Responsibilities
Grant Compliance Office	<ul style="list-style-type: none"> • With the Implementing Divisions, identify potential OCTA subrecipients and eligible projects • Provide assistance to Implementing Division when advising subrecipients of FTA requirements (at project solicitation or pre-award audit) • Maintain information on Subrecipients for inclusion in FTA reporting • Maintain and update Subrecipient Monitoring Plan, track subrecipient monitoring activities. • Lead Review Team to undertake formal compliance reviews. Agree with Project Manager Review Team membership. Responsible for developing Site Visit Compliance Review Report.
Contracts Administration and Materials Management Department (CAMM)	<ul style="list-style-type: none"> • Prepare funding agreement for FTA subrecipients • Provide assistance to Implementing Division when advising subrecipients of FTA requirements (at project solicitation, pre-award audit, through the useful life of the project or asset)
Finance and Accounting Division (F&A)	<ul style="list-style-type: none"> • Owns Quarterly FTA reporting process (MPR, FFR). Develop quarterly FTA reports using information provided by Project Manager and Grant Compliance Office • May form part of Review Team for Formal Compliance Reviews depending on specialist skills required (agreed separately for each subrecipient)
Implementing Divisions (including Project Manager)	<ul style="list-style-type: none"> • Identify potential OCTA subrecipients and eligible projects for FTA grant funds • Include projects in the Program of Projects (POP) and Program Management Plan (PMP) as needed. • Undertake Monitoring Needs Assessments

	<ul style="list-style-type: none"> • Review funding agreement • Undertake Invoice Reviews • Undertake Quarterly Reviews • Participate in Review Team for Formal Compliance Reviews • Monitor Corrective Action Plan • Undertake Capital Project Monitoring (as necessary)
Other Divisions (e.g. Grants, Procurement, Operations, HR/ D&A)	<ul style="list-style-type: none"> • May form part of Review Team for Formal Compliance Reviews depending on specialist skills required (agreed separately for each subrecipient)
In House Compliance Experts	<ul style="list-style-type: none"> • May form part of Review Team for Formal Compliance Reviews depending on specialist skills required (agreed separately for each subrecipient)
Executive Director of External Affairs	<ul style="list-style-type: none"> • Approve Subrecipient Monitoring Plan • Review Formal Compliance Review Reports and Corrective Action Plan
Internal audit/ third party	<ul style="list-style-type: none"> • Undertake an annual audit of OCTA subrecipient monitoring activity, with findings provided to the Grant Compliance Office.

The table below provides a responsibility matrix outlining the teams involved in different areas.

R (Responsible/ Lead Activity)

A (Accountable/Formally Accept)

S (Support/ Contribute)

C (Consulted/ Review Document)

I (Informed)

‘Other Divisions’ could include Procurement, Operations, HR/D&A, Grants, where their subject matter expertise is required.

Guide Section	Activity	When	Implementing Division	Grant Compliance Office	CAMM	F&A	Other Divisions	In House Compliance Experts	Internal Audit or Third Party	Executive Director
4	FTA Subrecipient Monitoring Plan	Ongoing - Maintained and updated	S	R						A
4	Database of FTA subrecipient information	Ongoing - Maintained and updated	S	R						
5.1	Subrecipient Identification	Opportunity identified, project solicitation	R	S		R				
5.1	Initial Monitoring Needs Assessment	Through solicitation response or pre-award audit	S	R						
5.2	Elaboration of FTA Requirements and Subrecipient Guidelines	Solicitation request or pre-award audit	R	S	S			S		
5.3	Subrecipient Funding Agreement	Before funding awarded	C	C	R					
5.4i)	Invoice Reviews	Monthly Review of Invoices	R	I		I				
5.4ii)	Quarterly Review of Subrecipients	Quarterly	R	I		I				
5.4ii)	Quarterly Reporting to FTA	Quarterly	S	S		R				
5.5i)	Request for documents	Before desk review of documentation (both annual and before site review)	S	R						
5.5i)	Review of Submitted Documents	At both annual desk review and before site review	S	R		where relevant	where relevant	where relevant		

Guide Section	Activity	When	Implementing Division	Grant Compliance Office	CAMM	F&A	Other Divisions	In House Compliance Experts	Internal Audit or Third Party	Executive Director
5.5i)	Compliance Review Report (desk review)	At annual desk review	S	R		I & involved where relevant	where relevant	where relevant		
5.5i)	Revise Monitoring Needs assessment	At annual desk review or after site visit	S	R						
5.5i)	Information Gap report and letter to subrecipients	After desk review before site visit	S	R		where relevant	where relevant	where relevant		
5.5ii)	On site review	Frequency determined by subrecipient and subgrant monitoring need level	S	R		where relevant	where relevant	where relevant		
5.5iii)	Compliance Review Report (site visit)	After site visit. Including comments from subrecipient	S	R		I & involved where relevant	where relevant	where relevant		A
5.5 iv)	Corrective Action Monitoring	If required	S	R		I				
5.6	Closeout Reviews	At end of project	R	S		I				
7	Capital Project Checklist	At first Quarterly Report and annually thereafter (at desk or site review)	R	S		I & involved where relevant	where relevant	where relevant		
	Audit of FTA Subrecipient Monitoring	Annual audit	I	I	I	I	I	I	R	I

OCTA
Board of Directors Meeting Minutes
September 27, 2021
Title VI Plan Approved
Service Standards Monitoring Briefing



MINUTES EXCERPT

BOARD OF DIRECTORS

*Andrew Do
Chairman*

*Mark A. Murphy
Vice Chairman*

*Lisa A. Bartlett
Director*

*Doug Chaffee
Director*

*Barbara Delgleize
Director*

*Katrina Foley
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*Tim Shaw
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*Harry S. Sidhu
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*Donald P. Wagner
Director*

*Ryan Chamberlain
Ex-Officio Member*

CHIEF EXECUTIVE OFFICE

*Darrell E. Johnson
Chief Executive Officer*

The following is an excerpt from the Minutes of the Orange County Transportation Authority (OCTA) Board of Directors (Board) meeting held on September 27, 2021.

Orange County Transit District Consent Calendar Matters

9. 2021 Title VI Plan Triennial Report

A motion was made by Director Foley, seconded by Director Shaw, and following a roll call vote, declared passed 16-0, to:

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

The foregoing excerpt will be presented to the Board of Directors on October 11, 2021, as part of the completed minutes of the September 27, 2021, OCTA Board of Directors’ meeting.

Gina Ramirez
Clerk of the Board Specialist, Senior

Dated: September 27, 2021

OCTA
Vehicle Assignment Analysis

ATTACHMENT M: VEHICLE ASSIGNMENT ANALYSIS

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

Route	Route Description	Type	Total Route Length (miles)	Route Length (miles) within Minority Area	Percent of Route within Minority Area	Average Vehicle Age (Years)	Number of Buses	Weighted
1	Pacific Coast Highway	Non-Minority	49.15	0.07	0.1%	11.7	7	82
25	Fullerton PNR - Huntington Beach	Minority	20.42	10.22	50.0%	12.9	3	39
26	Fullerton PNR - Yorba Linda	Minority	14.44	7.29	50.5%	12.9	3	39
29	LaHabra-Huntington Beach via Beach	Minority	26.39	18.18	68.9%	4.4	15	66
30	Orangethorpe Avenue	Minority	20.59	13.48	65.4%	12.4	4	49
33	Magnolia Street	Minority	15.91	9.74	61.2%	12.4	2	25
35	Brookhurst Street	Minority	22.04	14.26	64.7%	12.4	5	62
37	Euclid Street	Minority	22.19	15.58	70.2%	13.0	10	130
38	La Palma Avenue	Minority	25.88	18.69	72.2%	12.4	9	111
42	Seal Beach to Orange via Lincoln	Minority	25.71	13.94	54.2%	12.4	11	136
43	Harbor Boulevard	Minority	18.50	12.92	69.8%	4.5	11	49
46	Ball Road	Minority	17.07	9.72	57.0%	12.9	3	39
47	Anaheim/Haster-Fairview	Minority	26.10	18.10	69.4%	7.6	15	113
50	Katella Avenue	Minority	22.35	9.40	42.0%	4.8	12	58
53	Main Street	Minority	14.49	8.84	61.0%	4.1	11	45
54	Chapman Avenue	Minority	19.10	11.30	59.2%	7.1	9	64
55	Santa Ana - Costa Mesa - Newport Beach	Minority	21.47	10.98	51.2%	6.2	8	50
56	Garden Grove Boulevard	Minority	16.19	10.60	65.4%	4.5	5	22
57	Brea Mall - Newport Transportation Center	Minority	26.07	14.71	56.4%	6.9	15	104
59	Anaheim to Irvine	Minority	19.88	11.21	56.4%	13.0	3	39
60	Long Beach-Tustin via 17th/Westminster	Minority	24.48	13.23	54.0%	7.5	17	128
64	Huntington Beach - Tustin via Bolsa/1st	Minority	15.39	11.68	75.9%	6.2	13	81
66	Huntington Beach to Irvine	Minority	19.12	12.92	67.5%	6.3	12	76
70	Sunset Beach to Tustin Station	Minority	17.44	10.46	60.0%	13.0	8	104
71	Newport Beach-Yorba Linda via Tustin/Red Hill	Non-Minority	24.65	7.81	31.7%	13.0	5	65
72	Sunset Beach-Tustin via Warner Avenue	Minority	16.26	9.47	58.3%	10.1	4	40
76	Huntington Beach-JWA via Talbert/MacArthur	Minority	14.15	6.33	44.7%	12.6	2	25
79	Tustin - Newport Beach	Minority	19.91	9.27	46.6%	13.0	3	39
82	Foothill Ranch - Rancho Santa Margarita	Non-Minority	8.56	1.65	19.2%	13.0	1	13
83	Anaheim - Laguna Hills	Minority	28.59	17.55	61.4%	-	5	0
85	Mission Viejo - Dana Point	Non-Minority	13.05	0.19	1.5%	13.0	2	26
86	Costa Mesa - Mission Viejo	Non-Minority	20.53	5.63	27.4%	13.0	3	39
87	Laguna Niguel - Rancho Santa Margarita	Non-Minority	15.85	1.96	12.4%	13.0	2	26
89	Laguna Beach - Mission Viejo	Non-Minority	14.48	2.83	19.6%	13.0	2	26
90	Tustin Station to Dana Point Harbor	Non-Minority	21.75	3.16	14.5%	13.0	2	26
91	Laguna Hills to San Clemente	Non-Minority	22.07	6.43	29.1%	13.0	6	78
123	Huntington Beach - Anaheim	Minority	27.43	14.56	53.1%	12.9	5	65
129	La Habra - Anaheim Canyon	Minority	14.13	6.63	46.9%	12.9	3	39
143	La Habra - Brea via Fullerton	Minority	14.11	9.23	65.4%	12.9	2	26
150	Santa Ana - Costa Mesa	Minority	Temporarily Suspended During COVID Pandemic		-	-	0	0
153	Strk/Ma-BrMILZ former North end of 053	Minority	12.84	6.52	50.8%	12.9	2	26
167	Anaheim-Irvine via Santiago/Hewes/Bryan	Non-Minority	24.09	6.67	27.7%	13.0	4	52
177	Foothill Ranch - L.H.T.C.	Minority	11.17	4.49	40.2%	13.0	2	26
178	Huntington Beach-Irvine via Adams/Birch/Campus	Non-Minority	16.99	1.50	8.8%	13.0	2	26
529	Huntington Beach - Irvine	Minority	Temporarily Suspended During COVID Pandemic		-	-	0	0
543	Fullerton - Santa Ana	Minority	12.74	12.13	95.1%	9.6	6	58
560	Santa Ana - Long Beach	Minority	Temporarily Suspended During COVID Pandemic		-	-	0	0
862	Santa Ana Regional Transp. - Civic Center	Minority	2.11	2.11	100.0%	8.4	2	17

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

Average Vehicle Age for Express and Rail Feeder Routes (Jun-2021 Service Change)

Route	Description	Type	Minority Riders	NonMinority Riders	Percent of Minority Riders	Average Vehicle Age (Years)	Number of Buses	Weighted
206	Santa Ana - Lake Forest Express	Minority	Temporarily Suspended During COVID Pandemic		-	0.0	0	0
213	Brea - Irvine Express	Non-Minority	Temporarily Suspended During COVID Pandemic		-	0.0	0	0
453	Orange Transportation Center - St. Joseph's Hospital	Non-Minority	30	18	62.5%	12.9	2	26
463	The Depot at Santa Ana - Hutton Center	Non-Minority	17	5	77.3%	12.2	4	49
472	Tustin Station - Irvine Business Complex	Non-Minority	44	21	67.7%	12.2	3	37
473	Tustin Station - UCI	Non-Minority	31	14	68.9%	12.2	3	37
480	Irvine Station - Lake Forest	Non-Minority	30	25	54.5%	12.2	2	24
701	Huntington Beach - Los Angeles Express	Non-Minority	Temporarily Suspended During COVID Pandemic		-	0.0	0	0
721	Fullerton - Los Angeles Express	Minority	Temporarily Suspended During COVID Pandemic		-	0.0	0	0
794	Riverside - South Coast Metro Express	Non-Minority	Temporarily Suspended During COVID Pandemic		-	0.0	0	0

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

Average Vehicle Age Title VI Comparison			
Type	Average Vehicle Age (Years)	Number of Buses	Weighted
Minority	8.3	240	1,989
Non-Minority	12.6	50	631
Systemwide	9.0	290	2,620

**OCTA
Bus Assignment Policy**



Operations Division



Chief Operating Officer



Deputy CEO

BUS ASSIGNMENT POLICY

Policy#: OPS-510.16BUSASSIGN

Origination Date: 02/24/2014

Revised Date: 10/02/2019

I. PURPOSE

The purpose of this policy is to document and guide fleet deployment practices to ensure that impacts associated with age and state-of-good repair (condition) are shared equitably throughout the Orange County Transportation Authority (OCTA) service area, and that deployment practices are consistent with the Federal Transit Administration's (FTA) guidance documented in Title VI Circular 4702.1B: Vehicle Assignment Policy.

II. ORGANIZATIONAL UNITS AFFECTED

The execution and support for the Vehicle Assignment Policy is a joint responsibility of the departments identified in Section V of this document.

III. POLICY

Vehicle assignment takes into consideration variables such as service type, operating environment constraints and limitations, passenger demand, and local community needs. Buses vary in terms of type, age, and condition (or state-of-good repair) since bus procurements are spread over multiple years. Consequently, included in the Vehicle Assignment Policy, is the FTA requirement to assess deployment practices and associated impacts on specific segments of the community from both a Title VI and Environmental Justice perspective.

The pertinent section of the FTA's Title VI Circular 4702.1B states:

“Vehicle assignment refers to the process by which transit vehicles are placed into service in depots and on routes throughout the transit provider's system. Policies for vehicle assignment may be based on the age of the vehicle, where age would be a proxy for condition. For example, a transit provider could set a policy to assign vehicles to depots so that the age of the vehicles at each depot does not exceed the system-wide average. The policy could also be based on the type of vehicle. For example, a transit provider may set a policy to assign vehicles with more capacity to routes with higher ridership and/or during peak periods. The policy could also be based on the type of service offered. For example, a transit provider may set a policy to assign specific types of vehicles to express or commuter service. Transit providers deploying vehicles equipped with technology designed to reduce emissions could choose to set a policy for how these vehicles will be deployed throughout the service area.”

Operations Division
BUS ASSIGNMENT POLICY

Policy#: OPS-510.16BUSASSIGN

Origination Date: 02/24/2014

Revised Date: 10/02/2019

Through this policy, transit bus assignment will carefully consider such impacts and implement mitigation measures to avoid potential disparate community impacts to the extent possible.

IV. DEFINITIONS

- A. Transit Bus** – A multi-passenger vehicle designed for passenger pick-up and discharge at bus stops established at fixed locations on streets and at terminals. The transit buses are scheduled to operate along a fixed-route within and/or between communities within the OCTA service area. All transit buses are designed to accommodate passengers using wheelchairs.
- B. Transit bus types** – Transit bus types vary to accommodate local roadway constraints and community preferences. Typically, transit buses vary in length and seating capacity. Longer buses generally offer more seats and standee area. Transit bus types in the current OCTA fleet include:
1. Standard size transit buses (40-foot) are the most common transit bus in the OCTA fleet and generally seat from 34 to 38 passengers and will accommodate standees. Most standard size buses are powered by compressed natural gas (CNG) although a small number of diesel-powered buses are maintained for temporary use should either additional capacity be required immediately, or a significant segment of the alternative powered fleet becomes unavailable for service. Future bus purchases are planned to be CNG or other clean fuel technologies.
 2. Large articulated transit buses (60-foot) are specialized transit buses seating in excess of 56 passengers. They are used on routes where peak passenger loads are highest and where bus stops can accommodate the additional bus length. OCTA's articulated transit buses are CNG powered.
 3. Medium size transit buses (25 to 35-foot) are specialized buses used in applications where passenger demand may be lower than average and/or operating conditions require the use of smaller vehicles. These vehicles are all currently CNG powered. Standees are not permitted on these vehicles.

V. TRANSIT BUS DEPLOYMENT PROCEDURE

- A. Equipment Assignment** – As part of the service change programs developed during the year, the Maintenance and Scheduling departments jointly develop a deployment plan that guides the assignment of specific bus types to specific bus routes operated by OCTA. Passenger demand, local community requirements, service application, bus stop length, bus garage proximity to individual bus routes, and specialized maintenance concerns are considered when developing the vehicle assignment policy.

Operations Division
BUS ASSIGNMENT POLICY

Policy#: OPS-510.16BUSASSIGN

Origination Date: 02/24/2014

Revised Date: 10/02/2019

- B. Fleet age** – The age of the fleet can be used as an indicator for vehicle condition since newer vehicles show less wear and tear and are usually less prone to premature service failure. OCTA fleet age varies from new to 22 years of age. The oldest vehicles are generally diesel powered and are assigned to the Contingency Fleet.
- C. Title VI/Environmental Justice Impact Assessments** – As part of the vehicle assignment policy development, an assessment is conducted to measure the age of the vehicles at both the system and bus route level of detail. Minority routes, as defined in the most recent version of the Service and Fare Change Evaluation Policy, are reviewed and compared with Non-Minority routes to assess average vehicle age. Should a disparate impact or disproportionate burden be discovered, mitigation measures are used where possible to correct the imbalance. Mitigation measures may include reassignment of vehicles and/or bus routes between operating bases. Should mitigation measures not be immediately available, issues are documented, and a remediation plan is developed to address the issue as new or replacement vehicles are produced.
- D. Advertisements** – Using a vendor, OCTA sells exterior advertising on the revenue vehicle fleet. The majority of the advertising is randomly placed on buses that travel throughout the service area. As ads age, particularly those that advertise events on specific dates, new ads replace them. The placement of the advertising on OCTA revenue vehicles is not based on vehicle deployment; however, the Marketing Department may request that certain ads be operating in specific areas. This request is accommodated if it is operationally feasible and if the deployment supports an equitably distributed revenue vehicle fleet throughout the OCTA service area.
- E. Responsibilities** – Multiple OCTA departments work together to implement this policy.

 - 1. Maintenance Department:**

 - a) Maintain and update vehicle records
 - b) Publish updated Equipment Assignment Report each service change or when needed
 - 2. Scheduling Department:**

 - a) Assist Maintenance Department with Equipment Assignment Report for each service change
 - b) Assist with mitigation plan development, if necessary
 - 3. Planning Department:**

 - a) Identify Minority routes as required by Title VI and Environmental Justice regulations

**Operations Division
BUS ASSIGNMENT POLICY**

Policy#: OPS-510.16BUSASSIGN

Origination Date: 02/24/2014

Revised Date: 10/02/2019

- b) Assess conformity annually with Title VI and Environmental Justice
 - c) Grant Development - If applicable, identify and notify OCTA departments of equipment assignment requirements for grant programs to ensure eligibility.
4. Grants Department:
Notify FTA of changes to the Equipment Assignment as may be required
5. Marketing Department:
Oversee the placement of advertising on all revenue vehicles

VI. EXCEPTIONS

Not applicable.

VII. PROVISIONS AND CONDITIONS

Not applicable.

VIII. RELATED DOCUMENTS

A. FTA Circular 4702.1B

B. Service and Fare Change Evaluation Policy (EO-520.02SERVICE)

END OF POLICY

**OCTA
February 2021 Service Change
Composition of Minority and Non-Minority Routes**

ATTACHMENT O: COMPOSITION OF MINORITY AND NON-MINORITY ROUTES FEBRUARY 2021 SERVICE CHANGE

Route	Route Description	Total Route Length (Miles)	Route Length (Miles) within Minority Area	Percent of Route within Minority Area
1	Pacific Coast Highway	49.15	0.07	0.1%
25	Fullerton PNR - Huntington Beach	20.42	10.22	50.0%
26	Fullerton PNR - Yorba Linda	14.44	7.29	50.5%
29	LaHabra-Huntington Beach via Beach	26.39	18.18	68.9%
30	Orangethorpe Avenue	20.59	13.48	65.4%
33	Magnolia Street	15.91	9.74	61.2%
35	Brookhurst Street	22.04	14.26	64.7%
37	Euclid Street	22.19	15.58	70.2%
38	La Palma Avenue	25.88	18.69	72.2%
42	Seal Beach to Orange via Lincoln	25.71	13.94	54.2%
43	Harbor Boulevard	18.50	12.92	69.8%
46	Ball Road	17.07	9.72	57.0%
47	Anaheim/Haster-Fairview	26.10	18.10	69.4%
50	Katella Avenue	22.35	9.40	42.0%
53	Main Street	14.49	8.84	61.0%
54	Chapman Avenue	19.10	11.30	59.2%
55	Santa Ana - Costa Mesa - Newport Beach	21.47	10.98	51.2%
56	Garden Grove Boulevard	16.19	10.60	65.4%
57	Brea Mall - Newport Transportation Center	26.07	14.71	56.4%
59	Anaheim to Irvine	19.88	11.21	56.4%
60	Long Beach-Tustin via 17th/Westminster	24.48	13.23	54.0%
64	Huntington Beach - Tustin via Bolsa/1st	15.39	11.68	75.9%
66	Huntington Beach to Irvine	19.12	12.92	67.5%
70	Sunset Beach to Tustin Station	17.44	10.46	60.0%
71	Newport Beach-Yorba Linda via Tustin/Red Hill	24.65	7.81	31.7%
72	Sunset Beach-Tustin via Warner Avenue	16.26	9.47	58.3%
76	Huntington Beach-JWA via Talbert/MacArthur	14.15	6.33	44.7%
79	Tustin - Newport Beach	19.91	9.27	46.6%
82	Foothill Ranch - Rancho Santa Margarita	8.56	1.65	19.2%
83	Anaheim - Laguna Hills	28.59	17.55	61.4%
85	Mission Viejo - Dana Point	13.05	0.19	1.5%
86	Costa Mesa - Mission Viejo	20.53	5.63	27.4%
87	Laguna Niguel - Rancho Santa Margarita	15.85	1.96	12.4%
89	Laguna Beach - Mission Viejo	14.48	2.83	19.6%
90	Tustin Station to Dana Point Harbor	21.75	3.16	14.5%
91	Laguna Hills to San Clemente	22.07	6.43	29.1%
123	Huntington Beach - Anaheim	27.43	14.56	53.1%
129	La Habra - Anaheim Canyon	14.13	6.63	46.9%
143	La Habra - Brea via Fullerton	14.11	9.23	65.4%
150	Santa Ana - Costa Mesa	12.38	11.10	89.7%
153	StrkMa-BrMILZ former North end of 053	12.84	6.52	50.8%
167	Anaheim-Irvine via Santiago/Hewes/Bryan	24.09	6.67	27.7%
177	Foothill Ranch - L.H.T.C.	11.17	4.49	40.2%
178	Huntington Beach-Irvine via Adams/Birch/Campus	16.99	1.50	8.8%
206	Santa Ana - Lake Forest	22.31	9.84	44.1%
213	Brea PNR - Irvine	33.75	17.97	53.2%
453	Orange Transp Center - St. Josephs' Hospital	3.48	1.58	45.4%
463	Santa Ana Regional Transp. Cntr & Harbor-Sunflower	11.98	9.72	81.2%
472	Tustin Metrolink Station -Irvine Business Complex	8.86	2.89	32.6%
473	Tustin Station -Irvine Business Complex	6.24	3.38	54.2%
480	Irvine Station - Lake Forest	8.84	2.38	26.9%
529	GWTC - FPNR Via Beach Blv	12.47	10.45	83.8%
543	Harbor Blvd using Limited Stops	12.74	12.13	95.1%
560	Long Beach-Tustin via 17th/Westminster-Ltd Stop	19.70	12.63	64.1%
701	Huntington Beach - Los Angeles	43.81	3.99	9.1%
721	Fullerton-Los Angeles	34.11	5.17	15.1%
794	Riverside/Corona - C Mesa (via S Coast Metro)	38.97	10.68	27.4%
862	Santa Ana Regional Transp. - Civic Center	2.11	2.11	100.0%

OCTA
Service and Fare Change Evaluation Policy



Executive Office

Chief Executive Officer

SERVICE AND FARE CHANGE EVALUATION POLICY

Policy#: EO-520.02SERVICE

Origination Date: 11/26/2012

Revised Date: 06/17/2019

I. PURPOSE

The purpose of this policy is to establish how the Orange County Transportation Authority (OCTA) evaluates major service and fare changes to determine whether they will have a discriminatory impact based on race, color, or national origin and whether they will have a disproportionately high and adverse impact on minority populations and/or low-income populations.

II. ORGANIZATIONAL UNITS AFFECTED

- A. The Planning Division is responsible for determining if a particular service change meets the definition of a "Major Service Change."
- B. The Planning Division is responsible for completing service equity analysis documents as required.
- C. The Finance and Administration Division is responsible for completing fare equity analysis documents as required.
- D. The External Affairs Division is responsible for engaging the public to actively seek comments, suggestions, and input in the decision-making process for both major service changes and fare changes through community outreach efforts as outlined in the Public Involvement Plan.
- E. The Human Resources & Organizational Development Division is responsible for coordinating Federal Transit Administration (FTA) review of service and fare equity analysis documents.

III. POLICY

- A. Major Service Change – A major service change is defined as a numerical standard, as expressed by the distribution of routes as measured against the existing level of service. The following is considered a Major Service Change (unless otherwise noted in Section VI):
 - 1. Route Alignment Reduction or Elimination
Reducing an existing route by more than 50% of directional route miles or; reducing an existing route by more than 50% of bus stops.
 - 2. Route Alignment Extension or New Route
Adding a new route or a route segment that increases directional route miles of an existing route by more than 50% and; when more than 50% of the new service bus stops are along currently unserved street segments.

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3. Route Level Service Hour Change

Increase or decrease of the following levels of service on a route within 12 months: Weekday Service increase or decrease of 25% or more annualized Vehicle Revenue Hours, or Weekend Service increase or decrease of 25% or more annualized Vehicle Revenue Hours.

4. System-Wide Service Hour Change

Increase or decrease of 25% of annualized Vehicle Revenue Hours for all routes within 12 months

B. Fare Change – All fare increases or reductions are considered a Fare Change unless otherwise noted in Section VI.

C. Disparate Impact/Disproportional Burden Thresholds – When conducting a fare or service equity analysis, the following thresholds will be used to determine when a change would have a disparate impact:

1. Service Changes

a) Route Alignment Reduction or Elimination

If the resulting alignment of a route alignment reduction serves a lower percentage of minority and/or low-income population than the existing route alignment service coverage or; if an identified low-income and/or minority route is eliminated.

b) Route Alignment Extension or New Route

If a new route alignment after the proposed alignment extension serves a lower percentage of minority and/or low-income population than the average minority and/or low-income population for the entire service area or; if a new route serves a lower percentage of minority and/or low-income population than the average minority and/or low-income population for the entire service area.

c) Route Level Service Hour Change

If a proposed route level headway for a minority and/or low income route is longer than the average headway for non-minority and/or non-low income routes for the same service type and time period; or if a proposed route level headway for a non-minority and/or non-low-income route is shorter than the average headway for minority and/or low income routes for the same service type and time period.

d) System-Wide Service Hour Change

If the proposed average system-wide headways for minority and/or low-income routes is longer than the average system-wide headways for non-minority and/or non-low-income route for the same service type and time period; or if the proposed average system-wide headways for non-minority and/or

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non-low-income routes is shorter than the average headway for minority and/or low-income routes for the same service type and time period.

2. Fare Change

Disparate impact/disproportional burden will only be considered if the increase in fare product for minority and/or low-income populations is greater than 10% compared to non-minority and/or low income.

- D. Public Involvement – The public was engaged in developing this policy as documented in the Public Involvement Plan. The public will be engaged in any changes to this policy prior to approval. The Public Involvement Plan also documents the outreach activities required prior to a major service or fare change.
- E. Board Review – Service and Fare Equity Analysis documents will be presented to the OCTA Board prior to implementation of major service or fare changes. The documents will be presented to the Transit Committee as a receive-and-file report.

IV. DEFINITIONS

- A. Disparate Impact – A facially neutral policy or practice that has a disproportionately excluding or adverse effect on the minorities or low-income segments of the service area.
- B. Disparate Treatment – An action that results in a circumstance in which minority persons are treated differently than others because of their race, color, national origin, and/or low-income status.
- C. Disproportional Burden – The statistical percentage of impacts borne by low income populations as compared to impacts borne by non-low-income populations.
- D. Low Income persons have an income of 80% or less of the national per capita income. “Low Income Areas” are residential land use areas within census tracts where the average per capita income is 80% or less of the national per capita income.
- E. Low Income Transit Route – A route where at least 20% of the land within one-half mile of the route alignment is a “Low Income Area.”
- F. Minority Persons and Areas – Minority persons include American Indian and Alaska Native, Asian, Black or African American, Hispanic or Latino, and Native Hawaiian and Other Pacific Islanders as defined in the latest FTA Title VI Circular. “Minority Areas” are residential land use areas within census tracts where the percentage of minority persons is higher than the Orange County average.
- G. Minority Transit Route – A route where at least 25% of the land within one-half mile of the route alignment is a “Minority Area.”
- H. Seasonal Service and Special Events – Changes to bus service levels on routes which occur because of seasonal ridership changes and event activities served by dedicated

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temporary bus routes. Routes which have these changes are documented in OCTA's current Title VI plan.

- I. Temporary Detours and Closures – A short-term change to a route caused by road construction and maintenance, road closures, emergency road conditions, fiscal crisis, civil (and labor) disputes, any other uncontrollable circumstance when the route will be returned to the prior state after the circumstance has been resolved.

V. PROCEDURE

- A. Each service change is evaluated to determine if it is “major” and does not meet an exception in Section VI, therefore requiring an equity analysis. If a service change is not determined to be “major,” it will be noted, and no further analysis will be completed. All fare changes require an equity analysis unless it meets an exception in Section VI.
- B. Prepare service and fare equity documents as necessary using the current procedures on file with the Planning and/or Finance and Administration Division.
- C. Engage in public participation efforts (see Public Involvement Plan for Service and Fare Changes.)
- D. Submit completed Service and/or Fare Equity Analysis documents to the FTA via the TrAMS portal.
- E. Submit Service and/or Fare Equity Analysis documents to the OCTA Office of Civil Rights.
- F. Submit Service and/or Fare Equity Analysis documents to the OCTA Board of Directors as described in Section III.

VI. EXCEPTIONS

- A. The following are exemptions to the Major Service Change Policy and do not require an equity analysis:
 3. Seasonal service changes
 4. Temporary detours and closures
 5. Adjustments to lines during their first three years of service including elimination of service
 6. Splitting or combining routes where the changes would not otherwise constitute a major service change.
 7. Route being taken over by another transit provider with substantially the same headways, fare, transfer options, span of service, and stop locations. The new provider must take all valid OCTA fare media.

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8. Special event services operating for a limited period of time (less than seven consecutive months)
 9. Shuttle routes designed to act as extensions of commuter rail service, linked to specific commuter rail schedules established by the commuter rail operator
 10. Trial service changes instituted for 180 days or less with notification to the FTA Region 9 administrator in advance of implementation
 11. Service changes implemented in response to an emergency situation with notification to the FTA Region 9 administrator within five working days
- B.** The following are exceptions to the Fare Change Policy and do not require an equity analysis:
1. Free fare or reduced fare promotions of less than 60 days
 2. Seasonal passes and fares which have been reviewed for equity previously at the same proposed rate

VII. PROVISIONS AND CONDITIONS

Not applicable.

VIII. RELATED DOCUMENTS

- A. FTA Circular 4702.1B
- B. FTA EJ Circular 4703.1
- C. OCTA Public Involvement Plan
- D. Service Change Equity Evaluation Process
- E. Fare Change Equity Evaluation Process

END OF POLICY