

OCTA - BUS STOP AMENITIES and MAINTENANCE SURVEY

ITEM 7

CITY and CITY CONTACTS			No. of TRASH CANS, BENCHES, and SHELTERS WITHIN EACH CITY														VENDOR AGREEMENT															
CONTACT PERSON PHONE No. and E-MAIL ADDRESS	No. of BUS STOPS/CITY	PCT. of STOPS/CITY	City With Trash Cans (Per Survey)	No. of Existing T/C (per Survey)	City With Trash Cans (Per dB)	No. of Stops W/City Trash Cans (per dB)	No. of Stops W/OCTA Trash Cans (per dB)	No. of Stops W/Clear Channel Trash Cans (per dB)	City With Benches (Per Survey)	No. of Existing BN (per Survey)	City With Benches (Per dB)	No. of Stops W/City Benches (per dB)	No. of Stops W/CU Benches (per dB)	No. of Stops W/Clear Channel Benches (per dB)	Shelters Within City (Y/N)	No. of Existing SH (per Survey)	No. of Shelters (Per dB)	No. of Existing City Shelters (per dB)	No. of Stops W/Clear Channel Shelters (per dB)	Agreement w/Vendor (Y/N)	Company/Vendor	Length of Contract (Years)	Starting Date	Ending Date	No. of Stops Maintained	Yearly Maintenance Cost	Vendor's Performance	City Revenue (From BN/SH)	Cities With Privately Owned Trash Cans (Per Survey)	No. of Existing T/C (Per Survey)	TC Maintained by	Day(s) Serviced/Per Week
ANAHEIM - DAVID KENNEDY 714.765.5183/ dkennedy@anaheim.net	617	9.7%	Y	30	Y	33	273	119	Y	350	Y	270	2	0	N	0	Y	29	125	Y	CC	15	2003	2018	UNK	\$65,000	F	\$75,000	Y	125	CC	UNK
ALISOS VIEJO - JOHN WHITMAN 949.425.2531/ jwhitman@cityofalisoviejo.com	63	1.0%	N	0	Y	26	0	6	N	0	Y	28	0	0	N	0	Y	0	6	N	NA	NA	NA	NA	UNK	\$0	NA	NA	Y	10	HOA	UNK
BREA - CARRIE HERNANDEZ 714.990.7766/ Carrieh@cityofbrea.net	113	1.8%	N	0	Y	51	18	24	N	0	Y	57	3	0	N	0	Y	1	25	Y	CC	16	1993	2009	30	\$0	F	\$33,480	Y	66	CC	1x
BUENA PARK - JESS RIVERA 714.562.3650/ jrivera@buenapark.com	177	2.8%	Y	UNK	Y	34	31	53	Y	UNK	Y	49	0	0	N	0	Y	2	60	Y	CC	10	2005	2015	150	\$0	G	\$297,000	Y	150	CC	Varies
COSTA MESA - NONE LISTED	261	4.1%	Y	117	Y	134	1	68	Y	128	Y	131	0	0	Y	20	Y	20	68	Y	CC	5	Nov-08	Oct-13	203	\$0	G	\$100,000	N	0	NA	NA
CYPRESS - KEITH CARTER 714.229.6750/ kcarter@ci.cypress.ca.us	77	1.2%	N	0	Y	24	5	16	Y	30	Y	37	1	0	Y	3	Y	4	22	N	NA	NA	NA	NA	NA	\$0	VG	\$8,000	Y	40	CC	1x
DANA POINT - ROBERT FRENCH 949.248.3589/ rfrench@danapoint.org	107	1.7%	Y	41	Y	42	4	0	Y	35	Y	46	0	0	N	0	N	0	0	Y	CR &R	NA	NA	NA	39	\$0	VG	\$0	N	0	NA	1x
FULLERTON - RYA HACKMAN 714.738.3310/ raisah@ci.fullerton.ca.us	338	5.3%	Y	78	Y	59	128	33	Y	132	Y	70	129	0	N	0	Y	0	37	Y	CC	6 MT	2/2009	7/2009	47	UNK	G	\$57,400	Y	47	CC	2x to 3x

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FOUNTAIN VALLEY - STEVE HAUERWAAS 714.593.4441/ stevhauerwaas@fountainvalley.org	164	2.6%	N	0	Y	1	31	50	N	0	Y	21	0	0	N	0	Y	0	59	Y	CC	15	11/1996	11/2011	60	UNK	F	\$108,240	Y	47	CC	2x
GARDEN GROVE - ANN CO 714.741.5554/ anncc@ci.garden-grove.ca.us	323	5.1%	Y	2	Y	2	118	100	Y	50	Y	74	5	0	N	0	Y	0	115	Y	CC	15	2007	2022	100	UNK	G	\$120,000	Y	100	CC	2x
HUNTINGTON BEACH - BOB STACHELSKI 714.536.5523/ bstachelski@surfcity-hb.org	459	7.2%	Y	40	Y	8	32	273	Y	40	Y	5	1	268	N	0	Y	0	174	Y	CC	10	May-99	May-09	294	UNK	F	\$300,000	Y	250	CC	Varies
IRVINE - GARY HEWITT 949.724.7322/ ghewitt@ci.irvine.ca.us	499	7.9%	Y	233	Y	103	4	109	Y	209	Y	86	0	1	Y	117	Y	3	108	Y	CC	15	Feb-97	Jan-15	493	\$65,000	F	\$258,755	Y	5	CC	2x
LAGUNA BEACH - BILL LIEBEL 949.497.0343 /wliebel@lagunabeachcity.net	72	1.1%	Y	68	Y	39	1	0	Y	55	Y	51	0	0	Y	3	Y	3	0	N	NA	NA	NA	NA	0	\$0	NA	NA	N	0	NA	NA
LAGUNA HILLS - KEN ROSENFELD 949.707.2665/krosenfield@ci.la-guna-hills.ca.us	105	1.7%	Y	UNK	Y	53	12	1	Y	UNK	Y	55	0	0	N	0	Y	1	1	Y	NA	UNK	UNK	UNK	30	UNK	G	\$0	N	0	NA	NA
LAKE FOREST - LUIS ESTEVEZ 949.461.3485/lestevez@ci.lake-forest.ca.us	187	2.9%	Y	91	Y	94	0	0	Y	47	Y	48	0	0	Y	44	Y	51	0	Y	SCI	3 yrs	Jul-07	Aug-10	NA	\$231,650	VG	\$0	N	0	NA	NA
LA HABRA - NELSON WONG 652.905.9622/ nelson@lahabracity.com	92	1.4%	Y	35	Y	63	7	8	Y	58	Y	54	0	0	Y	6	Y	6	19	Y	CC	1yr	Yr to Yr	Yr to Yr	UNK	UNK	G	\$21,300	Y	50	CC	2x
LAGUNA NIGUEL - DAVID ROGERS 949.362.4377/ drogers@ci.laguna-niguel.ca.us	137	2.2%	N	0	Y	33	1	42	N	0	Y	32	0	0	N	0	Y	0	42	Y	CC	Yrly	Jun-90	NONE	64	UNK	UNK	\$100,000	Y	64	CC	1x
LOS ALAMITOS - DAVID COX 562.431.3538/ dcoxc.ci.los-	40	0.6%	N	0	Y	13	5	6	N	0	Y	24	1	0	N	0	Y	1	7	Y	CC	10	Jun-06	Jun-16	16	\$0	G	UNK	Y	19	CC	1x
LA PALMA - LARRY BALDWIN 714.690.3325/ larryb@cityoflapalma.org	23	0.4%	Y	25	Y	6	3	0	Y	19	Y	17	0	0	N	0	N	0	0	N	NA	0	NA	NA	NA	\$0	NA	NA	N	0	NA	NA

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TUSTIN - JOE MEYERS 714.573.3173/ jmeyers@tustinca.org	130	2.0%	Y	10	Y	11	31	36	Y	35	Y	32	1	0	Y	36	Y	2	36	Y	CC	UNK	UNK	UNK	36	UNK	UNK	\$55,000	N	0	NA	1x
WESTMINSTER - NO RESPONSE FROM CITY	219	3.5%	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR
VILLA PARK - Wm JOE O'NEIL 714.998.1500/ joneil@villapark.org	8	0.1%	Y	2	Y	1	0	0	Y	2	Y	1	0	0	N	0	N	0	0	N	NA	0	NA	N	0	\$0	NA	\$0	N	0	NA	NA
YORBA LINDA - ARMANDO JAMIE 714.961.7170/ ajamie@yorba-linda.org	50	0.8%	Y	UNK	Y	8	14	0	Y	UNK	Y	33	0	0	N	0	N	0	0	N	NA	0	NA	N	0	\$0	NA	\$0	N	0	NA	NA
	6347	-	23	926	31	1570	894	1253	25	1382	32	1972	232	286	12	309	24	131	1218	20					2525	\$461,650	G	\$2,415,375	17	1066		

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PRIVATELY OWNED AMENITIES																				MISCELLANEOUS MAINTENANCE PERFORMED BY PRIVATE VENDOR										MISCELLANEOUS COMPLAINTS																	
Privately Owned Trash Cans (Per dB)	No. of Privately Owned Trash Cans (Per dB)	Will Place New T/C (Y/N)	No. of T/C To Be Placed	Estimated Date	Benches (Y/N)	No. of Ex. Non-Ad BN	No. of Ex. Ad BN	BN Maintained by	Day(s) Serviced/Per Week	Will Place New BN (Y/N)	No. of BN To Be Placed	Estimated Date	Shelters (Y/N)	No. of Ex. Non-Ad SH	No. of Ex. Ad SH	SH Maintained by	Day(s) Serviced/Per Week	Will Place New SH (Y/N)	No. of SH To Be Placed	Estimated Date	Bike Racks (Y/N)	No. of Bike Racks	Perform Maintenance (Y/N)	Remove Trash on S/W (Y/N)	Graffiti Removal (Y/N)	Steam Clean Sidewalk (Y/N)	Steam Clean Benches (Y/N)	Steam Clean Shelters (Y/N)	Remove Shopping Carts (Y/N)	Minor Tree Trims (Y/N)	Trim Bushes (Y/N)	Remove Weeds (Y/N)	Safety Inspection (Y/N)	Who Handles Complaints	Response Time - Trash	Response Time - Graffiti	Response Time - Tree Trim	Use TAGRS (Y/N)	OCTA Performs Maint. (Y/N)	City Performs Maint. (Y/N)	Install Signs/Posts (Y/N)	Repair Signs/Posts (Y/N)	Graffiti Removal (Y/N)	Clean Sidewalk (Y/N)	Minor Tree Trims (Y/N)		
Y	119	N	0	NA	Y	125	0	CC	UNK	N	0	NA	Y	NA	125	CC	2x	Y	120	2009/2010	N	0	Y	Y	Y	Y	N	N	N	N	N	N	N	Y	C	Varies	24-48 Hrs	NA	N	Y	NA	N	Y	N	N	N	N
Y	6	N	0	NA	N	0	0	NA	NA	N	0	NA	N	NA	NA	NA	NA	N	0	NA	N	0	Y	Y	Y	N	N	N	N	Y	N	N	N	HOA CT	UNK	24 Hrs	24 Hrs	Y	N	Y	N	N	N	N	N		
Y	24	N	0	NA	Y	0	70	CU	Varies	N	0	NA	Y	0	30	CC/C	2x	N	0	NA	N	0	Y	Y	Y	N	N	N	N	N	N	N	CC/C	24 Hrs	24 Hrs	24-48 Hrs	N	N	Y	N	N	N	N	N			
Y	53	N	0	NA	N	0	0	NA	NA	N	0	NA	Y	0	150	CC	Varies	N	0	NA	N	0	Y	Y	Y	Y	Y	Y	N	N	N	Y	CC/C	24 Hrs	24 Hrs	24 Hrs	N	Y	N	N	Y	N	N	N	N		
Y	68	N	0	NA	N	0	0	NA	NA	N	0	NA	Y	0	73	CC	2x	N	0	NA	N	0	Y	Y	Y	N	N	Y	N	N	N	N	CC	24 Hrs	24 Hrs	Varies	N	Y	N	Y	Y	N	N	N	N		
Y	16	N	0	NA	N	0	0	NA	NA	N	0	NA	Y	0	25	CC	1x	N	0	NA	N	0	Y	Y	N	Y	Y	N	N	N	N	N	CC	24 Hrs	25 Hrs	24-48 HRS	N	N	Y	Y	Y	N	N	N	N		
N	0	N	0	NA	N	0	0	NA	NA	N	0	NA	N	0	0	NA	NA	N	0	NA	N	0	Y	Y	N	N	N	N	N	N	N	N	CR&R/C	24 Hrs	24 Hrs	NA	Y	Y	N	N	Y	Y	Y	Y	Y		
Y	33	N	0	NA	Y	200	0	CC/C	Varies	N	0	NA	Y	0	47	CC	2x	N	0	NA	N	0	Y	Y	Y	Y	N	N	N	N	N	N	CC/C	24 Hrs	24 Hrs	24-48 Hrs	N	Y	N	N	N	N	N	N	N		

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Y	50	N	0	NA	N	0	0	NA	NA	N	0	NA	Y	0	47	CC	2X	N	0	NA	N	0	Y	Y	Y	N	N	Y	N	N	N	N	N	N	CC/C	24 Hrs	24 Hrs	24 Hrs	N	Y	NA	N	N	N	N	N	N
Y	100	UNK	0	NA	N	NA	NA	NA	NA	Y	10	Jan-09	Y	0	100	CC	2x	UNK	NA	NA	N	0	Y	Y	Y	Y	N	N	N	N	N	N	N	N	CC/C	24 to 48 Hrs	24 to 48 Hrs	5 Days	N	N	NA	NA	NA	NA	NA	NA	NA
Y	273	UNK	NA	NA	Y	0	400	CC	UNK	N	0	NA	Y	0	170	CC	Varies	N	0	NA	N	0	Y	Y	Y	Y	Y	Y	N	N	N	N	Y	CC/C	24 Hrs	24 Hrs	24 - 48 Hrs	UNK	Y	Y	N	Y	N	Y	N		
Y	109	N	0	NA	Y	8	0	CC	Varies	N	0	NA	Y	3	5	CC	2x	N	0	NA	N	0	Y	Y	Y	Y	Y	Y	N	N	N	N	Y	CC	24 to 48 Hrs	24 to 48 Hrs	Varies	N	Y	Y	N	Y	N	N	N		
N	0	N	0	NA	N	0	0	NA	NA	N	0	NA	N	0	0	NA	NA	N	0	NA	N	0	N	N	N	N	N	N	N	N	N	N	N	C	24 - 48 Hrs	24 to 48 Hrs	24 to 48 Hrs	N	Y	Y	Y	Y	N	N	N		
N	0	N	0	NA	N	0	0	NA	NA	N	0	NA	N	0	0	NA	NA	N	0	NA	N	0	Y	N	N	N	N	N	N	N	N	N	N	MC	24 to 48 Hrs	24 to 48 Hrs	Varies	Y	Y	NA	N	Y	N	Y	N		
N	0	N	0	NA	N	0	0	NA	NA	N	0	NA	N	0	0	NA	NA	N	0	NA	N	0	Y	Y	Y	Y	Y	Y	N	Y	N	Y	Y	SCI	24 Hrs	24 Hrs	24 Hrs	Y	Y	NA	N	Y	N	N	N		
Y	8	UNK	UNK	UNK	N	0	0	NA	NA	NA	0	NA	Y	0	21	CC	2x	UNK	UNK	UNK	N	0	Y	Y	Y	N	Y	Y	N	N	N	N	N	CC/C	24 Hrs	24 to 48 Hrs	NA	N	Y	N	N	N	N	N	N		
Y	42	N	0	NA	Y	20	NA	CC	NA	N	0	NA	Y	0	44	CC	1x	N	0	NA	N	0	Y	Y	Y	N	N	N	N	N	N	N	CC	24 Hrs	24 Hrs	Varies	N	NA	NA	NA	NA	NA	NA	NA			
Y	6	N	0	NA	19	0	19	NA	UNK	N	0	NA	19	0	19	CC	1x	N	0	NA	N	0	Y	N	N	Y	Y	Y	N	N	N	Y	CC	24 Hrs	24 Hrs	24 - 48 Hrs	N	N	NA	NA	NA	NA	NA	NA			
N	0	N	0	NA	N	0	0	NA	NA	N	0	NA	N	0	0	NA	NA	N	0	NA	N	0	N	NA	NA	NA	NA	NA	NA	NA	NA	NA	C	24 Hrs	24 Hrs	24 - 48 Hrs	N	Y	NA	N	N	Y	Y	N			

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Y	36	N	0	NA	N	0	0	NA	NA	Y	10	2009	Y	4	0	Irv. Co.	UNK	Y	10	2009	N	0	N	N	N	N	N	N	N	N	N	N	N	N	N	CC/C	24 to 48 Hrs	24 to 48 Hrs	24 to 48 Hrs	N	Y	N	N	Y	N	N	N				
NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NB	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR					
N	0	N	0	NA	N	0	0	NA	NA	N	0	NA	N	0	0	NA	NA	N	0	NA	N	0	N	N	N	N	N	N	N	N	N	N	N	N	C	24 Hrs	24 Hrs	24 Hrs	N	Y	Y	N	N	N	N	N					
N	0	N	0	NA	N	0	0	NA	NA	N	0	NA	N	0	0	NA	NA	N	0	NA	N	0	N	N	N	N	N	N	N	N	N	N	C	24 Hrs	24 to 48 Hrs	24 hrs	N	N	Y	N	N	N	N	N	N						
21	1252	2	0		9	382	506			3	20		17	7	1028			3	130			16																							6	22	10				

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Item No.

MISCELLANEOUS MAINTENANCE PERFORMED BY OCTA											MISCELLANEOUS COMMENTS AND REMARKS
Trim Bushes (Y/N)	Remove Weeds (Y/N)	Empty Trash Cans (Y/N)	Remove Trash on S/W (Y/N)	Remove Trash in Gutter (Y/N)	Remove Trash in Street (Y/N)	Remove Shopping Carts (Y/N)	Paint Red Curb (Y/N)	Safety Inspection (Y/N)	OCTA's Overall Performance	Comments/Impact To City If OCTA No Longer Serviced Stops	City Comments or Remarks
N	N	Y	Y	Y	Y	N	N	Y	VG	The city would have to provide services to maintain bus stops. Using the OCTA scope of work as a reference, it would cost the city of Anaheim approximately \$210,000 a year to service these locations.	1g) Most trash cans at Anaheim stops installed by OCTA - not included in count. 2g) Each shelter has one bench and one trash can - owned by Clear Channel Outdoor. 6i) Only bus stops with private bus shelters are maintained. 7f) Shelters in vicinity of Angel Stadium or maintained as needed. 17g) Contract states that shelters will be added as deemed necessary.
N	N	N	N	N	N	N	N	N	G	21) Minimal impact to city.	18b) City states they are not aware of OCTA performing maintenance at stops, but yet gives OCTA a good rating on question 20b.
N	N	N	N	N	N	N	N	N	NA	20) Our Maintenance Services Department did not know that OCTA performs these services	1b) The city of Brea owns several benches, but indicated the opposite in their response. 8o) Also performs various miscellaneous maintenance. 21) We have contracted with Clear Channel to provide maintenance services on all bus shelters.
N	N	N	N	N	N	N	N	Y	G	21) Increase maintenance cost due to damaged sign posts.	3i) Order new passenger amenities in approximately 8 years. 4d) Emergency needs handled by city personnel.
N	N	N	N	N	N	N	N	N	G	21) The most immediately visible impact would be increased accumulation of trash around bus stops. While the city's bus shelter franchise provides trash service, this service is in addition to that performed by OCTA. The city would incur increased cost to maintain the frequency of trash collection service currently being performed. Additionally, other needed maintenance, such as trimming tree branches for safe bus clearance, would be delayed or not performed.	5g) Not maintained by city personnel. Item 14: The city uses an in-house developed graffiti tracking program to monitor and document graffiti. The program has been valuable in curtailing and aiding in prosecution of cases. General Comment: The extent of services provided by OCTA is far greater than city staff would be able to perform, or the city's bus shelter contractor is contractually required to perform. The most significant issues regarding maintenance being in the areas of cleanliness and public safety. While the city's contractor provides trash collection services, he does not provide coverage to all bus stops in the city. The additional attention to cleanliness and public safety provided by OCTA to all bus stop locations ensures that all bus stops are adequately maintained at all times. Failing to continue preventive maintenance services and monitoring of bus stop areas to the current level will, over time, cause increased deterioration of bus stop facilities and increase the need of rapid or emergency response by OCTA and/or city staff as minor issues become major safety concerns.
N	N	N	N	N	N	N	N	N	G	8p) The miscellaneous maintenance is done on an as-needed basis.	2g) Shelters owned by Clear Channel 4d) Shelter Clean empties trash receptacles through agreement with Clear Channel. 6i) Contract is between Clear Channel and Shelter Clean. 21 & 22) City did not have any Comments or Remarks for these questions.
N	N	N	N	N	N	N	N	Y	G	21) 1) additional unplanned cost to city 2) additional contracting administration costs 3) additional inspection costs.	5g) as needed as some locations. 6i) Trash cans only 7f) Trash 9f) Trash Only 15e) Has not been an issue (The city lists 3 different numbers for their benches Q1 - 41, Q5 - 40, and Q6 - 39)
N	N	Y	N	N	N	N	N	Y	G	20f) This City knows about bus stop trash support service which OCTA provides, but not the full extent of services. 21) This City doesn't have the resources to maintain all stops; therefore OCTA support is extremely beneficial. Eliminating OCTA services would negatively impact appearance and cleanliness of any OCTA-maintained bus stop. (The city responded to question 18 with a "YES" and "NO" answer. Not sure what the city was attempting to say.)	1g) Original purchase quantities; actual quantities at stops today may vary by a few, if any. 5g) Approx 50. 8p) Shelter steam cleaning required 1/mo. 15e) If safety issue - immediately; if not - within 3 days. 22) OCTA Stops and Zones has been very responsive and helpful in accommodating this City. on various bus-stop related issues including 1) trash can placement requests, 2) bus stop trash clean-up, and 3) citizen complaints. If there is some type of funding available to Cities for purchase of non-advertising street furniture, the City of Fullerton would like to be included for consideration. Thank you.

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N	N	Y	N	N	N	N	N	Y	G	21) Accumulated trash at bus stop.	1g) City provides Clear Channel Outdoor with exclusive right to construct, erect, install, repair, maintain and insure such passenger amenities. 3i) Each shelter shall be cleaned and trash collected not less than two times per week. 5g) Not applicable, but ass needed/required. 6i) Clear Channel is solely responsible for providing personnel, equipment, and materials. 16g) Revenue is approximately 5% of gross advertising. 22) Cost of shelter, bench and receptacle replacement. Cost of new 16' advertising shelter: \$4,400, Cost of fiberglass bench: \$ 145, Cost of "bulley" style trash receptacle: \$110, Installation: \$450, Total cost: \$5,105.
NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	21) No Comments or Remarks	6i) Maintenance included with bus shelter agreement. 10d) Contractor notified for bus shelter locations. 12d) City personnel for city owned benches, contractor for bus shelters.
N	N	Y	Y	Y	N	N	N	Y	G	20f) With only a few exceptions, OCTA maintenance is supplemental to our contract service.	3i) City will be purchasing additional trash receptacles and benches, but unsure how many. 4d) We have a combination. Most by advertising shelter/bench contractor, some by OCTA, Some other contractor. 5g) Actual city personnel rarely perform maintenance. 7f) Dependent on location and season. 8p) This only applies to advertising bench/shelter locations. Trash only at others. 10d) b) for advertising locations a) for all others 11e) City refers same day. Response from contractor varies depending on nature of complaint. 12d) Same as question #10 13e) Same as question #11 21) Our franchise agreement with Clear Channel does not include maintenance of stop in the Costal Zone (advertising not allowed). We rely on OCTA service of these stops and supplement with a separate maintenance contract during the summer months for 30 of the 40 stops. Loss of OCTA service would result in additional costs to the city.
N	N	N	N	N	N	N	Y	Y	VG	21) If OCTA no longer serviced bus stops, there would be no impact. According to OCTA's records there are no funds spent for servicing bus shelters within the City of Irvine. The City oversees and coordinates maintenance activities, as indicated within this survey.	1G) Total 493 city owned stops, which includes 117 shelters (91 city advertising, 26 city non-advertising) 2g) Total 8 privately owned stops, including 8 shelters (5 private advertising, 3 private non-advertising) 5g) Maintained by contractor. 6i) Routine maintenance includes cleaning, graffiti removal, and trash pick-up.
N	N	N	N	N	N	N	N	N	NA	20f) City personnel complete the majority of maintenance at OCTA bus stops.	7f) They (stops) are serviced (daily) by city personnel. 16g) The city does not allow advertisement in the public right of way.
N	N	N	Y	Y	Y	N	N	N	G	21) Bus stops will get dirty with accumulated trash and debris.	3) City plans to purchase additional benches and trash receptacles on an annual basis 7f) Graffiti removal/ site clean-up as needed by different vendors.
N	N	Y	N	N	N	N	N	Y	G	21) The City currently has 187 bus stops in the City. The City maintains 91 of them. If OCTA were to stop maintaining the other 96 bus stops, it would have a negative impact in terms of refuse accumulation and unsightly conditions at those bus stops. The City would then be forced to substantially increase its bus stop maintenance budget to maintain the remaining bus stop locations, creating a financial burden to the City.	3i) Unknown exactly how many shelters and trash cans will be purchased as part of upcoming streetscape projects. 4d) City-owned shelters, benches and trash cans are maintained by ShelterClean. 7f) Each stop is inspected daily, trash removed if needed, but no less than once per week. 16g) Advertising shelters are not permitted in Lake Forest. 22) The following is the scope of work the City's bus bench and shelter maintenance contract: 22-1) Daily inspection of all bus shelters antr concrete bus benches. 22-2) Report and resolve hazardous conditions daily. 22-3) Daily weed and litter removal within 10 feet of bus shelter. 22-4) Emptying of trash receptacles and replacement of plastic liners on an as-needed basis, but in no case less than once a week. 22-5) Weekly cleaning of glass panels. 22-6) Daily cleaning of spilled liquids or food from bus benches and or adjacent sidewalk. 22-7) Daily graffiti removal from sjelters, benches,and trash receptaclrs. 22-8) Monthly high-pressure cleaning of bus shelters, concrete bus benches, trash receptacles, and adjacent sidewalk. 22-9) Monthly nighttime inspection and repair of bus shelter lighting.
N	N	N	N	N	N	N	N	N	G	(City did not indicate the type of maintenance performed by OCTA). 21) Significant negative impact. City does not have the resources to provide weekly maintence of OCTA bus stops. OCTA must continue to provide basic maintenance services. City will supplement services when needed and able upon request.	3) The City would like to provide more bus stop amenities if funding was available.
NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	City did not answer questions 18, 19. 20. 21, or 22	5g) Shelter Company Clear Channel Communications 7f) Some locations need to be serviced more than once per week due to trash volume 12d) Response depends on extend and type of graffiti 15e) Usually within 10 buisness days
NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	21) City did not have any additional comments or remarks	22) City did not have any additional comments or remarks
N	N	Y	N	N	N	N	N	Y	G	21) Additional staff time and materials would be required,	3) May 2009, the city will purchase 7 additional benches and trash receptacles.

OCTA - BUS STOP AMENITIES and MAINTENANCE SURVEY

ITEM 7

NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NO RESPONSE FROM CITY	NO RESPONSE FROM CITY
NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NO RESPONSE FROM CITY	NO RESPONSE FROM CITY
N	N	Y	Y	N	N	N	N	Y	G		21) City does not have budget to respond to any bus stop maintenance issues unless safety related.	1g) Located at 6 locations in Corona Del Mar 2g) All located at 20 locations within city 5g) At 6 city-owned locations
N	N	N	N	N	N	N	N	N	NA		20) No evidence of OCTA maintenance. 21) No Change	22) City did not have any comments or remarks
N	N	Y	Y	Y	N	N	N	Y	F		20f) It would be very helpful if OCTA would participate in repairing damage to bus stops created by the bus. OCTA is very responsive in maintaining trash receptacles at standing stops. 21) There would be fewer trash receptacles available for use.	1g) Some stops have city owned metal or concrete bus benches/trash receptacles. 2g) The City has a contract with Clear Channel to supply and maintain shelters as well as maintain city owned trash cans. 3i) Current budget not adequate to purchase additional amenities or add additional services. 4d) Bus Shelter contractor maintains trash receptacles at bus shelter and bus bench locations. OCTA services standing stops. 5g) All bus stops are services by contractors 7f) High maintenance stops serviced more often. 10d) Complaint is checked by city personnel- if minor complaint, handled by city-if trash needs emptied contractor notified. 12d) If city bench, city crew handles graffiti - if contractor shelter, contractor notified to remove graffiti. 16d) "AD" benches prohibited. 17g) May add additional shelters as required to meet needs.
N	N	Y	Y	Y	Y	N	N	Y	F		21) This would require significant staff time to inspect and maintain bus stop areas. This would pull resources from Parks and out Street Maintenance Divisions, which are already operating with limited staff. The cost for such a proposition would also have an impact on the city's operating general fund budget.	22) City did not have any additional comments or remarks
NA	NA	NA	NA	NA	NA	NA	NA	NA	G		City did not indicate the type of maintenance performed by OCTA even though they gave OCTA a "Good" rating for maintenance. 21) The HOA's will have to perform more work to keep the bus stop areas clean. The City will also have more calls to pick up trash in the bus stop areas.	16g) Advertising is not allowed.
N	N	Y	Y	N	N	N	N	Y	VG			1g) (Benches and Shelters) Become the City's property at the end of 10 year lease agreement ending in 2010. 2g) (What about the Clear Channel Shelters???) 3i) (In the future, will the city be permitting new shelters and/or benches to be placed in Santa Ana???) 4d) Currently maintained by Clear Channel. 5g) Under contract with Clear Channel. Do not use City staff. 8p) Required to clean and maintain within a 20 foot radius 11e) Within 4 hours. 16g) All accessible. (Did not list number of "AD" shelters and the revenue generated from them.)
NA	NA	NA	NA	NA	NA	NA	NA	NA	NA		20) (City states there is) No evidence of any maintenance 21) Minimal (Impact)	15e) Depending on size
Y	Y	Y	Y	Y	Y	Y	Y	Y	VG		21) All of the items listed in question 19 would become the responsibility of the City. There would be a obvious fiscal impact. 22) OCTA provides a high quality service maintaining the bus stops in San Clemente. Interaction and communications with the Stops and Zones Section has always been positive and cooperative.	3i) Purchased benches are for replacement due to damage or new requests for benches at bus stops. 5g) Work contracted with CR&R. 11e) If after hours or weekends personnel are dispatched the next business day. 12d) San Clemente has a graffiti hotline, graffiti is removed by contractor and/or city personnel. 22) OCTA provides a high quality service maintaining the bus stops in San Clemente. Interaction and communications with the Stops and Zones Section has always been positive and cooperative.
N	N	N	N	N	N	N	N	N	F		21) Great impact fiscally as well as resources. Staff has been cut and not available to take this.	4c) City indicates that is are no city or privately trash cans, yet they not that "Waste Management" company empties their trash receptacles. 16g) Advertising against city ordinance. 22) No shelters currently, however five are scheduled to be constructed in 2010 along Camino Capistrano.
NA	NA	NA	NA	NA	NA	NA	NA	NA	NA		21) No Comments or Remarks	6b) City is currently bidding out the service. (City has stated in the past that they have taken over ownership of the existing Clear Channel Shelter.)

OCTA - BUS STOP AMENITIES and MAINTENANCE SURVEY

ITEM 7

N	N	Y	N	N	N	N	N	Y	G	21) The City may remove or require the removal of existing facilities. The City is unwilling to provide facilities or services unless costs are offset by either an advertising contractor or by OCTA.	1g) Provided by contractor but now City owned and maintained by contractor, Clear Channel Outdoor. 2g) Tustin Marketplace, The Irvine Company 3i) New equipment will be provided at no cost to the city by contractor pursuant to advertising shelter agreement. 4d) Bus shelter locations are serviced by the contractor and other locations by city staff. 5g) (Maintained) By both the city and the contractor. 6i) City has an advertising shelter agreement with Clear Channel Outdoor. 10d) City staff responds to urgent issues. 15e) City work order is issued and a City arborist performs a site review. 16g) Contract is with Clear Channel Outdoor. 17g) Ad shelters only. The City does not permit ad benches.
NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NO RESPONSE FROM CITY	NO RESPONSE FROM CITY
N	N	N	N	N	N	N	N	N	G	21) None - city forces also maintain and we only have two stops with trash cans and benches.	5g) OCTA contractor follows up
N	N	N	N	N	N	N	N	N	NA	20) N/A - City personnel maintains bus stops.	8p) City personnel perform items C-N

LEGEND:

C = CITY
 O = OCTA
 SCI = SHELTER CLEAN, INC.
 IRV CO = IRVINE COMPANY
 HOA = HOMEOWNERS ASSOCIATION
 CC = CLEAR CHANNEL
 CU = COAST UNITED
 MC = MAINTENANCE CONTRACTOR
 CR&R = PRIVATE DISPOSAL COMPANY
 WASTE HAULER = PRIVATE DISPOSAL COMPANY
 NR = NON RESPONSIVE

Y = YES
 N = NO
 NA = NOT APPLICABLE
 UNK = UNKNOWN
 F = FAIR
 G = GOOD
 VG = VERY GOOD
 VARIES = WHEN RESOURCES ARE AVAILABLE
 WK = WEEKLY
 MTH = MONTHLY
 Yrs = YEARLY or YEARS