

2021 Board and CEO Initiatives and Action Plan

**Citizens Advisory Committee
April 20, 2021**

Background

- Revised and approved by the Board at the beginning of each calendar year
- Board Initiatives: Chairman's priorities/themes for the year
- CEO Initiatives: Actions supporting Board Initiatives
- Action Plan: Project/program milestones reinforcing CEO Initiatives

FIRST QUARTER (Q1)				12 of 12 Completed - 100%				
#	Project/Program	Objective	Milestone	Notes	Q1	Q2	Q3	Q4
1.	I-5, SR-73 to El Toro Road	Ensure Segment 3 is Under Construction	Provide project update to Board - Q1	March 8, 2021 - provided project update to Board.	Completed			
2.	Orange County Rail Infrastructure Defense Against Climate Change Study	Identify Implementation Strategies or Mitigations to Reduce Climate Change Risks to Rail Infrastructure	Present update on study to ESC - Q1	February 8, 2021 - presented update to ESC.	Completed			
3.	College Pass Program	Provide Community College Students with a Discount Bus Pass to Enhance Access to Education	Work with Cypress College to implement program for spring 2021 semester launch - Q1	Completed the enrollment and launch of the three-year College Pass Program with Cypress College; all students can ride OC Bus free as of January 25, 2021, beginning of the spring semester.	Completed			
4.	Digital Transformation Strategies	Digitize Documents, Forms, and Processes	Establish priority list to digitize manual workflows and present to ESC - Q1	March 22, 2021 - presented to ESC.	Completed			
5.	Digital Transformation Strategies	Establish Office Automation Methods	Implement Robotic Automation tool and design requirements for use cases - Q1	February 2021 - completed implementation.	Completed			
6.	Enterprise Asset Management (EAM) System Replacement	Replace EAM System to Modern Software as a Service to Meet Growing Needs of Maintenance and Procurement	Recommend Board approval for selected EAM vendor - Q1	February 22, 2021 - recommended approval to Board.	Completed			
7.	Intelligent Transit Management System (TMS)	Upgrade ITMS Radio System to Adopt Voice-Over Internet Protocol (VOIP) Technology for Implementation to Both Bus and Streetcar Fleets	Complete pilot testing on the VOIP technology and make recommendation for bus and streetcar fleets - Q1	March 22, 2021 - presented to ESC on completion of pilot testing.	Completed			

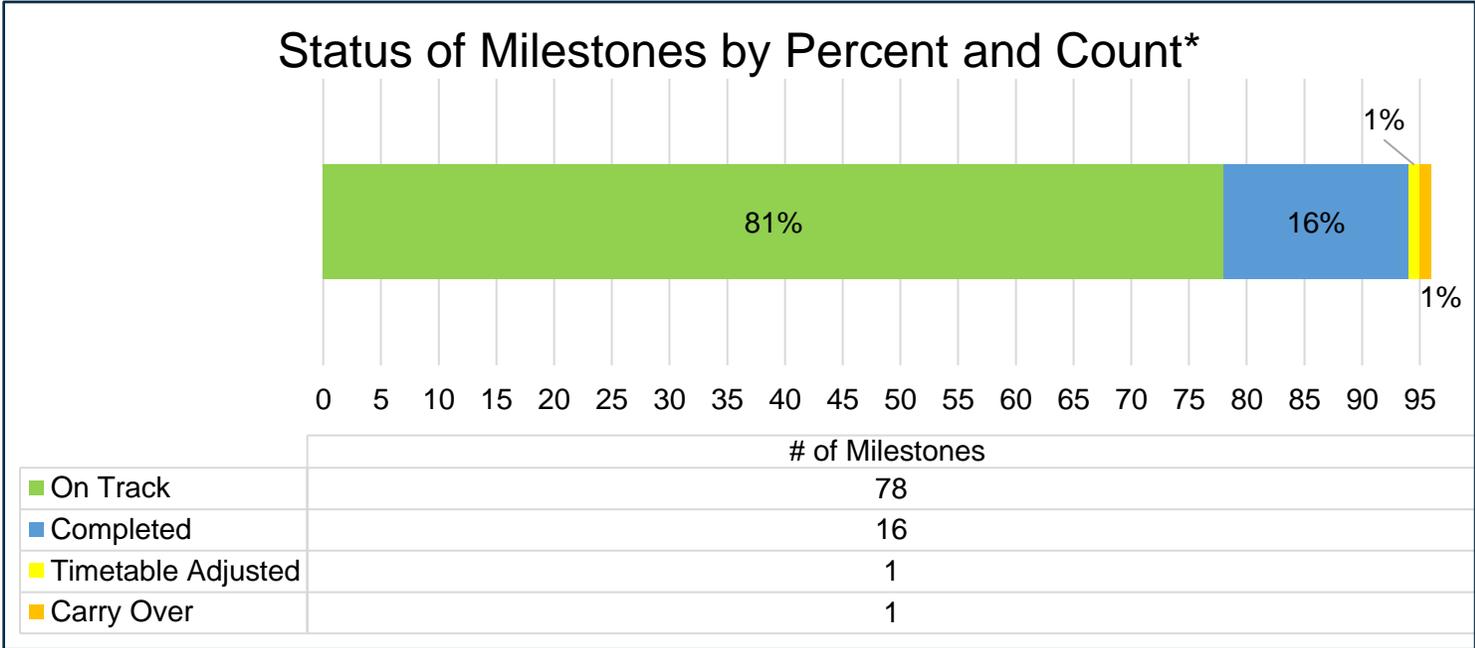
Timeline

- September/October: Planning for next year's Action Plan begins
- November: CEO Workshop takes place
- November/December: Initiatives and milestones finalized
- January: End-of-year report and introduction of new Initiatives and Action Plan presented to Board
- Quarterly updates presented to Board
 - Monthly updates presented to ESC

2021 CEO Action Plan Overview

- 3 Board Initiatives
- 9 CEO Initiatives
- 96 Total Milestones
- Milestones by Quarter
 - Q1 = 12
 - Q2 = 20
 - Q3 = 24
 - Q4 = 40
 - Total = 96

Progress as of 4/19/2021



*Due to rounding, total percentage may not equal 100%.



2021 BOARD & CEO INITIATIVES

FINANCIAL STEWARDSHIP, SUSTAINABILITY, AND RESILIENCE

- Demonstrate Fiscal Responsibility and Effective Measure M2 Administration
- Plan and Adapt to a Changing Environment
- Champion Environmental Stewardship and Sustainability



RELIABLE, ACCESSIBLE, AND BALANCED TRANSPORTATION CHOICES

- Provide Balanced Public Transportation Options and Solutions
- Deliver Improvements to Fulfill Measure M Promises
- Engage with Diverse and Disadvantaged Communities



ORGANIZATIONAL EXCELLENCE AND COLLABORATION

- Enhance Workforce Diversity and Inclusive Work Culture
- Adapt to a Changing Workplace and Promote Employee Development and Safety
- Provide Quality Customer Service and Collaborate with Regional Partners



THANK YOU!