

Meeting of Feb. 22, 2016

Employees of the Month for February honored

The Orange County Transportation Authority board presented resolutions of appreciation to the employees of the month for February.

Resolutions of appreciation were presented to:

- Kathy Guzman, coach operator
- Cesar Carillo from maintenance
- Gina Jimenez from administration

Guzman was hired as a coach operator for OCTA in 1995. She works out of the Garden Grove base and has achieved 17 years of safe driving. She's a model employee who consistently demonstrates good customer service and is extremely dependable.

Carillo joined OCTA in 2000 and currently works the second shift at the Santa Ana base. He recently helped prepare buses for Metrolink passengers during a Metrolink service disruption. Carillo always has a good attitude and completes his work accurately and on time.

Jimenez began working for OCTA in 2008 in External Affairs but has recently moved to the Finance and Administration division. Her role is very diverse but has included the reconstruction of the new board room and conference center. Her project management skills were evident as she worked with contractors, vendors, the property managers, architects and employees to complete the project.

Quarterly Transit Update Shows Safety on Target

OCTA's ACCESS paratransit service is on track with bus safety, courtesy and reliability standards, according to a Transit Division performance update presented to the board.

The report measured OCTA's contracted and directly-operated fixed route bus and ACCESS services through the end of the second quarter of the 2015-16 fiscal year. The quarterly report is intended to gauge the safety, reliability, cost effectiveness and overall quality of the services.

Safety standards within the fixed-route system were achieved and steps are underway to address some courtesy and reliability issues. The efforts include the implementation of OC Bus 360°, a strategy to better meet the needs of Orange County bus riders. In addition to service changes, plans for OC Bus 360° include the development of mobile ticketing and real-time passenger information, studying fare adjustments, as well as rebranding vehicles.

2016 Bus Service Plan approved

After receiving significant public feedback, the OCTA board unanimously approved the 2016 Bus Service Plan, a move aimed at adding 1.3 million riders over the next three years.

The plan, revised based on input from bus riders and the community, is expected to reverse a near-decade trend of declining ridership by reallocating service to high-demand areas in the county.

During the last two months, OCTA collected and reviewed extensive public feedback and conducted additional technical analysis of the plan. The approved plan modified 14 of the 35 bus routes originally proposed for changes. OCTA operates 77 routes.

Among other adjustments, OCTA has approved plans to:

- Introduce a new Route 150, covering major portions of Routes 51 and 145 that are being eliminated. This new route will run from Costa Mesa to Santa Ana, providing direct service to Santa Ana College and other nearby schools.
- Add a new “Bravo!” route and a second “Xpress” route.
- Retain Route 87 based on feedback from Saddleback Unified School District. Route 87 runs along Alicia Parkway, providing service from Rancho Santa Margarita to Laguna Niguel.
- Extend the hours of the Same-Day Taxi Program for ACCESS users and implement a pilot program to eliminate the \$3.60 transfer cost between the same-day taxi and the regular ACCESS service.

OCTA will begin implementing the recommendations in June following an extensive public-outreach campaign to ensure riders are aware of the upcoming changes.

CEO Johnson announces 2016 initiatives to support board strategies

CEO Darrell Johnson outlined his initiatives and action plan for the year to accomplish and monitor the board’s strategic initiatives. The CEO’s initiatives support the board’s strategies and OCTA’s goals of mobility, public service, fiscal sustainability, stewardship and organizational excellence.

The action plan for 2016 includes 12 CEO initiatives, supported by 66 division strategies and 90 milestones to be monitored throughout the year. Progress on those milestones is reported back to board each quarter.

The 2016 CEO initiatives include:

- Mobility
 - Advance capital projects
 - Design mobility services for future needs
 - Expand active transportation
- Public service
 - Educate customers on upcoming programs
 - Maintain open communication with stakeholders
 - Safeguard public investments in transportation
- Fiscal sustainability
 - Preserve fiscal stability through prudent financial planning
 - Deliver on the promises of Measure M
- Stewardship
 - Protect environmental resources
- Organizational excellence

- Enhance security and safety measures
- Attract and retain a diverse and engaged workforce
- Leverage technology to improve business operations